

# Bellsouth Monthly State Summary Kentucky, March 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>Resale - Ordering</b>									
<b>% Rejected Service Requests - Mechanized</b>									
A.1.1.1	Diagnostic			14.74%	3,466				Diagnostic
A.1.1.2	Business/KY (%)			30.48%	105				Diagnostic
A.1.1.3	Design (Specials)/KY (%)								Diagnostic
A.1.1.4	PBX/KY (%)								Diagnostic
A.1.1.5	Centre/KY (%)								Diagnostic
A.1.1.6	ISDN/KY (%)								Diagnostic
<b>% Rejected Service Requests - Partially Mechanized</b>									
A.1.2.1	Diagnostic			10.40%	2,471				Diagnostic
A.1.2.2	Business/KY (%)			37.23%	231				Diagnostic
A.1.2.3	Design (Specials)/KY (%)			0.00%	1				Diagnostic
A.1.2.4	PBX/KY (%)								Diagnostic
A.1.2.5	Centre/KY (%)								Diagnostic
A.1.2.6	ISDN/KY (%)								Diagnostic
<b>% Rejected Service Requests - Non-Mechanized</b>									
A.1.3.1	Diagnostic			47.69%	65				Diagnostic
A.1.3.2	Business/KY (%)			48.00%	25				Diagnostic
A.1.3.3	Design (Specials)/KY (%)			25.52%	145				Diagnostic
A.1.3.4	PBX/KY (%)			60.00%	10				Diagnostic
A.1.3.5	Centre/KY (%)			0.00%	1				Diagnostic
A.1.3.6	ISDN/KY (%)			0.00%	2				Diagnostic
<b>Reject Interval - Mechanized</b>									
A.1.4.1	>= 97% w in 1 hr			99.61%	511				YES
A.1.4.2	>= 97% w in 1 hr			100.00%	32				YES
A.1.4.3	>= 97% w in 1 hr								
A.1.4.4	>= 97% w in 1 hr								
A.1.4.5	>= 97% w in 1 hr								
A.1.4.6	>= 97% w in 1 hr								
<b>Reject Interval - Partially Mechanized - 10 hours</b>									
A.1.7.1	>= 85% w in 10 hrs			96.95%	262				YES
A.1.7.2	>= 85% w in 10 hrs			98.85%	87				YES
A.1.7.3	>= 85% w in 10 hrs								
A.1.7.4	>= 85% w in 10 hrs								
A.1.7.5	>= 85% w in 10 hrs								
A.1.7.6	>= 85% w in 10 hrs								
<b>Reject Interval - Non-Mechanized</b>									
A.1.8.1	>= 85% w in 24 hrs			93.55%	31				YES
A.1.8.2	>= 85% w in 24 hrs			100.00%	12				YES
A.1.8.3	>= 85% w in 24 hrs			100.00%	37				YES
A.1.8.4	>= 85% w in 24 hrs			100.00%	6				YES
A.1.8.5	>= 85% w in 24 hrs								
A.1.8.6	>= 85% w in 24 hrs								
<b>FOC Timeliness - Mechanized</b>									
A.1.9.1	>= 95% w in 3 hrs			99.97%	2,948				YES
A.1.9.2	>= 95% w in 3 hrs			100.00%	73				YES
A.1.9.3	>= 95% w in 3 hrs								
A.1.9.4	>= 95% w in 3 hrs								
A.1.9.5	>= 95% w in 3 hrs								
A.1.9.6	>= 95% w in 3 hrs								
<b>FOC Timeliness - Partially Mechanized - 10 hours</b>									
A.1.12.1	>= 85% w in 10 hrs			99.34%	2,280				YES

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A.1.12.2	Business/KY (%)
A.1.12.3	Design (Specials)/KY (%)
A.1.12.4	PBX/KY (%)
A.1.12.5	Centre/KY (%)
A.1.12.6	ISDN/KY (%)

Benchmark/Analogy  
 >= 85% w/in 10 mts  
 >= 85% w/in 10 mts  
 >= 85% w/in 10 mts  
 >= 85% w/in 10 mts  
 >= 85% w/in 10 mts

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		98.09%	157				YES
		0.00%	1				NO

A.1.13.1	Residence/KY (%)
A.1.13.2	Business/KY (%)
A.1.13.3	Design (Specials)/KY (%)
A.1.13.4	PBX/KY (%)
A.1.13.5	Centre/KY (%)
A.1.13.6	ISDN/KY (%)

>= 85% w/in 36 mts  
 >= 85% w/in 36 mts  
 >= 85% w/in 36 mts  
 >= 85% w/in 36 mts  
 >= 85% w/in 36 mts  
 >= 85% w/in 36 mts

	100.00%	34					YES
	100.00%	10					YES
	100.00%	107					YES
	75.00%	4					NO
	100.00%	1					YES
	100.00%	2					YES

### FOC & Reject Response Completeness - Mechanized

A.1.14.1.1	Residence/EDI/KY (%)
A.1.14.1.2	Residence/TAG/KY (%)
A.1.14.2.1	Business/EDI/KY (%)
A.1.14.2.2	Business/TAG/KY (%)
A.1.14.3.1	Design (Specials)/EDI/KY (%)
A.1.14.3.2	Design (Specials)/TAG/KY (%)
A.1.14.4.1	PBX/EDI/KY (%)
A.1.14.4.2	PBX/TAG/KY (%)
A.1.14.5.1	Centre/EDI/KY (%)
A.1.14.5.2	Centre/TAG/KY (%)
A.1.14.6.1	ISDN/EDI/KY (%)
A.1.14.6.2	ISDN/TAG/KY (%)

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

	100.00%	42					YES
	99.90%	3,424					YES
	100.00%	105					YES

### FOC & Reject Response Completeness - Partially Mechanized

A.1.15.1.1	Residence/EDI/KY (%)
A.1.15.1.2	Residence/TAG/KY (%)
A.1.15.2.1	Business/EDI/KY (%)
A.1.15.2.2	Business/TAG/KY (%)
A.1.15.3.1	Design (Specials)/EDI/KY (%)
A.1.15.3.2	Design (Specials)/TAG/KY (%)
A.1.15.4.1	PBX/EDI/KY (%)
A.1.15.4.2	PBX/TAG/KY (%)
A.1.15.5.1	Centre/EDI/KY (%)
A.1.15.5.2	Centre/TAG/KY (%)
A.1.15.6.1	ISDN/EDI/KY (%)
A.1.15.6.2	ISDN/TAG/KY (%)

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

	100.00%	26					YES
	99.96%	2,445					YES
	100.00%	231					YES

### FOC & Reject Response Completeness - Non-Mechanized

A.1.16.1	Residence/KY (%)
A.1.16.2	Business/KY (%)
A.1.16.3	Design (Specials)/KY (%)
A.1.16.4	PBX/KY (%)
A.1.16.5	Centre/KY (%)
A.1.16.6	ISDN/KY (%)

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

	98.46%	65					YES
	100.00%	25					YES
	97.93%	145					YES
	90.00%	10					NO
	100.00%	1					YES
	100.00%	2					YES

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

A.1.17.1.1	Residence/EDI/KY (%)
A.1.17.1.2	Residence/TAG/KY (%)
A.1.17.2.1	Business/EDI/KY (%)
A.1.17.2.2	Business/TAG/KY (%)
A.1.17.3.1	Design (Specials)/EDI/KY (%)
A.1.17.3.2	Design (Specials)/TAG/KY (%)
A.1.17.4.1	PBX/EDI/KY (%)
A.1.17.4.2	PBX/TAG/KY (%)
A.1.17.5.1	Centre/EDI/KY (%)
A.1.17.5.2	Centre/TAG/KY (%)

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

	100.00%	42					YES
	99.89%	3,417					YES
	100.00%	105					YES

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A.1.17.6.1	O-11	ISDN/EDI/KY (%)	>= 95%
A.1.17.6.2	O-11	ISDN/TAG/KY (%)	>= 95%

Benchmark/  
Analogue

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

<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Partially Mechanized</b>			
A.1.18.1.1	O-11	Residence/EDI/KY (%)	>= 95%
A.1.18.1.2	O-11	Residence/TAG/KY (%)	>= 95%
A.1.18.2.1	O-11	Business/EDI/KY (%)	>= 95%
A.1.18.2.2	O-11	Business/TAG/KY (%)	>= 95%
A.1.18.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%
A.1.18.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%
A.1.18.4.1	O-11	PBX/EDI/KY (%)	>= 95%
A.1.18.4.2	O-11	PBX/TAG/KY (%)	>= 95%
A.1.18.5.1	O-11	Centrex/EDI/KY (%)	>= 95%
A.1.18.5.2	O-11	Centrex/TAG/KY (%)	>= 95%
A.1.18.6.1	O-11	ISDN/EDI/KY (%)	>= 95%
A.1.18.6.2	O-11	ISDN/TAG/KY (%)	>= 95%

>= 95%

		100.00%	26				
		98.08%	2,444				YES
		94.81%	231				NO
		100.00%	1				YES

<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Non-Mechanized</b>			
A.1.19.1	O-11	Business/EDI/KY (%)	>= 95%
A.1.19.2	O-11	Business/TAG/KY (%)	>= 95%
A.1.19.3	O-11	Design (Specials)/KY (%)	>= 95%
A.1.19.4	O-11	PBX/KY (%)	>= 95%
A.1.19.5	O-11	Centrex/KY (%)	>= 95%
A.1.19.6	O-11	ISDN/KY (%)	>= 95%

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

		95.31%	64				YES
		100.00%	25				YES
		92.95%	142				NO
		88.89%	9				NO
		100.00%	1				YES
		100.00%	2				YES

### Resale - Provisioning

<b>Order Completion Interval</b>			
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY (days)	Res
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY (days)	Res
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY (days)	Res
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/KY (days)	Res
A.2.1.2.1.1	P-4	Business/<10 circuits/Non-Dispatch/KY (days)	Bus
A.2.1.2.1.2	P-4	Business/>=10 circuits/Non-Dispatch/KY (days)	Bus
A.2.1.2.2.1	P-4	Business/<10 circuits/Dispatch/KY (days)	Bus
A.2.1.2.2.2	P-4	Business/>=10 circuits/Dispatch/KY (days)	Bus
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Dispatch/KY (days)	Design
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Design
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/KY (days)	PBX
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY (days)	PBX
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/KY (days)	PBX
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY (days)	Centrex
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY (days)	Centrex
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Centrex
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Dispatch/KY (days)	ISDN
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Dispatch/KY (days)	ISDN

### Held Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY (days)	Res
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY (days)	Res
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY (days)	Res
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	Res
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	Res
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	Res

Res  
Res  
Res  
Res  
Res  
Res

		51.15	59	47.00	1	82.452	83.14764	0.0499	YES
		0.00	0	0.00	0				YES
		13.20	5	0.00	0	9.935			YES
		0.00	0	0.00	0				YES
		0.00	0	0.00	0				YES
		0.00	0	0.00	0				YES

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Analogue	Benchmark	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.2.1.1	P-1 Business<10 circuits/Facility/KY (days)	21.31	13	0.00	0	17.070			YES
A.2.2.1.2	P-1 Business<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
A.2.2.1.3	P-1 Business/<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
A.2.2.2.1	P-1 Business/>=10 circuits/Equipment/KY (days)	0.00	0						
A.2.2.2.2	P-1 Business/>=10 circuits/Other/KY (days)	0.00	0						
A.2.2.3.1	P-1 Design (Specials)<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1 Design (Specials)<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1 Design (Specials)<10 circuits/Other/KY (days)	14.60	5	0.00	0	8.473			YES
A.2.2.3.2	P-1 Design (Specials)>=10 circuits/Facility/KY (days)	0.00	0						
A.2.2.3.2.1	P-1 Design (Specials)>=10 circuits/Equipment/KY (days)	0.00	0						
A.2.2.3.2.2	P-1 Design (Specials)>=10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
A.2.2.4.1	P-1 PBX/<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
A.2.2.4.1.1	P-1 PBX/<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1 PBX/<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
A.2.2.4.2	P-1 PBX/>=10 circuits/Facility/KY (days)	0.00	0						
A.2.2.4.2.1	P-1 PBX/>=10 circuits/Equipment/KY (days)	0.00	0						
A.2.2.4.2.2	P-1 PBX/>=10 circuits/Other/KY (days)	0.00	0						
A.2.2.5.1	P-1 Centrex/<10 circuits/Facility/KY (days)	0.00	0						
A.2.2.5.1.1	P-1 Centrex/<10 circuits/Equipment/KY (days)	0.00	0						
A.2.2.5.1.2	P-1 Centrex/<10 circuits/Other/KY (days)	0.00	0						
A.2.2.5.2	P-1 Centrex/>=10 circuits/Facility/KY (days)	0.00	0						
A.2.2.5.2.1	P-1 Centrex/>=10 circuits/Equipment/KY (days)	0.00	0						
A.2.2.5.2.2	P-1 Centrex/>=10 circuits/Other/KY (days)	0.00	0						
A.2.2.6.1	P-1 ISDN/<10 circuits/Facility/KY (days)	0.00	0						
A.2.2.6.1.1	P-1 ISDN/<10 circuits/Equipment/KY (days)	0.00	0						
A.2.2.6.1.2	P-1 ISDN/<10 circuits/Other/KY (days)	0.00	0						
A.2.2.6.2	P-1 ISDN/>=10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1 ISDN/>=10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1 ISDN/>=10 circuits/Other/KY (days)	0.00	0	0.00	0				YES

### % Jeopardies - Mechanized

Analogue	Benchmark	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.4.1	P-2 Residence/KY (%)	0.35%	112,786	0.62%	3,725			0.00099	NO
A.2.4.2	P-2 Business/KY (%)	1.39%	9,182	0.00%	164			0.00924	YES
A.2.4.3	P-2 Design (Specials)/KY (%)	11.59%	596						
A.2.4.4	P-2 PBX/KY (%)	1.82%	55	0.00%	2			0.09618	YES
A.2.4.5	P-2 Centrex/KY (%)	2.59%	386						
A.2.4.6	P-2 ISDN/KY (%)	7.98%	213						

### % Jeopardies - Non-Mechanized

Analogue	Benchmark	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.5.1	P-2 Residence/KY (%)			1.92%	104				Diagnostic
A.2.5.2	P-2 Business/KY (%)			0.00%	14				Diagnostic
A.2.5.3	P-2 Design (Specials)/KY (%)			0.00%	1				Diagnostic
A.2.5.4	P-2 PBX/KY (%)			50.00%	2				Diagnostic
A.2.5.5	P-2 Centrex/KY (%)								Diagnostic
A.2.5.6	P-2 ISDN/KY (%)			0.00%	2				Diagnostic

### Average Jeopardy Notice Interval - Mechanized

Analogue	Benchmark	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.7.1	P-2 Residence/KY (hours)			183.25	20				YES
A.2.7.2	P-2 Business/KY (hours)								
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

Analogue	Benchmark	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.8.1	P-2 Residence/KY (hours)			115.28	2				Diagnostic
A.2.8.2	P-2 Business/KY (hours)								Diagnostic
A.2.8.3	P-2 Design (Specials)/KY (hours)			157.70	1				Diagnostic
A.2.8.4	P-2 PBX/KY (hours)								Diagnostic
A.2.8.5	P-2 Centrex/KY (hours)								Diagnostic

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		Benchmark/Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>% Jeopardy Notice &gt;= 48 hours - Mechanized</b>		Diagnostic								Diagnostic
A.2.8.6	P-2  SDN/KY (hours)	Diagnostic								
A.2.9.1	P-2  Residence/KY (%)	95% >= 48 hrs	100.00%	20						YES
A.2.9.2	P-2  Business/KY (%)	95% >= 48 hrs								
A.2.9.3	P-2  Design (Specials)/KY (%)	95% >= 48 hrs								
A.2.9.4	P-2  PBX/KY (%)	95% >= 48 hrs								
A.2.9.5	P-2  Centrex/KY (%)	95% >= 48 hrs								
A.2.9.6	P-2  SDN/KY (%)	95% >= 48 hrs								
<b>% Jeopardy Notice &gt;= 48 hours - Non-Mechanized</b>		Diagnostic								Diagnostic
A.2.10.1	P-2  Residence/KY (%)	Diagnostic	100.00%	2						Diagnostic
A.2.10.2	P-2  Business/KY (%)	Diagnostic								
A.2.10.3	P-2  Design (Specials)/KY (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.4	P-2  PBX/KY (%)	Diagnostic								
A.2.10.5	P-2  Centrex/KY (%)	Diagnostic								
A.2.10.6	P-2  SDN/KY (%)	Diagnostic								
<b>% Missed Installation Appointments</b>		Res	9.24%	5,141	6.19%	259	0.01844	1.6603		YES
A.2.11.1.1	P-3  Residence<10 circuits/Dispatch/KY (%)	Res	0.02%	107,653	0.03%	3,579	0.00025	-0.2648		YES
A.2.11.1.2	P-3  Residence<=10 circuits/Dispatch/KY (%)	Res	5.26%	19	0.00%	2	0.16600	0.3171		YES
A.2.11.1.22	P-3  Residence<=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.11.2.1	P-3  Business<10 circuits/Dispatch/KY (%)	Bus	3.21%	1,747	0.00%	17	0.04293	0.7467		YES
A.2.11.2.11	P-3  Business<10 circuits/Non-Dispatch/KY (%)	Bus	0.01%	7,389	1.24%	161	0.00093	-13.2587		NO
A.2.11.2.2	P-3  Business<=10 circuits/Dispatch/KY (%)	Bus	2.44%	41						
A.2.11.3.1	P-3  Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	5.81%	499						
A.2.11.3.12	P-3  Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	92	0.00%	1	0.00000			YES
A.2.11.3.2	P-3  Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	0.00%	24						
A.2.11.3.22	P-3  Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.11.4.1	P-3  PBX<10 circuits/Dispatch/KY (%)	PBX	0.00%	8						
A.2.11.4.2	P-3  PBX>=10 circuits/Dispatch/KY (%)	PBX	0.00%	42	25.00%	4	0.00000			NO
A.2.11.4.22	P-3  PBX<10 circuits/Non-Dispatch/KY (%)	PBX								
A.2.11.5.1	P-3  Centrex<10 circuits/Dispatch/KY (%)	Centrex	0.88%	228						
A.2.11.5.12	P-3  Centrex<10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	148						
A.2.11.5.2	P-3  Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	0.00%	6						
A.2.11.5.22	P-3  Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	1						
A.2.11.6.1	P-3  SDN/<10 circuits/Dispatch/KY (%)	SDN	0.00%	81						
A.2.11.6.12	P-3  SDN/<10 circuits/Non-Dispatch/KY (%)	SDN	0.00%	92						
A.2.11.6.2	P-3  SDN/>=10 circuits/Dispatch/KY (%)	SDN	0.00%	38						
A.2.11.6.22	P-3  SDN/>=10 circuits/Non-Dispatch/KY (%)	SDN	0.00%	7	0.00%	2	0.00000			YES
<b>% Provisioning Troubles within 30 Days</b>		Res	11.53%	4,431	10.56%	303	0.01897	0.5121		YES
A.2.12.1.1	P-9  Residence<10 circuits/Dispatch/KY (%)	Res	4.52%	110,128	5.67%	4,587	0.00313	-3.6507		NO
A.2.12.1.12	P-9  Residence<=10 circuits/Dispatch/KY (%)	Res	0.00%	11	0.00%	2	0.00000			YES
A.2.12.1.2	P-9  Residence<=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.12.2.1	P-9  Business<10 circuits/Dispatch/KY (%)	Bus	11.15%	1,444	4.89%	41	0.04985	1.2581		YES
A.2.12.2.11	P-9  Business<10 circuits/Non-Dispatch/KY (%)	Bus	6.56%	5,840	3.21%	218	0.01710	1.9678		YES
A.2.12.2.2	P-9  Business>=10 circuits/Dispatch/KY (%)	Bus	26.32%	19						
A.2.12.2.21	P-9  Business>=10 circuits/Non-Dispatch/KY (%)	Bus	4.76%	389						
A.2.12.3.1	P-9  Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	4.00%	125	0.00%	1	0.19674	0.2033		YES
A.2.12.3.12	P-9  Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	28						
A.2.12.3.2	P-9  Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design	0.00%	7	0.00%	2	0.00000			YES
A.2.12.4.1	P-9  PBX<10 circuits/Dispatch/KY (%)	PBX	5.88%	34	33.33%	3	0.14171	-1.9371		NO
A.2.12.4.12	P-9  PBX<10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	1						
A.2.12.4.2	P-9  PBX/>=10 circuits/Dispatch/KY (%)	PBX	0.00%	5	0.00%	1	0.00000			YES

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A.2.12.5.1.1	P-8	Centrex<10 circuits/Dispatch/KY (%)
A.2.12.5.1.2	P-9	Centrex<10 circuits/Non-Dispatch/KY (%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY (%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY (%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY (%)
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)

### Average Completion Notice Interval - Mechanized

A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)
A.2.14.1.1.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)
A.2.14.2.1.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.3.1.1	P-5	Design (Specials)<10 circuits/Dispatch/KY (hours)
A.2.14.3.1.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.3.2.1	P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
A.2.14.3.2.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)
A.2.14.5.1.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)

### Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)
A.2.15.1.1.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)
A.2.15.2.1.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.3.1.1	P-5	Design (Specials)<10 circuits/Non-Dispatch/KY (hours)
A.2.15.3.1.2	P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
A.2.15.3.2.1	P-5	Design (Specials)>=10 circuits/Dispatch/KY (hours)
A.2.15.3.2.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)
A.2.15.5.1.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)

### Benchmark/ Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
4.00%	100						
2.83%	495						
0.00%	4						
0.00%	1						
5.08%	59						
0.00%	99						
0.00%	29						
0.00%	8						

Res	4.55	5,172	0.03	242	28,823	1,882.48	2,404.6	YES
Res	0.85	107,721	0.35	3,482	11,480	0.19757	2,517.0	YES
Res	4.83	20	0.02	1	16,201	16,501.09	0.2900	YES
Res								
Bus	3.32	1,757	0.02	15	23,057	5,978.96	0.5527	YES
Bus	1.26	7,384	0.32	149	11,524	0.95359	0.9815	YES
Bus	10.05	42			32,653			
Bus	0.38	3			0,088			
Design	7.40	528			66,767			
Design	118.08	28			343,711			
Design								
Design	4.18	8			7,917			
PBX	0.60	42	0.10	2	2,491	1,802.55	0.2754	YES
PBX	27.13	3			39,102			
PBX	0.24	4			0,151			
Centrex	14.75	228			9,829			
Centrex	2.07	148			45,482			
Centrex	33.37	7			87,794			
Centrex	0.35	1			0,000			
ISDN	10.02	84			15,595			
ISDN	7.35	93			28,303			
ISDN	10.01	39			21,861			
ISDN	0.38	7			0,122			

Diagnostic	17.87	15						
Diagnostic	5.09	88						
Diagnostic	0.02	1						
Diagnostic	9.28	2						
Diagnostic	5.38	12						
Diagnostic								
Diagnostic	14.00	1						
Diagnostic								
Diagnostic	15.78	2						
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic	14.00	2						
Diagnostic								

# Bellsouth Monthly State Summary

## Kentucky, March 2003

*Total Service Order Cycle Time - Mechanized*

A.2.17.1.1.1	P-10	Residence/<10 circuits/DispatchKY (days)	Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/DispatchKY (days)	Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/DispatchKY (days)	Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/DispatchKY (days)	Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/DispatchKY (days)	Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.6.1.1	P-10	SDN/<10 circuits/DispatchKY (days)	Diagnostic
A.2.17.6.1.2	P-10	SDN/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.17.6.2.1	P-10	SDN/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.17.6.2.2	P-10	SDN/>=10 circuits/Non-DispatchKY (days)	Diagnostic

Benchmark/Analogs	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								
Diagnostic			0.37	1,425				
Diagnostic								
Diagnostic								
Diagnostic			0.34	5				
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								

*Total Service Order Cycle Time - Partially Mechanized*

A.2.18.1.1.1	P-10	Residence/<10 circuits/DispatchKY (days)	Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/DispatchKY (days)	Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/DispatchKY (days)	Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/DispatchKY (days)	Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/DispatchKY (days)	Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.6.1.1	P-10	SDN/<10 circuits/DispatchKY (days)	Diagnostic
A.2.18.6.1.2	P-10	SDN/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.18.6.2.1	P-10	SDN/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.18.6.2.2	P-10	SDN/>=10 circuits/Non-DispatchKY (days)	Diagnostic

Diagnostic			5.62	145				
Diagnostic			0.92	1,519				
Diagnostic			5.78	1				
Diagnostic			2.85	8				
Diagnostic			0.86	90				
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								
Diagnostic								

*Total Service Order Cycle Time - Non-Mechanized*

A.2.19.1.1.1	P-10	Residence/<10 circuits/DispatchKY (days)	Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/DispatchKY (days)	Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-DispatchKY (days)	Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/DispatchKY (days)	Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-DispatchKY (days)	Diagnostic

Diagnostic			3.47	8				
Diagnostic			1.89	11				
Diagnostic			0.93	1				
Diagnostic								
Diagnostic			0.33	1				
Diagnostic								







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A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%

Benchmark Analog  
>= 95%  
>= 95%  
>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		96.30%	27				YES
		91.30%	23				NO
		100.00%	2				YES
		100.00%	3				YES

### Resale - Maintenance and Repair

Missed Repair Appointments	
A.3.1.1.1	M&R-1 Residence/Dispatch/KY (%)
A.3.1.1.2	M&R-1 Residence/Non-Dispatch/KY (%)
A.3.1.2.1	M&R-1 Business/Dispatch/KY (%)
A.3.1.2.2	M&R-1 Business/Non-Dispatch/KY (%)
A.3.1.3.1	M&R-1 Design (Specials)/Dispatch/KY (%)
A.3.1.3.2	M&R-1 Design (Specials)/Non-Dispatch/KY (%)
A.3.1.4.1	M&R-1 PBX/Dispatch/KY (%)
A.3.1.4.2	M&R-1 PBX/Non-Dispatch/KY (%)
A.3.1.5.1	M&R-1 Centrex/Dispatch/KY (%)
A.3.1.5.2	M&R-1 Centrex/Non-Dispatch/KY (%)
A.3.1.6.1	M&R-1 ISDN/Dispatch/KY (%)
A.3.1.6.2	M&R-1 ISDN/Non-Dispatch/KY (%)

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

6.57%	17,971	2.94%	511				
1.20%	6,831	0.00%	62				
9.29%	2,272	14.29%	70				
2.06%	1,116	0.00%	3				
1.05%	285	0.00%	9				
1.32%	379	10.00%	10				
5.77%	52	0.00%	12				
8.62%	88	0.00%	1				
5.97%	134	0.00%	1				
4.09%	171	0.00%	0				
3.85%	26	0.00%	0				
6.25%	32	0.00%	0				

### Customer Trouble Report Rate

A.3.2.1.1	M&R-2 Residence/Dispatch/KY (%)
A.3.2.1.2	M&R-2 Residence/Non-Dispatch/KY (%)
A.3.2.2.1	M&R-2 Business/Dispatch/KY (%)
A.3.2.2.2	M&R-2 Business/Non-Dispatch/KY (%)
A.3.2.3.1	M&R-2 Design (Specials)/Dispatch/KY (%)
A.3.2.3.2	M&R-2 Design (Specials)/Non-Dispatch/KY (%)
A.3.2.4.1	M&R-2 PBX/Dispatch/KY (%)
A.3.2.4.2	M&R-2 PBX/Non-Dispatch/KY (%)
A.3.2.5.1	M&R-2 Centrex/Dispatch/KY (%)
A.3.2.5.2	M&R-2 Centrex/Non-Dispatch/KY (%)
A.3.2.6.1	M&R-2 ISDN/Dispatch/KY (%)
A.3.2.6.2	M&R-2 ISDN/Non-Dispatch/KY (%)

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

2.31%	776,907	3.21%	15,921				
0.88%	776,907	0.39%	15,921				
1.14%	199,608	1.93%	3,619				
0.66%	199,608	0.08%	3,619				
0.44%	64,269	1.10%	821				
0.99%	64,269	1.22%	821				
0.15%	34,372	1.78%	673				
0.17%	54,317	0.15%	673				
0.24%	55,481	0.42%	237				
0.31%	55,481	0.00%	237				
0.04%	63,762	0.00%	421				
0.05%	63,762	0.00%	421				

### Maintenance Average Duration

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

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

29.04	17,971	24.49	511	44.050	1.97617	2.3033	YES
9.67	6,831	6.02	62	21.536	2.74742	1.3309	YES
10.79	2,272	12.27	70	13.955	1.69350	-0.8727	YES
3.33	1,116	4.67	3	8.815	5.06417	-0.2627	YES
4.96	285	2.92	9	4.933	1.50152	1.0896	YES
2.67	379	4.23	10	4.585	1.46901	-1.0648	YES
7.78	52	5.85	12	10.213	3.27086	0.5876	YES
8.18	58	0.28	1	13.676	13.79317	0.5724	YES
10.37	134	2.00	1	20.049	20.12397	0.4160	YES
3.82	171	0.00	0	11.944			YES
6.76	26	0.00	0	6.794			YES
4.53	32	0.00	0	7.291			YES

### % Repeat Troubles within 30 Days

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

Res  
Res  
Bus  
Bus  
Design  
Design  
PBX  
PBX  
Centrex  
Centrex

22.10%	17,971	14.09%	511				
16.35%	6,831	16.13%	62				
14.48%	2,272	14.29%	70				
12.10%	1,116	0.00%	3				
24.21%	285	11.11%	9				
18.21%	379	30.00%	10				
13.48%	52	8.33%	12				
8.62%	58	0.00%	1				
14.93%	134	0.00%	1				
16.37%	171	0.00%	0				

## BellSouth Monthly State Summary Kentucky, March 2003

Account	ISDN/Dispatch/KY (%)	ISDN/Non-Dispatch/KY (%)	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.6.1			ISDN	11.54%	26	0.00%	0				YES
A.3.4.6.2			ISDN	3.13%	32	0.00%	0				YES
<b>Out of Service &gt; 24 hours</b>											
M&R-5	Residence/Dispatch/KY (%)		Res	10.70%	10,800	6.50%	354		0.01670	2.5191	YES
A.3.5.1.1			Res	4.89%	1,614	0.00%	28		0.04113	1.1902	YES
A.3.5.1.2	Residence/Non-Dispatch/KY (%)		Bus	5.71%	1,348	2.94%	34		0.04030	0.6876	YES
A.3.5.2.1	Business/Dispatch/KY (%)		Bus	2.62%	420	0.00%	3		0.09253	0.2850	YES
A.3.5.2.2	Business/Non-Dispatch/KY (%)		Design	1.05%	285	0.00%	9		0.03455	0.3047	YES
A.3.5.3.1	Design (Specials)/Dispatch/KY (%)		Design	1.32%	379	10.00%	10		0.03655	-2.3748	NO
A.3.5.3.2	Design (Specials)/Non-Dispatch/KY (%)		PBX	4.35%	46	0.00%	11		0.06845	0.6352	YES
A.3.5.4.1	PBX/Dispatch/KY (%)		PBX	5.65%	54	0.00%	1		0.23117	0.2403	YES
A.3.5.4.2	PBX/Non-Dispatch/KY (%)		Centrex	7.14%	70	0.00%	1		0.25937	0.2754	YES
A.3.5.5.1	Centrex/Dispatch/KY (%)		Centrex	2.41%	83	0.00%	0				YES
A.3.5.5.2	Centrex/Non-Dispatch/KY (%)		ISDN	3.85%	26	0.00%	0				YES
A.3.5.6.1	ISDN/Dispatch/KY (%)		ISDN	6.25%	32	0.00%	0				YES
A.3.5.6.2	ISDN/Non-Dispatch/KY (%)		ISDN								YES

**Resale - Billing**

<b>Invoice Accuracy</b>											
Account	KY (%)		BST - State	98.60%	\$98,985,638	99.09%	\$1,084,338		0.00011	-43,2387	YES
A.4.1			BST - State								
<b>Mean Time to Deliver Invoices - CRIS</b>											
Account	Region (business days)		BST - Region	4.02	1	3.73	1.978				YES
A.4.2			BST - Region								

# BellSouth Monthly State Summary Kentucky, March 2003

Benchmark/  
Analog

BST  
Measure

BST  
Volume

CLEC  
Measure

CLEC  
Volume

Standard  
Deviation

Standard  
Error

Zscore

Equity

## Unbundled Network Elements - Ordering

### % Rejected Service Requests - Mechanized

Code	Description	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.1.1	Switch Ports/KY (%)	Diagnostic					
O-7	Local Interoffice Transport/KY (%)	Diagnostic					
B.1.1.2	Local Interoffice Transport/KY (%)	Diagnostic					
B.1.1.3	Loop + Port Combination/KY (%)	Diagnostic	14.18%	21,651			
B.1.1.4	Combo Other/KY (%)	Diagnostic					
B.1.1.5	KDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic	21.21%	33			
B.1.1.6	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic	14.89%	47			
B.1.1.7	Line Sharing/KY (%)	Diagnostic	1.92%	52			
B.1.1.8	2W Analog Loop Design/KY (%)	Diagnostic	100.00%	4			
B.1.1.9	2W Analog Loop Non-Design/KY (%)	Diagnostic	0.00%	11			
B.1.1.10	2W Analog Loop w/INP Design/KY (%)	Diagnostic					
B.1.1.11	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic					
B.1.1.12	2W Analog Loop w/LNP Design/KY (%)	Diagnostic					
B.1.1.13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic					
B.1.1.14	Other Design/KY (%)	Diagnostic	43.88%	36			
B.1.1.15	Other Non-Design/KY (%)	Diagnostic	3.54%	1,357			
B.1.1.16	INP Standardone/KY (%)	Diagnostic					
B.1.1.17	INP Standardone/KY (%)	Diagnostic	4.60%	1,217			

### % Rejected Service Requests - Partially Mechanized

Code	Description	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.2.1	Switch Ports/KY (%)	Diagnostic					
B.1.2.2	Local Interoffice Transport/KY (%)	Diagnostic	39.68%	2,171			
B.1.2.3	Loop + Port Combination/KY (%)	Diagnostic	50.00%	8			
B.1.2.4	Combo Other/KY (%)	Diagnostic					
B.1.2.5	KDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic	50.00%	2			
B.1.2.6	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic	33.33%	15			
B.1.2.7	Line Sharing/KY (%)	Diagnostic	55.71%	14			
B.1.2.8	2W Analog Loop Design/KY (%)	Diagnostic	68.67%	3			
B.1.2.9	2W Analog Loop Non-Design/KY (%)	Diagnostic					
B.1.2.10	2W Analog Loop w/INP Design/KY (%)	Diagnostic					
B.1.2.11	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic					
B.1.2.12	2W Analog Loop w/LNP Design/KY (%)	Diagnostic					
B.1.2.13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic					
B.1.2.14	Other Design/KY (%)	Diagnostic	22.22%	45			
B.1.2.15	Other Non-Design/KY (%)	Diagnostic	14.73%	292			
B.1.2.16	INP Standardone/KY (%)	Diagnostic					
B.1.2.17	INP Standardone/KY (%)	Diagnostic	26.76%	370			

### % Rejected Service Requests - Non-Mechanized

Code	Description	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.3.1	Switch Ports/KY (%)	Diagnostic					
B.1.3.2	Local Interoffice Transport/KY (%)	Diagnostic	50.00%	232			
B.1.3.3	Loop + Port Combination/KY (%)	Diagnostic	52.78%	36			
B.1.3.4	Combo Other/KY (%)	Diagnostic	33.33%	3			
B.1.3.5	KDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic	0.00%	1			
B.1.3.6	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic	0.00%	2			
B.1.3.7	Line Sharing/KY (%)	Diagnostic	50.00%	16			
B.1.3.8	2W Analog Loop Design/KY (%)	Diagnostic					
B.1.3.9	2W Analog Loop Non-Design/KY (%)	Diagnostic					
B.1.3.10	2W Analog Loop w/INP Design/KY (%)	Diagnostic					
B.1.3.11	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic					
B.1.3.12	2W Analog Loop w/LNP Design/KY (%)	Diagnostic					
B.1.3.13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic					
B.1.3.14	Other Design/KY (%)	Diagnostic	29.63%	27			
B.1.3.15	Other Non-Design/KY (%)	Diagnostic	33.78%	148			
B.1.3.16	INP Standardone/KY (%)	Diagnostic	37.50%	8			
B.1.3.17	INP Standardone/KY (%)	Diagnostic	17.22%	151			

## BellSouth Monthly State Summary Kentucky, March 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>Reject Interval - Mechanized</b>									
B1.4.1	>= 97% w/in 1 hr								
B1.4.2	>= 97% w/in 1 hr								
B1.4.3	>= 97% w/in 1 hr								
B1.4.4	>= 97% w/in 1 hr								
B1.4.5	>= 97% w/in 1 hr								
B1.4.6	>= 97% w/in 1 hr								
B1.4.7	>= 97% w/in 1 hr								
B1.4.8	>= 97% w/in 1 hr								
B1.4.9	>= 97% w/in 1 hr								
B1.4.10	>= 97% w/in 1 hr								
B1.4.11	>= 97% w/in 1 hr								
B1.4.12	>= 97% w/in 1 hr								
B1.4.13	>= 97% w/in 1 hr								
B1.4.14	>= 97% w/in 1 hr								
B1.4.15	>= 97% w/in 1 hr								
B1.4.16	>= 97% w/in 1 hr								
B1.4.17	>= 97% w/in 1 hr								
<b>Reject Interval - Partially Mechanized - 10 hours</b>									
B1.7.1	>= 85% w/in 10 hrs								
B1.7.2	>= 85% w/in 10 hrs								
B1.7.3	>= 85% w/in 10 hrs								
B1.7.4	>= 85% w/in 10 hrs								
B1.7.5	>= 85% w/in 10 hrs								
B1.7.6	>= 85% w/in 10 hrs								
B1.7.7	>= 85% w/in 10 hrs								
B1.7.8	>= 85% w/in 10 hrs								
B1.7.9	>= 85% w/in 10 hrs								
B1.7.10	>= 85% w/in 10 hrs								
B1.7.11	>= 85% w/in 10 hrs								
B1.7.12	>= 85% w/in 10 hrs								
B1.7.13	>= 85% w/in 10 hrs								
B1.7.14	>= 85% w/in 10 hrs								
B1.7.15	>= 85% w/in 10 hrs								
B1.7.16	>= 85% w/in 10 hrs								
B1.7.17	>= 85% w/in 10 hrs								
<b>Reject Interval - Non-Mechanized</b>									
B1.8.1	>= 85% w/in 24 hrs								
B1.8.2	>= 85% w/in 24 hrs								
B1.8.3	>= 85% w/in 24 hrs								
B1.8.4	>= 85% w/in 24 hrs								
B1.8.5	>= 85% w/in 24 hrs								
B1.8.6	>= 85% w/in 24 hrs								
B1.8.7	>= 85% w/in 24 hrs								
B1.8.8	>= 85% w/in 24 hrs								
B1.8.9	>= 85% w/in 24 hrs								
B1.8.10	>= 85% w/in 24 hrs								
B1.8.11	>= 85% w/in 24 hrs								
B1.8.12	>= 85% w/in 24 hrs								
B1.8.13	>= 85% w/in 24 hrs								
B1.8.14	>= 85% w/in 24 hrs								
B1.8.15	>= 85% w/in 24 hrs								
B1.8.16	>= 85% w/in 24 hrs								
B1.8.17	>= 85% w/in 24 hrs								
<b>FOC Timeliness - Mechanized</b>									
B1.9.1	>= 95% w/in 3 hrs								
B1.9.2	>= 95% w/in 3 hrs								

## Bellsouth Monthly State Summary Kentucky, March 2003

B.1.9.3	Loop + Port Combinations/KY (%)
B.1.9.4	Combo Other/KY (%)
B.1.9.5	XDSL (ADSL, HDSL and UCLJ/KY (%)
B.1.9.6	ISDN Loop (UDN, UDCJ/KY (%)
B.1.9.7	Line Sharing/KY (%)
B.1.9.8	2W Analog Loop Design/KY (%)
B.1.9.9	2W Analog Loop Non-Design/KY (%)
B.1.9.10	2W Analog Loop w/INP Non-Design/KY (%)
B.1.9.11	2W Analog Loop w/INP Non-Design/KY (%)
B.1.9.12	2W Analog Loop w/INP Non-Design/KY (%)
B.1.9.13	2W Analog Loop w/INP Non-Design/KY (%)
B.1.9.14	Other Design/KY (%)
B.1.9.15	Other Non-Design/KY (%)
B.1.9.16	INP Standalone/KY (%)
B.1.9.17	INP Standalone/KY (%)

### FOC Timeliness - Partially Mechanized - 10 hours

O-9	Switch Ports/KY (%)
O-9	Local Interoffice Transport/KY (%)
O-9	Loop + Port Combinations/KY (%)
O-9	Combo Other/KY (%)
O-9	XDSL (ADSL, HDSL and UCLJ/KY (%)
O-9	ISDN Loop (UDN, UDCJ/KY (%)
O-9	Line Sharing/KY (%)
O-9	2W Analog Loop Design/KY (%)
O-9	2W Analog Loop Non-Design/KY (%)
O-9	2W Analog Loop w/INP Non-Design/KY (%)
O-9	2W Analog Loop w/INP Non-Design/KY (%)
O-15	2W Analog Loop w/INP Non-Design/KY (%)
O-9	2W Analog Loop w/INP Non-Design/KY (%)
O-9	Other Design/KY (%)
O-9	Other Non-Design/KY (%)
O-9	INP Standalone/KY (%)
O-15	INP Standalone/KY (%)

### FOC Timeliness - Non-Mechanized

B.1.13.1	Switch Ports/KY (%)
B.1.13.2	Local Interoffice Transport/KY (%)
B.1.13.3	Loop + Port Combinations/KY (%)
B.1.13.4	Combo Other/KY (%)
B.1.13.5	XDSL (ADSL, HDSL and UCLJ/KY (%)
B.1.13.6	ISDN Loop (UDN, UDCJ/KY (%)
B.1.13.7	Line Sharing/KY (%)
B.1.13.8	2W Analog Loop Design/KY (%)
B.1.13.9	2W Analog Loop Non-Design/KY (%)
B.1.13.10	2W Analog Loop w/INP Design/KY (%)
B.1.13.11	2W Analog Loop w/INP Non-Design/KY (%)
B.1.13.12	2W Analog Loop w/INP Non-Design/KY (%)
B.1.13.13	2W Analog Loop w/INP Non-Design/KY (%)
B.1.13.14	2W Analog Loop w/INP Non-Design/KY (%)
B.1.13.15	Other Design/KY (%)
B.1.13.16	Other Non-Design/KY (%)
B.1.13.17	INP Standalone/KY (%)
B.1.13.18	INP Standalone/KY (%)

### FOC & Reject Response Completeness - Mechanized

O-11	Switch Ports/EAJ/KY (%)
O-11	Switch Ports/TAJ/KY (%)
O-11	Local Interoffice Transport/EAJ/KY (%)
O-11	Local Interoffice Transport/TAJ/KY (%)
O-11	Loop + Port Combinations/EAJ/KY (%)

### Benchmark Analog

>= 95% w/in 3 hrs
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>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		99.56%	18,568				YES
		100.00%	25				YES
		97.30%	37				YES
		100.00%	51				YES
		100.00%	1				YES
		100.00%	10				YES
		100.00%	30				YES
		99.85%	1,308				YES
		100.00%	1,158				YES

		96.63%	1,452				YES
		100.00%	4				YES
		100.00%	2				YES
		83.33%	12				NO
		100.00%	11				YES
		0.00%	1				NO
		97.14%	35				YES
		100.00%	228				YES
		95.34%	279				YES

		100.00%	110				YES
		100.00%	15				YES
		100.00%	7				YES
		100.00%	1				YES
		100.00%	2				YES
		100.00%	5				YES
		100.00%	19				YES
		100.00%	108				YES
		100.00%	4				YES
		100.00%	151				YES

		99.99%	14,712				YES







## BellSouth Monthly State Summary Kentucky, March 2003

Benchmark Analog

BST BST CLEC CLEC Standard Standard Zscore Equity  
Measure Volume Measure Volume Deviation Error Score Equity

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

B.1.18.1.1	O-11	Switch Ports/FAKCY (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/FAKCY (%)	>= 95%								
B.1.18.2.1	O-11	Local Interface Transport/FAKCY (%)	>= 95%								
B.1.18.2.2	O-11	Local Interface Transport/FAKCY (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinators/FAKCY (%)	>= 95%			94.26%	941			NO	
B.1.18.3.2	O-11	Loop + Port Combinators/FAKCY (%)	>= 95%			91.95%	1,230			NO	
B.1.18.4.1	O-11	Combo Other/FAKCY (%)	>= 95%			100.00%	6			YES	
B.1.18.4.2	O-11	Combo Other/FAKCY (%)	>= 95%			50.00%	2			NO	
B.1.18.5.1	O-11	KDSL (ADSL, HDSL and UCL)/FAKCY (%)	>= 95%			100.00%	1			YES	
B.1.18.5.2	O-11	KDSL (ADSL, HDSL and UCL)/FAKCY (%)	>= 95%			0.00%	1			NO	
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/FAKCY (%)	>= 95%			90.00%	10			NO	
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/FAKCY (%)	>= 95%			100.00%	5			YES	
B.1.18.7.1	O-11	Line Sharing/FAKCY (%)	>= 95%								
B.1.18.7.2	O-11	Line Sharing/FAKCY (%)	>= 95%								
B.1.18.8.1	O-11	2W Analog Loop Design/FAKCY (%)	>= 95%								
B.1.18.8.2	O-11	2W Analog Loop Design/FAKCY (%)	>= 95%								
B.1.18.9.1	O-11	2W Analog Loop Non-Design/FAKCY (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/FAKCY (%)	>= 95%								
B.1.18.10.1	O-11	2W Analog Loop w/NP Design/FAKCY (%)	>= 95%			100.00%	3			YES	
B.1.18.10.2	O-11	2W Analog Loop w/NP Design/FAKCY (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/NP Non-Design/FAKCY (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/NP Non-Design/FAKCY (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/FAKCY (%)	>= 95%								
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/FAKCY (%)	>= 95%								
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/FAKCY (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/FAKCY (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/FAKCY (%)	>= 95%			95.45%	22			YES	
B.1.18.14.2	O-11	Other Design/FAKCY (%)	>= 95%			100.00%	22			YES	
B.1.18.15.1	O-11	Other Non-Design/FAKCY (%)	>= 95%			96.55%	87			YES	
B.1.18.15.2	O-11	Other Non-Design/FAKCY (%)	>= 95%			99.50%	202			YES	
B.1.18.16.1	O-11	INP Standalone/FAKCY (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/FAKCY (%)	>= 95%			96.91%	356			YES	
B.1.18.17.1	O-11	LNP Standalone/FAKCY (%)	>= 95%								
B.1.18.17.2	O-11	LNP Standalone/FAKCY (%)	>= 95%			92.86%	14			NO	
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Non-Mechanized</b>											
B.1.19.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.19.2	O-11	Local Interface Transport/KY (%)	>= 95%			97.35%	226			YES	
B.1.19.3	O-11	Loop + Port Combinators/KY (%)	>= 95%			97.22%	36			YES	
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%			100.00%	3			YES	
B.1.19.5	O-11	KDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	1			YES	
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	2			YES	
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%			92.86%	14			NO	
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%								
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%								
B.1.19.10	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%			88.46%	26			NO	
B.1.19.14	O-11	Other Design/KY (%)	>= 95%			90.97%	144			NO	
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%			100.00%	8			YES	
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%								
B.1.19.17	O-11	LNP Standalone/KY (%)	>= 95%			99.28%	136			YES	

### Unbundled Network Elements - Provisioning

Order Completion Interval	Switch Ports<10 circuits/Dispatch/KY (days)	RAB (POTS)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-4			6.64	5,834			8.175			

## BellSouth Monthly State Summary Kentucky, March 2003

		Benchmark/	BST	BST	CLEC	CLEC	Standard	Standard	Zscore	Equity
		Analogy	Measure	Volume	Measure	Volume	Deviation	Error		
B2.1.1.1.2	P-4	Switch Ports<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.92	107,299		1,566			
B2.1.1.2.1	P-4	Switch Ports>=10 circuits/Dispatch/KY (days)	R&B (POTS)	7.13	48		7,348			
B2.1.1.2.2	P-4	Switch Ports>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	3		0,000			
B2.1.2.1.1	P-4	Local Interface Transport<10 circuits/Dispatch/KY (days)	DS1/DS3	20.06	276		14,164			
B2.1.2.1.2	P-4	Local Interface Transport<10 circuits/Non-Dispatch/KY (days)	DS1/DS3							
B2.1.2.1.3	P-4	Local Interface Transport>=10 circuits/Dispatch/KY (days)	DS1/DS3							
B2.1.2.1.4	P-4	Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)	DS1/DS3							
B2.1.2.2.1	P-4	Loop + Port Combinations<10 circuits/Dispatch/KY (days)	R&B	6.47	6,159	5.70	222	8,083	0.55220	1.3995
B2.1.2.2.2	P-4	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)	R&B	0.93	107,570	0.93	7,525	1,581	0.01885	-0.1173
B2.1.2.2.3	P-4	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)	R&B	0.33	55,974	0.33	3,299	0,008	0.00015	-0.0813
B2.1.2.2.4	P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)	R&B	1.57	51,596	1.39	4,226	2,102	0.03363	5.2374
B2.1.3.1.1	P-4	Loop + Port Combinations<10 circuits/Dispatch/KY (days)	R&B	6.88	54	5.00	1	6,992	7.09529	0.2659
B2.1.3.1.2	P-4	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)	R&B	1.60	15	7.00	1	1,100	1.13585	-4.7541
B2.1.3.2.1	P-4	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)	R&B	0.33	3		0,000			
B2.1.3.2.2	P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)	R&B	1.92	12	7.00	1	0,996	1.03688	-4.9025
B2.1.3.2.3	P-4	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (days)	R&B&D - Disp	7.30	6,727	11.23	22	8,945	1.91015	-2.0554
B2.1.3.2.4	P-4	Combo Other/<10 circuits/Dispatch/KY (days)	R&B&D - Disp	7.30	6,727			8,945		
B2.1.4.1.1	P-4	Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	15.44	111			14,548		
B2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	15.44	111			14,548		
B2.1.4.2.4	P-4	LINE ISDN/<6 circuits/Dispatch/KY (days)	ISDN - BRI	17.10	39	10.00	10	23,477	8.32146	0.8535
B2.1.6.3.1	P-4	LINE ISDN/<6 circuits/Non-Dispatch/KY (days)	ISDN - BRI	5.92	36			19,290		
B2.1.6.3.2	P-4	LINE ISDN/>=13 circuits/Dispatch/KY (days)	ISDN - BRI							
B2.1.6.4.1	P-4	LINE ISDN/>=13 circuits/Non-Dispatch/KY (days)	ISDN - BRI							
B2.1.6.4.2	P-4	LINE ISDN/>=14 circuits/Dispatch/KY (days)	ISDN - BRI	2.00	2		0.000			
B2.1.6.5.1	P-4	LINE ISDN/>=14 circuits/Non-Dispatch/KY (days)	ISDN - BRI							
B2.1.6.5.2	P-4	LINE ISDN/>=14 circuits/Dispatch/KY (days)	ADSL to Retail	3.84	594	8.00	2	4,837	3.42573	-1.2133
B2.1.7.3.1	P-4	Line Sharnig/<6 circuits/Dispatch/KY (days)	ADSL to Retail	2.78	1,297	2.94	17	1,047	0.25360	-0.6306
B2.1.7.3.2	P-4	Line Sharnig/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail	4.00	1		0.000			
B2.1.7.4.1	P-4	Line Sharnig/>=13 circuits/Dispatch/KY (days)	ADSL to Retail							
B2.1.7.4.2	P-4	Line Sharnig/>=13 circuits/Non-Dispatch/KY (days)	ADSL to Retail							
B2.1.7.5.1	P-4	Line Sharnig/>=14 circuits/Dispatch/KY (days)	ADSL to Retail							
B2.1.7.5.2	P-4	Line Sharnig/>=14 circuits/Non-Dispatch/KY (days)	ADSL to Retail							
B2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.47	6,159	7.00	1	8,083	8.08379	-0.0658
B2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.47	6,159			8,083		
B2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	6.88	54			6,992		
B2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.88	54			6,992		
B2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.64	5,934	3.50	2	8,175	5.78124	0.6438
B2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	1.56	51,406			2,082		
B2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	7.13	48			7,348		
B2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS) excl SB Or							
B2.2.1.0.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.47	6,159			8,083		
B2.2.1.0.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.47	6,159			8,083		
B2.2.1.0.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	6.88	54			6,992		
B2.2.1.0.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.88	54			6,992		
B2.2.1.1.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.64	5,934			8,175		
B2.2.1.1.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	1.56	51,406			2,082		
B2.2.1.1.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	7.13	48			7,348		
B2.2.1.1.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.47	6,159			8,083		
B2.2.1.1.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	6.47	6,159			8,083		
B2.2.1.1.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.88	54			6,992		
B2.2.1.1.3.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.64	5,934			8,175		
B2.2.1.1.3.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	1.56	51,406			2,082		
B2.2.1.1.3.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	7.13	48			7,348		
B2.2.1.1.3.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS) excl SB Or							
B2.2.1.1.4.1	P-4	Other Design/<10 circuits/Dispatch/KY (days)	Design	16.34	568			12,255		
B2.2.1.1.4.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY (days)	Design	10.78	102			17,851		
B2.2.1.1.4.2.1	P-4	Other Design/>=10 circuits/Dispatch/KY (days)	Design	23.54	57			15,228		
B2.2.1.1.4.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Design							

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B.2.1.15.1.1	P.4	Other Non-Design/ < 10 circuits/Dispatch/KY (days)
B.2.1.15.1.2	P.4	Other Non-Design/ < 10 circuits/Non-Dispatch/KY (days)
B.2.1.15.2.1	P.4	Other Non-Design/ >= 10 circuits/Dispatch/KY (days)
B.2.1.15.2.2	P.4	Other Non-Design/ >= 10 circuits/Non-Dispatch/KY (days)
B.2.1.16.1.1	P.4	INP (Standalone)/ < 10 circuits/Dispatch/KY (days)
B.2.1.16.1.2	P.4	INP (Standalone)/ < 10 circuits/Non-Dispatch/KY (days)
B.2.1.16.2.1	P.4	INP (Standalone)/ >= 10 circuits/Dispatch/KY (days)
B.2.1.16.2.2	P.4	INP (Standalone)/ >= 10 circuits/Non-Dispatch/KY (days)
B.2.1.17.1.1	P.4	LNP (Standalone)/ < 10 circuits/Dispatch/KY (days)
B.2.1.17.1.2	P.4	LNP (Standalone)/ < 10 circuits/Non-Dispatch/KY (days)
B.2.1.17.2.1	P.4	LNP (Standalone)/ >= 10 circuits/Dispatch/KY (days)
B.2.1.17.2.2	P.4	LNP (Standalone)/ >= 10 circuits/Non-Dispatch/KY (days)
B.2.1.18.1.1	P.4	Digital Loop < DS1/ < 10 circuits/Non-Dispatch/KY (days)
B.2.1.18.1.2	P.4	Digital Loop < DS1/ < 10 circuits/Dispatch/KY (days)
B.2.1.18.2.1	P.4	Digital Loop < DS1/ >= 10 circuits/Non-Dispatch/KY (days)
B.2.1.18.2.2	P.4	Digital Loop < DS1/ >= 10 circuits/Dispatch/KY (days)
B.2.1.19.1.1	P.4	Digital Loop >= DS1/ < 10 circuits/Non-Dispatch/KY (days)
B.2.1.19.1.2	P.4	Digital Loop >= DS1/ < 10 circuits/Dispatch/KY (days)
B.2.1.19.2.1	P.4	Digital Loop >= DS1/ >= 10 circuits/Non-Dispatch/KY (days)
B.2.1.19.2.2	P.4	Digital Loop >= DS1/ >= 10 circuits/Dispatch/KY (days)

## Order Completion Interval within X days

B.2.2.1	P.4	XDSL (ADSL, HDSL and UCL) Loop with Conditioning < 6 circuits/Dispatch/KY (days)
B.2.2.2	P.4	XDSL (ADSL, HDSL and UCL) Loop w/o Conditioning < 6 circuits/Dispatch/KY (days)

## Held Orders

B.2.3.1.1.1	P.1	Switch Ports < 10 circuits/Facility/KY (days)
B.2.3.1.1.2	P.1	Switch Ports < 10 circuits/Equipment/KY (days)
B.2.3.1.1.3	P.1	Switch Ports < 10 circuits/Other/KY (days)
B.2.3.1.2.1	P.1	Switch Ports >= 10 circuits/Facility/KY (days)
B.2.3.1.2.2	P.1	Switch Ports >= 10 circuits/Equipment/KY (days)
B.2.3.1.2.3	P.1	Switch Ports >= 10 circuits/Other/KY (days)
B.2.3.2.1.1	P.1	Local Interoffice Transport/ < 10 circuits/Facility/KY (days)
B.2.3.2.1.2	P.1	Local Interoffice Transport/ < 10 circuits/Equipment/KY (days)
B.2.3.2.1.3	P.1	Local Interoffice Transport/ < 10 circuits/Other/KY (days)
B.2.3.2.2.1	P.1	Local Interoffice Transport/ >= 10 circuits/Facility/KY (days)
B.2.3.2.2.2	P.1	Local Interoffice Transport/ >= 10 circuits/Equipment/KY (days)
B.2.3.2.2.3	P.1	Local Interoffice Transport/ >= 10 circuits/Other/KY (days)
B.2.3.3.1.1	P.1	Loop + Port Combinations/ < 10 circuits/Facility/KY (days)
B.2.3.3.1.2	P.1	Loop + Port Combinations/ < 10 circuits/Equipment/KY (days)
B.2.3.3.1.3	P.1	Loop + Port Combinations/ < 10 circuits/Other/KY (days)
B.2.3.3.2.1	P.1	Loop + Port Combinations/ >= 10 circuits/Facility/KY (days)
B.2.3.3.2.2	P.1	Loop + Port Combinations/ >= 10 circuits/Equipment/KY (days)
B.2.3.3.2.3	P.1	Loop + Port Combinations/ >= 10 circuits/Other/KY (days)
B.2.3.4.1.1	P.1	Combo Other/ < 10 circuits/Equipment/KY (days)
B.2.3.4.1.2	P.1	Combo Other/ < 10 circuits/Other/KY (days)
B.2.3.4.1.3	P.1	Combo Other/ < 10 circuits/Facility/KY (days)
B.2.3.4.2.1	P.1	Combo Other/ >= 10 circuits/Facility/KY (days)
B.2.3.4.2.2	P.1	Combo Other/ >= 10 circuits/Equipment/KY (days)
B.2.3.4.2.3	P.1	Combo Other/ >= 10 circuits/Other/KY (days)
B.2.3.5.1.1	P.1	XDSL (ADSL, HDSL and UCL)/ < 10 circuits/Facility/KY (days)
B.2.3.5.1.2	P.1	XDSL (ADSL, HDSL and UCL)/ < 10 circuits/Equipment/KY (days)
B.2.3.5.1.3	P.1	XDSL (ADSL, HDSL and UCL)/ < 10 circuits/Other/KY (days)
B.2.3.5.2.1	P.1	XDSL (ADSL, HDSL and UCL)/ >= 10 circuits/Facility/KY (days)
B.2.3.5.2.2	P.1	XDSL (ADSL, HDSL and UCL)/ >= 10 circuits/Equipment/KY (days)
B.2.3.5.2.3	P.1	XDSL (ADSL, HDSL and UCL)/ >= 10 circuits/Other/KY (days)
B.2.3.6.1.1	P.1	UNE (SDN/ < 10 circuits/Equipment/KY (days)
B.2.3.6.1.2	P.1	UNE (SDN/ < 10 circuits/Facility/KY (days)
B.2.3.6.1.3	P.1	UNE (SDN/ < 10 circuits/Other/KY (days)
B.2.3.6.2.1	P.1	UNE (SDN/ >= 10 circuits/Equipment/KY (days)
B.2.3.6.2.2	P.1	UNE (SDN/ >= 10 circuits/Facility/KY (days)
B.2.3.6.2.3	P.1	UNE (SDN/ >= 10 circuits/Other/KY (days)

Benchmark/Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B	6.47	6,159			8,083			
R&B	0.93	107,570			1,881			
R&B	6.88	54			6,992			
R&B	1.60	15			1,100			
R&B (POTS)	6.64	5,934			8,175			
R&B (POTS)	0.92	107,299			1,566			
R&B (POTS)	7.13	48			7,348			
R&B (POTS)	0.33	3			0,000			
R&B (POTS)	6.64	5,934	0.33	1	8,175			
R&B (POTS)	0.92	107,299	0.64	1,239	1,566			
R&B (POTS)	7.13	48			7,348			
R&B (POTS)	0.33	3			0,000			
Digital Loop < DS1	5.47	684	7.27	22	9,451			
Digital Loop < DS1	3.26	1,419			5,094			
Digital Loop < DS1	4.00	1			0,000			
Digital Loop < DS1	18.91	93	5.84	19	14,046			
Digital Loop >= DS1	4.60	63			9,797			
Digital Loop >= DS1	23.68	38			14,150			
Digital Loop >= DS1	2.43	7			0,976			

14 days			5.00	12				
7 days								YES

R&B (POTS)	45.76	72			75,739			
R&B (POTS)	0.00	0						
R&B (POTS)	13.20	5			9,935			
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
DS1/DS3 - Interoffice	0.00	0						
DS1/DS3 - Interoffice	0.00	0						
DS1/DS3 - Interoffice	33.50	2			37,477			
DS1/DS3 - Interoffice								
R&B	45.76	72	16.67	3	75,739			YES
R&B	0.00	0	0.00	0				YES
R&B	13.20	5	1.00	1	9,935			YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B&D - Disp	45.76	72	0.00	0	75,739			YES
R&B&D - Disp	0.00	0	0.00	0				YES
R&B&D - Disp	13.90	10	0.00	0	8,736			YES
R&B&D - Disp	0.00	0	0.00	0				YES
R&B&D - Disp	0.00	0	0.00	0				YES
R&B&D - Disp	24.89	9	0.00	0	16,275			YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
SDN - BRI	0.00	0	0.00	0				YES
SDN - BRI	0.00	0	0.00	0				YES
SDN - BRI	0.00	0	0.00	0				YES
SDN - BRI	0.00	0	0.00	0				YES

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Item	Line	ISDN/	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B2.3.6.2.2	P-1	LINE ISDN/	ISDN - BRI								
B2.3.6.2.3	P-1	LINE ISDN/	ISDN - BRI	24.89	9	0.00	0	16.275			YES
B2.3.7.1.1	P-1	Line Shaming	ADSL to Retail	0.00	0	0.00	0				YES
B2.3.7.1.2	P-1	Line Shaming	ADSL to Retail	0.00	0	0.00	0				YES
B2.3.7.1.3	P-1	Line Shaming	ADSL to Retail	0.00	0						
B2.3.7.2.2	P-1	Line Shaming	ADSL to Retail	0.00	0						
B2.3.7.2.3	P-1	Line Shaming	ADSL to Retail	0.00	0						
B2.3.8.1.1	P-1	2W Analog Loop	R&B - Disp	45.76	72	0.00	0	75.739			YES
B2.3.8.1.2	P-1	2W Analog Loop	R&B - Disp	0.00	0	0.00	0				YES
B2.3.8.1.3	P-1	2W Analog Loop	R&B - Disp	13.20	5	0.00	0	9.935			YES
B2.3.8.2.1	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.8.2.2	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.8.2.3	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.9.1.1	P-1	2W Analog Loop	R&B - Disp	45.76	72	0.00	0	75.739			YES
B2.3.9.1.2	P-1	2W Analog Loop	R&B - Disp	0.00	0	0.00	0				YES
B2.3.9.1.3	P-1	2W Analog Loop	R&B - Disp	13.20	5	0.00	0	9.935			YES
B2.3.9.2.1	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.9.2.2	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.9.2.3	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.10.1.1	P-1	2W Analog Loop	R&B - Disp	45.76	72	0.00	0	75.739			YES
B2.3.10.1.2	P-1	2W Analog Loop	R&B - Disp	0.00	0	0.00	0				YES
B2.3.10.1.3	P-1	2W Analog Loop	R&B - Disp	13.20	5	0.00	0	9.935			YES
B2.3.10.2.1	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.10.2.2	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.10.2.3	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.11.1.1	P-1	2W Analog Loop	R&B (POTS) exd SB Or	45.76	72	0.00	0	75.739			YES
B2.3.11.1.2	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0	0.00	0				YES
B2.3.11.1.3	P-1	2W Analog Loop	R&B (POTS) exd SB Or	13.20	5	0.00	0	9.935			YES
B2.3.11.2.1	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0						
B2.3.11.2.2	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0						
B2.3.11.2.3	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0						
B2.3.12.2.1	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.12.2.2	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.12.2.3	P-1	2W Analog Loop	R&B - Disp	0.00	0						
B2.3.13.1.1	P-1	2W Analog Loop	R&B (POTS) exd SB Or	45.76	72	0.00	0	75.739			YES
B2.3.13.1.2	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0	0.00	0				YES
B2.3.13.1.3	P-1	2W Analog Loop	R&B (POTS) exd SB Or	13.20	5	0.00	0	9.935			YES
B2.3.13.2.1	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0						
B2.3.13.2.2	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0						
B2.3.13.2.3	P-1	2W Analog Loop	R&B (POTS) exd SB Or	0.00	0						
B2.3.14.1.1	P-1	Other Design	Design	0.00	0						
B2.3.14.1.2	P-1	Other Design	Design	0.00	0						
B2.3.14.1.3	P-1	Other Design	Design	14.60	5			8.473			
B2.3.14.2.1	P-1	Other Design	Design	0.00	0						
B2.3.14.2.2	P-1	Other Design	Design	0.00	0						
B2.3.14.2.3	P-1	Other Design	Design	0.00	0						
B2.3.15.1.1	P-1	Other Non-Design	R&B	45.76	72	0.00	0	75.739			YES
B2.3.15.1.2	P-1	Other Non-Design	R&B	0.00	0	0.00	0				YES
B2.3.15.1.3	P-1	Other Non-Design	R&B	13.20	5	0.00	0	9.935			YES
B2.3.15.2.1	P-1	Other Non-Design	R&B	0.00	0						
B2.3.15.2.2	P-1	Other Non-Design	R&B	0.00	0						
B2.3.15.2.3	P-1	Other Non-Design	R&B	0.00	0						
B2.3.16.1.1	P-1	INP (Standalone)	R&B (POTS)	45.76	72	0.00	0	75.739			YES
B2.3.16.1.2	P-1	INP (Standalone)	R&B (POTS)	0.00	0	0.00	0				YES
B2.3.16.1.3	P-1	INP (Standalone)	R&B (POTS)	13.20	5	0.00	0	9.935			YES

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	Benchmark/ Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-1	NLP (Standardone)/>=10 circuits/Facility/KY (days)	0.00	0						
P-1	NLP (Standardone)/>=10 circuits/Equipment/KY (days)	0.00	0						
P-1	NLP (Standardone)/>=10 circuits/Other/KY (days)	45.76	72	0.00	0	75.739			YES
P-1	NLP (Standardone)/<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
P-1	NLP (Standardone)/<10 circuits/Equipment/KY (days)	13.20	5	0.00	0	9.935			YES
P-1	NLP (Standardone)/<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1	NLP (Standardone)/>=10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1	NLP (Standardone)/>=10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1	NLP (Standardone)/>=10 circuits/Other/KY (days)	24.89	9	0.00	0	16.275			YES
P-1	Digital Loop < DS1/1<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1	Digital Loop < DS1/1<10 circuits/Other/KY (days)	8.00	1	0.00	0	0.000			YES
P-1	Digital Loop < DS1/1<10 circuits/Facility/KY (days)	0.00	0						
P-1	Digital Loop < DS1/1<10 circuits/Equipment/KY (days)	0.00	0						
P-1	Digital Loop < DS1/1<10 circuits/Other/KY (days)	0.00	0						
P-1	Digital Loop >= DS1/1<10 circuits/Facility/KY (days)	0.00	0	0.00	0				YES
P-1	Digital Loop >= DS1/1<10 circuits/Equipment/KY (days)	0.00	0	0.00	0				YES
P-1	Digital Loop >= DS1/1<10 circuits/Other/KY (days)	0.00	0	0.00	0				YES
P-1	Digital Loop >= DS1/1<10 circuits/Facility/KY (days)	0.00	0						
P-1	Digital Loop >= DS1/1<10 circuits/Equipment/KY (days)	0.00	0						
P-1	Digital Loop >= DS1/1<10 circuits/Other/KY (days)	0.00	0						

### % Jeopardies - Mechanized

	Benchmark/ Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-2	Switch Ports/KY (%)	0.43%	121,968						
P-2	Local Interoffice Transports/KY (%)	42.81%	278						
P-2	Loop + Port Combinations/KY (%)	0.44%	122,485	0.11%	17,519				YES
P-2	Combo Other/KY (%)	7.92%	7,843	100.00%	2				NO
P-2	XDSL (ADSL, HDSL and UCL)/KY (%)	3.75%	2,454	0.00%	7				YES
P-2	UNE (SDN)/KY (%)	5.26%	95	21.43%	14				NO
P-2	Line Sharing/KY (%)	3.75%	2,454	0.00%	1				YES
P-2	2W Analog Loop Design/KY (%)	0.44%	122,485						
P-2	2W Analog Loop Non-Design/KY (%)	0.80%	65,984	0.00%	3				YES
P-2	2W Analog Loop w/NLP Design/KY (%)	0.44%	122,485						
P-2	2W Analog Loop w/NLP Non-Design/KY (%)	0.80%	65,984						
P-2	2W Analog Loop w/LNP Design/KY (%)	0.44%	122,485						
P-2	2W Analog Loop w/LNP Non-Design/KY (%)	0.80%	65,984						
P-2	Other Design/KY (%)	11.87%	733						
P-2	Other Non-Design/KY (%)	0.44%	122,485						
P-2	INP (Standardone)/KY (%)	0.43%	121,968						YES
P-2	LNP (Standardone)/KY (%)	0.43%	121,968	0.00%	1,132				YES
P-2	Digital Loop < DS1/KY (%)	3.89%	2,645	14.29%	21				NO
P-2	Digital Loop >= DS1/KY (%)	23.71%	194	72.34%	47				NO

### % Jeopardies - Non-Mechanized

	Benchmark/ Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-2	Switch Ports/KY (%)								
P-2	Local Interoffice Transports/KY (%)	Diagnostic							Diagnostic
P-2	Loop + Port Combinations/KY (%)	Diagnostic							Diagnostic
P-2	Combo Other/KY (%)	Diagnostic							Diagnostic
P-2	XDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic							Diagnostic
P-2	UNE (SDN)/KY (%)	Diagnostic							Diagnostic
P-2	Line Sharing/KY (%)	Diagnostic							Diagnostic
P-2	2W Analog Loop Design/KY (%)	Diagnostic							Diagnostic
P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic							Diagnostic
P-2	2W Analog Loop w/NLP Design/KY (%)	Diagnostic							Diagnostic
P-2	2W Analog Loop w/NLP Non-Design/KY (%)	Diagnostic							Diagnostic
P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic							Diagnostic
P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic							Diagnostic
P-2	Other Design/KY (%)	Diagnostic							Diagnostic
P-2	Other Non-Design/KY (%)	Diagnostic							Diagnostic
P-2	INP (Standardone)/KY (%)	Diagnostic							Diagnostic
P-2	LNP (Standardone)/KY (%)	Diagnostic							Diagnostic
P-2	Digital Loop < DS1/KY (%)	Diagnostic							Diagnostic
P-2	Digital Loop >= DS1/KY (%)	Diagnostic							Diagnostic



# Bellsouth Monthly State Summary

## Kentucky, March 2003

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-2	Other Design/RY (%)	95% >= 48 hrs					
P-2	Other Non-Design/RY (%)	95% >= 48 hrs					
P-2	NIP (Standalone)/RY (%)	95% >= 48 hrs					
P-2	NIP (Standalone)/RY (%)	95% >= 48 hrs					
P-2	Digital Loop < DS1/RY (%)	95% >= 48 hrs	100.00%	3			YES
P-2	Digital Loop >= DS1/RY (%)	95% >= 48 hrs	100.00%	34			YES

### % Jeopardy Notice >= 48 hours - Non-Mechanized

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-2	Switch Ports/RY (%)	Diagnostic					
P-2	Local Interface Transports/RY (%)	Diagnostic					
P-2	Loop + Port Combinations/RY (%)	Diagnostic	75.00%	4			
P-2	Combo Other/RY (%)	Diagnostic	100.00%	12			
P-2	XDSL (ADSL, HDSL and UCL)/RY (%)	Diagnostic	100.00%	1			
P-2	UNE ISDN/RY (%)	Diagnostic	100.00%	1			
P-2	Line Sharing/RY (%)	Diagnostic					
P-2	2W Analog Loop Design/RY (%)	Diagnostic					
P-2	2W Analog Loop Non-Design/RY (%)	Diagnostic					
P-2	2W Analog Loop w/NIP Non-Design/RY (%)	Diagnostic					
P-2	2W Analog Loop w/LNIP Non-Design/RY (%)	Diagnostic					
P-2	2W Analog Loop w/LNIP Non-Design/RY (%)	Diagnostic					
P-2	Other Design/RY (%)	Diagnostic					
P-2	Other Non-Design/RY (%)	Diagnostic					
P-2	NIP (Standalone)/RY (%)	Diagnostic					
P-2	NIP (Standalone)/RY (%)	Diagnostic					
P-2	Digital Loop < DS1/RY (%)	Diagnostic					
P-2	Digital Loop >= DS1/RY (%)	Diagnostic	100.00%	1			

### Coordinated Customers Conversions

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-7	Loops with INP/RY (%)	>= 95% w in 15 min					
P-7	Loops with LN/RY (%)	>= 95% w in 15 min					

### % Hot Cuts > 15 minutes Early

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-7A	Time-Specific SL1/RY (%)	<= 5%					
P-7A	Time-Specific SL2/RY (%)	<= 5%					
P-7A	Non-Time Specific SL1/RY (%)	<= 5%					
P-7A	Non-Time Specific SL2/RY (%)	<= 5%					

### Hot Cut Timeliness

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-7A	Time-Specific SL1/RY (%)	>= 95% w in 15 min					
P-7A	Time-Specific SL2/RY (%)	>= 95% w in 15 min					
P-7A	Non-Time Specific SL1/RY (%)	>= 95% w in 15 min					
P-7A	Non-Time Specific SL2/RY (%)	>= 95% w in 15 min					

### % Hot Cuts > 15 minutes Late

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-7A	Time-Specific SL1/RY (%)	<= 5%					
P-7A	Time-Specific SL2/RY (%)	<= 5%					
P-7A	Non-Time Specific SL1/RY (%)	<= 5%					
P-7A	Non-Time Specific SL2/RY (%)	<= 5%					

### Average Recovery Time - CCC

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-7B	Loops with INP/RY (minutes)	Diagnostic					
P-7B	Loops with LN/RY (minutes)	Diagnostic					

### % Provisioning Troubles within 7 Days - Hot Cuts

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-7C	UNE Loop Design/Dispatch/RY (%)	<= 5%					
P-7C	UNE Loop Design/Non-Dispatch/RY (%)	<= 5%					
P-7C	UNE Loop Non-Design/Dispatch/RY (%)	<= 5%					
P-7C	UNE Loop Non-Design/Non-Dispatch/RY (%)	<= 5%					

### % Missed Installation Appointments

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-3	Switch Ports<10 circuits/Dispatch/RY (%)	R&B (POTS)	7.71%	6.888			

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Product	Category	Design	Volume	Measure	Standard Deviation	Standard Error	Zscore	Equity
B2.18.11.2	P-3	Switch Ports<=10 circuits/DispatchKY (%)	115,042	0.02%				
B2.18.12.1	P-3	Switch Ports>=10 circuits/DispatchKY (%)	60	3.33%				
B2.18.12.2	P-3	Switch Ports>=10 circuits/Non-DispatchKY (%)	3	0.00%				
B2.18.21.1	P-3	Local Interface Transport<10 circuits/DispatchKY (%)	276	1.45%				
B2.18.21.2	P-3	Local Interface Transport<10 circuits/Non-DispatchKY (%)						
B2.18.22.1	P-3	Local Interface Transport>=10 circuits/DispatchKY (%)						
B2.18.22.2	P-3	Local Interface Transport>=10 circuits/Non-DispatchKY (%)						
B2.18.31.1	P-3	Loop + Port Combinations<10 circuits/DispatchKY (%)						
B2.18.31.2	P-3	Loop + Port Combinations<10 circuits/Non-DispatchKY (%)						
B2.18.31.3	P-3	Loop + Port Combinations<10 circuits/Switch Based OrdersKY (%)						
B2.18.31.4	P-3	Loop + Port Combinations<10 circuits/Dispatch InKY (%)						
B2.18.32.1	P-3	Loop + Port Combinations>=10 circuits/DispatchKY (%)						
B2.18.32.2	P-3	Loop + Port Combinations>=10 circuits/Non-DispatchKY (%)						
B2.18.32.3	P-3	Loop + Port Combinations>=10 circuits/Switch Based OrdersKY (%)						
B2.18.32.4	P-3	Loop + Port Combinations>=10 circuits/Dispatch InKY (%)						
B2.18.41.1	P-3	Combo Other<10 circuits/DispatchKY (%)						
B2.18.41.4	P-3	Combo Other<10 circuits/Dispatch InKY (%)						
B2.18.42.1	P-3	Combo Other>=10 circuits/Dispatch InKY (%)						
B2.18.42.4	P-3	Combo Other>=10 circuits/Dispatch InKY (%)						
B2.18.51.1	P-3	XDSL (ADSL, HDSL and UCL)<10 circuits/DispatchKY (%)						
B2.18.51.2	P-3	XDSL (ADSL, HDSL and UCL)>=10 circuits/DispatchKY (%)						
B2.18.52.1	P-3	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-DispatchKY (%)						
B2.18.52.2	P-3	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch InKY (%)						
B2.18.61.1	P-3	UNE ISDN<10 circuits/DispatchKY (%)						
B2.18.61.2	P-3	UNE ISDN<10 circuits/Non-DispatchKY (%)						
B2.18.62.1	P-3	UNE ISDN>=10 circuits/DispatchKY (%)						
B2.18.62.2	P-3	UNE ISDN>=10 circuits/Non-DispatchKY (%)						
B2.18.71.1	P-3	Line Sharrng<10 circuits/DispatchKY (%)						
B2.18.71.2	P-3	Line Sharrng<10 circuits/Non-DispatchKY (%)						
B2.18.72.1	P-3	Line Sharrng>=10 circuits/DispatchKY (%)						
B2.18.72.2	P-3	Line Sharrng>=10 circuits/Non-DispatchKY (%)						
B2.18.81.1	P-3	2W Analog Loop Design<10 circuits/DispatchKY (%)						
B2.18.81.2	P-3	2W Analog Loop Design<10 circuits/Non-DispatchKY (%)						
B2.18.82.1	P-3	2W Analog Loop Design>=10 circuits/DispatchKY (%)						
B2.18.82.2	P-3	2W Analog Loop Design>=10 circuits/Non-DispatchKY (%)						
B2.18.91.1	P-3	2W Analog Loop Non-Design<10 circuits/Dispatch InKY (%)						
B2.18.91.4	P-3	2W Analog Loop Non-Design<10 circuits/Dispatch InKY (%)						
B2.18.92.1	P-3	2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (%)						
B2.18.92.4	P-3	2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (%)						
B2.18.10.1	P-3	2W Analog Loop w/INP Design<10 circuits/DispatchKY (%)						
B2.18.10.12	P-3	2W Analog Loop w/INP Design<10 circuits/Non-DispatchKY (%)						
B2.18.10.21	P-3	2W Analog Loop w/INP Design>=10 circuits/DispatchKY (%)						
B2.18.10.22	P-3	2W Analog Loop w/INP Design>=10 circuits/Non-DispatchKY (%)						
B2.18.11.1	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)						
B2.18.11.14	P-3	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)						
B2.18.11.21	P-3	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)						
B2.18.11.24	P-3	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)						
B2.18.12.1	P-12	2W Analog Loop w/INP Design<10 circuits/DispatchKY (%)						
B2.18.12.12	P-12	2W Analog Loop w/INP Design>=10 circuits/DispatchKY (%)						
B2.18.12.21	P-12	2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY (%)						
B2.18.12.22	P-12	2W Analog Loop w/INP Non-Design>=10 circuits/DispatchKY (%)						
B2.18.13.1	P-12	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)						
B2.18.13.14	P-12	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)						
B2.18.13.24	P-12	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)						
B2.18.14.1	P-3	Other Design<10 circuits/DispatchKY (%)						
B2.18.14.12	P-3	Other Design<10 circuits/Non-DispatchKY (%)						
B2.18.14.21	P-3	Other Design>=10 circuits/DispatchKY (%)						
B2.18.14.22	P-3	Other Design>=10 circuits/Non-DispatchKY (%)						

Product	Category	Design	Volume	Measure	Standard Deviation	Standard Error	Zscore	Equity
B2.18.11.2	P-3	R&B (POTS)	115,042	0.02%				
B2.18.12.1	P-3	R&B (POTS)	60	3.33%				
B2.18.12.2	P-3	R&B (POTS)	3	0.00%				
B2.18.21.1	P-3	DS1/DS3	276	1.45%				
B2.18.21.2	P-3	DS1/DS3						
B2.18.22.1	P-3	DS1/DS3						
B2.18.22.2	P-3	DS1/DS3						
B2.18.31.1	P-3	R&B						
B2.18.31.2	P-3	R&B						
B2.18.31.3	P-3	R&B						
B2.18.31.4	P-3	R&B						
B2.18.32.1	P-3	R&B						
B2.18.32.2	P-3	R&B						
B2.18.32.3	P-3	R&B						
B2.18.32.4	P-3	R&B						
B2.18.41.1	P-3	R&B&D - Disp						
B2.18.41.4	P-3	R&B&D - Disp						
B2.18.42.1	P-3	R&B&D - Disp						
B2.18.42.4	P-3	R&B&D - Disp						
B2.18.51.1	P-3	ADSL to Retail						
B2.18.51.2	P-3	ADSL to Retail						
B2.18.52.1	P-3	ADSL to Retail						
B2.18.52.2	P-3	ADSL to Retail						
B2.18.61.1	P-3	ISDN - BRI						
B2.18.61.2	P-3	ISDN - BRI						
B2.18.62.1	P-3	ISDN - BRI						
B2.18.62.2	P-3	ISDN - BRI						
B2.18.71.1	P-3	ADSL to Retail						
B2.18.71.2	P-3	ADSL to Retail						
B2.18.72.1	P-3	ADSL to Retail						
B2.18.72.2	P-3	ADSL to Retail						
B2.18.81.1	P-3	R&B - Disp						
B2.18.81.2	P-3	R&B - Disp						
B2.18.82.1	P-3	R&B - Disp						
B2.18.82.2	P-3	R&B - Disp						
B2.18.91.1	P-3	R&B (POTS) excd SB Or						
B2.18.91.4	P-3	R&B (POTS) excd SB Or						
B2.18.92.1	P-3	R&B (POTS) excd SB Or						
B2.18.92.4	P-3	R&B (POTS) excd SB Or						
B2.18.10.1	P-3	R&B - Disp						
B2.18.10.12	P-3	R&B - Disp						
B2.18.10.21	P-3	R&B - Disp						
B2.18.10.22	P-3	R&B - Disp						
B2.18.11.1	P-3	R&B (POTS) excd SB Or						
B2.18.11.14	P-3	R&B (POTS) excd SB Or						
B2.18.11.21	P-3	R&B (POTS) excd SB Or						
B2.18.11.24	P-3	R&B (POTS) excd SB Or						
B2.18.12.1	P-12	R&B - Disp						
B2.18.12.12	P-12	R&B - Disp						
B2.18.12.21	P-12	R&B - Disp						
B2.18.12.22	P-12	R&B - Disp						
B2.18.13.1	P-12	R&B (POTS) excd SB Or						
B2.18.13.14	P-12	R&B (POTS) excd SB Or						
B2.18.13.24	P-12	R&B (POTS) excd SB Or						
B2.18.14.1	P-3	Design						
B2.18.14.12	P-3	Design						
B2.18.14.21	P-3	Design						
B2.18.14.22	P-3	Design						



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B.2.18.15.1.1	P-3	Other Non-Design<10 circuits/DispatchKTY (%)	R&B
B.2.18.15.2.1	P-3	Other Non-Design<10 circuits/DispatchKTY (%)	R&B
B.2.18.15.2.2	P-3	Other Non-Design<10 circuits/DispatchKTY (%)	R&B
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.17.1.1	P-12	INP (Standalone)/<10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.17.1.2	P-12	INP (Standalone)/<10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.17.2.1	P-12	INP (Standalone)/>=10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.17.2.2	P-12	INP (Standalone)/>=10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/DispatchKTY (%)	Digital Loop < DS1
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/DispatchKTY (%)	Digital Loop < DS1
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/DispatchKTY (%)	Digital Loop < DS1
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/DispatchKTY (%)	Digital Loop < DS1
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/DispatchKTY (%)	Digital Loop >= DS1
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/DispatchKTY (%)	Digital Loop >= DS1
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/DispatchKTY (%)	Digital Loop >= DS1
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/DispatchKTY (%)	Digital Loop >= DS1

#### % Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/DispatchKTY (%)	R&B (POTS)
B.2.19.2.1.1	P-9	Local Interface Transport/<10 circuits/DispatchKTY (%)	DS1/DS3
B.2.19.2.1.2	P-9	Local Interface Transport/<10 circuits/DispatchKTY (%)	DS1/DS3
B.2.19.2.2.1	P-9	Local Interface Transport/>=10 circuits/DispatchKTY (%)	DS1/DS3
B.2.19.2.2.2	P-9	Local Interface Transport/>=10 circuits/DispatchKTY (%)	DS1/DS3
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/DispatchKTY (%)	R&B
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/DispatchKTY (%)	R&B
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/DispatchKTY (%)	R&B
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/DispatchKTY (%)	R&B
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/DispatchKTY (%)	R&B
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/DispatchKTY (%)	R&B
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/DispatchKTY (%)	R&B
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/DispatchKTY (%)	R&B
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/DispatchKTY (%)	R&B&D - Disp
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/DispatchKTY (%)	R&B&D - Disp
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/DispatchKTY (%)	R&B&D - Disp
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/DispatchKTY (%)	R&B&D - Disp
B.2.19.5.1.1	P-9	XDSL (ADSL, HDSL and UCL)/<10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.5.1.2	P-9	XDSL (ADSL, HDSL and UCL)/<10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.5.2.1	P-9	XDSL (ADSL, HDSL and UCL)/>=10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.5.2.2	P-9	XDSL (ADSL, HDSL and UCL)/>=10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.6.1.1	P-9	UNE SDNV/<10 circuits/DispatchKTY (%)	ISDN - BRI
B.2.19.6.1.2	P-9	UNE SDNV/<10 circuits/DispatchKTY (%)	ISDN - BRI
B.2.19.6.2.1	P-9	UNE SDNV/>=10 circuits/DispatchKTY (%)	ISDN - BRI
B.2.19.6.2.2	P-9	UNE SDNV/>=10 circuits/DispatchKTY (%)	ISDN - BRI
B.2.19.6.3.1	P-9	Line Sharing/<10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.6.3.2	P-9	Line Sharing/<10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.7.1.1	P-9	Line Sharing/>=10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.7.1.2	P-9	Line Sharing/>=10 circuits/DispatchKTY (%)	ADSL to Retail
B.2.19.7.2.1	P-9	2W Analog Loop Design/<10 circuits/DispatchKTY (%)	R&B - Disp
B.2.19.7.2.2	P-9	2W Analog Loop Design/<10 circuits/DispatchKTY (%)	R&B - Disp
B.2.19.8.1.1	P-9	2W Analog Loop Design/>=10 circuits/DispatchKTY (%)	R&B - Disp
B.2.19.8.1.2	P-9	2W Analog Loop Design/>=10 circuits/DispatchKTY (%)	R&B - Disp
B.2.19.8.2.1	P-9	2W Analog Loop Design/<10 circuits/DispatchKTY (%)	R&B (POTS) exd SB Or
B.2.19.8.2.2	P-9	2W Analog Loop Design/<10 circuits/DispatchKTY (%)	R&B (POTS) exd SB Or
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/DispatchKTY (%)	R&B (POTS) exd SB Or
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/DispatchKTY (%)	R&B (POTS) exd SB Or

#### Benchmark

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
7.49%	7,115						
0.02%	115,314						
3.03%	66						
0.00%	15						
7.71%	6,888						
0.02%	115,042						
3.33%	60						
0.00%	3						
7.71%	6,888	0.00%	1		0.26675	0.2890	YES
0.02%	115,042	0.00%	1,241		0.00041	0.5061	YES
3.33%	60						
0.00%	3	0.00%	1		0.00000	0.05130	YES
7.46%	912	3.70%	27				
0.11%	1,756						
0.00%	3						
2.11%	95	0.00%	47		0.02360	0.8223	YES
0.00%	64						
0.00%	38						
0.00%	7						

11.44%	5,875						
4.63%	115,968						
16.67%	30						
0.00%	2						
8.76%	262						
11.32%	5,971	11.91%	277		0.01947	-0.3040	YES
4.62%	116,587	3.09%	18,912		0.00165	9.2630	YES
8.82%	56,962	3.42%	2,774		0.00417	3.3557	YES
4.42%	59,625	3.04%	16,138		0.00182	7.5912	YES
14.71%	34	0.00%	1		0.35834	0.4093	YES
0.00%	13	0.00%	6		0.00000		YES
0.00%	4						
0.00%	9	0.00%	6		0.00000		YES
10.84%	6,440	7.14%	28		0.06888	0.6277	YES
10.84%	6,440						
5.43%	92						
5.43%	859						
17.35%	859	6.67%	30		0.07033	1.5185	YES
16.04%	1,708						
3.70%	27	27.27%	11		0.06755	-3.4890	NO
0.00%	57						
17.35%	859	0.00%	2		0.26605	0.6471	YES
16.04%	1,708	16.87%	83		0.04125	-0.2001	YES
11.32%	5,971	0.00%	2		0.22409	0.5052	YES
11.32%	5,971						
14.71%	34						
14.71%	34						
11.44%	5,875	0.00%	3		0.18380	0.6223	YES
4.44%	59,065						

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.9.2.1	P-9 2W Analog Loop Non-Design>=10 circuits/DispatchInKY (%)	R&B (POTS) excd SB Or	16.67%	30					
B.2.19.9.2.4	P-9 2W Analog Loop Non-Design<=10 circuits/Dispatch InKY (%)	R&B (POTS) excd SB Or	11.32%	5,971					
B.2.19.10.1.1	P-9 2W Analog Loop w/INP Design<10 circuits/DispatchKY (%)	R&B - Disp	11.32%	5,971					
B.2.19.10.1.2	P-9 2W Analog Loop w/INP Design>=10 circuits/DispatchKY (%)	R&B - Disp	14.71%	34					
B.2.19.10.2.1	P-9 2W Analog Loop w/INP Design>=10 circuits/Non-DispatchKY (%)	R&B - Disp	14.71%	34					
B.2.19.11.1.1	P-9 2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY (%)	R&B (POTS) excd SB Or	11.44%	5,875					
B.2.19.11.1.4	P-9 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)	R&B (POTS) excd SB Or	4.44%	59,065					
B.2.19.11.2.1	P-9 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)	R&B (POTS) excd SB Or	16.67%	30					
B.2.19.12.1.1	P-9 2W Analog Loop w/INP Design<10 circuits/DispatchKY (%)	R&B - Disp	11.32%	5,971					
B.2.19.12.1.2	P-9 2W Analog Loop w/INP Design>=10 circuits/DispatchKY (%)	R&B - Disp	11.32%	5,971					
B.2.19.12.2.1	P-9 2W Analog Loop w/INP Design>=10 circuits/Non-DispatchKY (%)	R&B - Disp	14.71%	34					
B.2.19.12.2.2	P-9 2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY (%)	R&B - Disp	14.71%	34					
B.2.19.13.1.1	P-9 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)	R&B (POTS) excd SB Or	11.44%	5,875					
B.2.19.13.1.4	P-9 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)	R&B (POTS) excd SB Or	4.44%	59,065					
B.2.19.13.2.1	P-9 2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY (%)	R&B (POTS) excd SB Or	16.67%	30					
B.2.19.13.2.4	P-9 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)	R&B (POTS) excd SB Or	16.67%	30					
B.2.19.14.1.1	P-9 Other Design<10 circuits/DispatchKY (%)	Design	4.69%	469					
B.2.19.14.1.2	P-9 Other Design>=10 circuits/DispatchKY (%)	Design	3.73%	134					
B.2.19.14.2.1	P-9 Other Design<10 circuits/Non-DispatchKY (%)	Design	0.00%	58					
B.2.19.14.2.2	P-9 Other Design>=10 circuits/Non-DispatchKY (%)	Design	0.00%	3					
B.2.19.15.1.1	P-9 Other Non-Design<10 circuits/DispatchKY (%)	R&B	11.32%	5,971					
B.2.19.15.1.2	P-9 Other Non-Design>=10 circuits/DispatchKY (%)	R&B	4.62%	116,587					
B.2.19.15.2.1	P-9 Other Non-Design<10 circuits/Non-DispatchKY (%)	R&B	14.71%	34					
B.2.19.15.2.2	P-9 Other Non-Design>=10 circuits/Non-DispatchKY (%)	R&B	0.00%	13					
B.2.19.16.1.1	P-9 INP (Standalone)<10 circuits/DispatchKY (%)	R&B (POTS)	11.44%	5,875					
B.2.19.16.1.2	P-9 INP (Standalone)>=10 circuits/DispatchKY (%)	R&B (POTS)	4.63%	115,968					
B.2.19.16.2.1	P-9 INP (Standalone)<10 circuits/Non-DispatchKY (%)	R&B (POTS)	16.67%	30					
B.2.19.16.2.2	P-9 INP (Standalone)>=10 circuits/Non-DispatchKY (%)	R&B (POTS)	0.00%	2					
B.2.19.17.1.1	P-9 LNP (Standalone)<10 circuits/DispatchKY (%)	Digital Loop < DS1	16.86%	931					
B.2.19.17.1.2	P-9 LNP (Standalone)>=10 circuits/DispatchKY (%)	Digital Loop < DS1	14.99%	1,855					
B.2.19.17.2.1	P-9 LNP (Standalone)<10 circuits/Non-DispatchKY (%)	Digital Loop < DS1	0.00%	2					
B.2.19.17.2.2	P-9 LNP (Standalone)>=10 circuits/Non-DispatchKY (%)	Digital Loop < DS1	0.00%	2					
B.2.19.18.1.1	P-9 Digital Loop < DS1/<10 circuits/DispatchKY (%)	Digital Loop < DS1	5.43%	92					
B.2.19.18.1.2	P-9 Digital Loop < DS1/>=10 circuits/DispatchKY (%)	Digital Loop < DS1	1.39%	72					
B.2.19.18.2.1	P-9 Digital Loop < DS1/<10 circuits/Non-DispatchKY (%)	Digital Loop >= DS1	0.00%	29					
B.2.19.18.2.2	P-9 Digital Loop < DS1/>=10 circuits/Non-DispatchKY (%)	Digital Loop >= DS1	0.00%	8					
B.2.19.19.2.1	P-9 Digital Loop >= DS1/<10 circuits/DispatchKY (%)	Digital Loop >= DS1	0.00%	8					
B.2.19.19.2.2	P-9 Digital Loop >= DS1/>=10 circuits/DispatchKY (%)	Digital Loop >= DS1	0.00%	8					
<b>Average Completion Notice Interval - Mechanized</b>									
B.2.21.1.1.1	P-5 Switch Ports<10 circuits/DispatchKY (hours)	R&B (POTS)	4.24	6,929					
B.2.21.1.1.2	P-5 Switch Ports<10 circuits/Non-DispatchKY (hours)	R&B (POTS)	0.88	115,105					
B.2.21.1.2.1	P-5 Switch Ports>=10 circuits/DispatchKY (hours)	R&B (POTS)	8.37	62					
B.2.21.1.2.2	P-5 Switch Ports>=10 circuits/Non-DispatchKY (hours)	R&B (POTS)	0.38	3					
B.2.21.2.1.1	P-5 Local Interface Transport<10 circuits/DispatchKY (hours)	DS1/DS3 - Interface	6.52	285					
B.2.21.2.1.2	P-5 Local Interface Transport<10 circuits/Non-DispatchKY (hours)	DS1/DS3 - Interface							
B.2.21.2.2.1	P-5 Local Interface Transport>=10 circuits/DispatchKY (hours)	DS1/DS3 - Interface							
B.2.21.2.2.2	P-5 Local Interface Transport>=10 circuits/Non-DispatchKY (hours)	DS1/DS3 - Interface							
B.2.21.3.1.1	P-5 Loop + Port Combinations<10 circuits/DispatchKY (hours)	R&B	4.16	7,156					
B.2.21.3.1.2	P-5 Loop + Port Combinations<10 circuits/Non-DispatchKY (hours)	R&B	0.90	115,578					
B.2.21.3.1.3	P-5 Loop + Port Combinations<10 circuits/Switch Based OrdersKY (hours)	R&B	1.12	56,080					
B.2.21.3.1.4	P-5 Loop + Port Combinations<10 circuits/Dispatch InKY (hours)	R&B	0.69	59,298					
B.2.21.3.2.1	P-5 Loop + Port Combinations>=10 circuits/DispatchKY (hours)	R&B	10.90	69					
B.2.21.3.2.2	P-5 Loop + Port Combinations>=10 circuits/Non-DispatchKY (hours)	R&B	0.34	15					
B.2.21.3.2.3	P-5 Loop + Port Combinations>=10 circuits/Switch Based OrdersKY (hours)	R&B	0.38	3					
B.2.21.3.2.4	P-5 Loop + Port Combinations>=10 circuits/Dispatch InKY (hours)	R&B	0.33	12					

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	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B 2,21,4,1,1									
B 2,21,4,1,4									
B 2,21,4,2,1									
B 2,21,4,2,4									
B 2,21,5,1,1									
B 2,21,5,1,2									
B 2,21,5,2,1									
B 2,21,5,2,2									
B 2,21,6,1,1									
B 2,21,6,1,2									
B 2,21,6,2,1									
B 2,21,7,1,1									
B 2,21,7,1,2									
B 2,21,7,2,1									
B 2,21,8,1,1									
B 2,21,8,1,2									
B 2,21,8,2,1									
B 2,21,8,2,2									
B 2,21,9,1,1									
B 2,21,9,1,4									
B 2,21,9,2,1									
B 2,21,9,2,4									
B 2,21,10,1,1									
B 2,21,10,1,2									
B 2,21,10,2,1									
B 2,21,10,2,2									
B 2,21,11,1,1									
B 2,21,11,1,4									
B 2,21,11,2,1									
B 2,21,11,2,4									
B 2,21,12,1,1									
B 2,21,12,1,2									
B 2,21,12,2,1									
B 2,21,12,2,2									
B 2,21,13,1,1									
B 2,21,13,1,4									
B 2,21,13,2,1									
B 2,21,13,2,4									
B 2,21,14,1,1									
B 2,21,14,1,2									
B 2,21,14,2,1									
B 2,21,14,2,2									
B 2,21,15,1,1									
B 2,21,15,1,2									
B 2,21,15,2,1									
B 2,21,15,2,2									
B 2,21,16,1,1									
B 2,21,16,1,2									
B 2,21,16,2,1									
B 2,21,16,2,2									
B 2,21,17,1,1									
B 2,21,17,1,2									
B 2,21,17,2,1									
B 2,21,17,2,2									
B 2,21,18,1,1									
B 2,21,18,1,2									
B 2,21,18,2,1									
P-5 Combo Other/<10 circuits/Dispatch InKY (hours)	R&B&D - Disp	4.45	7,777	0.02	1	31,206	31,20820	0.1422	YES
P-5 Combo Other/>=10 circuits/Dispatch InKY (hours)	R&B&D - Disp	4.45	7,777	0.02	1	31,206	31,20820	0.1422	YES
P-5 Combo Other/>=10 circuits/Dispatch InKY (hours)	R&B&D - Disp	32.59	139	0.02	1	160,778	161,5621	0.2019	YES
P-5 XDSL (ADSL, HDSL and UCL)/<10 circuits/DispatchKY (hours)	R&B&D - Disp	32.59	139	0.02	1	160,778	161,5621	0.2019	YES
P-5 XDSL (ADSL, HDSL and UCL)/>=10 circuits/DispatchKY (hours)	ADSL to Retail	2.30	824	0.02	7	13,403	5,08714	0.4484	YES
P-5 XDSL (ADSL, HDSL and UCL)/>=10 circuits/DispatchKY (hours)	ADSL to Retail	0.42	1,639		3	2,952	0,000		
P-5 XDSL (ADSL, HDSL and UCL)/>=10 circuits/DispatchKY (hours)	ADSL to Retail	0.02	3			0,000			
P-5 UNE ISDN/<10 circuits/Non-DispatchKY (hours)	ISDN - BRI	9.25	42	0.02	13	10,558	3,35108	2.7544	YES
P-5 UNE ISDN/<10 circuits/Non-DispatchKY (hours)	ISDN - BRI	1.02	53			4,019			
P-5 UNE ISDN/>=10 circuits/DispatchKY (hours)	ISDN - BRI	2.30	824			13,403			
P-5 UNE ISDN/>=10 circuits/DispatchKY (hours)	ADSL to Retail	0.42	1,639	0.22	1	2,952	2,95326	0.0699	YES
P-5 Line Sharing/<10 circuits/Non-DispatchKY (hours)	ADSL to Retail	0.02	3			0,000			
P-5 Line Sharing/>=10 circuits/DispatchKY (hours)	ADSL to Retail	4.16	7,156			26,933			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	4.16	7,156			26,933			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	10.90	69			38,204			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	10.90	69			38,204			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	4.24	6,929	0.02	4	27,322	13,66512	0.3092	YES
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	0.65	59,107			9,640			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	8.37	62			28,363			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	4.16	7,156			26,933			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	4.16	7,156			26,933			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	10.90	69			38,204			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	10.90	69			38,204			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	4.24	6,929			27,322			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	0.65	59,107			9,640			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	8.37	62			28,363			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	4.16	7,156			26,933			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	4.16	7,156			26,933			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	10.90	69			38,204			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B - Disp	10.90	69			38,204			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	4.24	6,929			27,322			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	0.65	59,107			9,640			
P-5 2W Analog Loop Design/>=10 circuits/DispatchKY (hours)	R&B (POTS) exc SB Or	8.37	62			28,363			
P-5 Other Design/<10 circuits/DispatchKY (hours)	Design	7.81	621			61,869			
P-5 Other Design/<10 circuits/DispatchKY (hours)	Design	0.90	102			3,313			
P-5 Other Design/>=10 circuits/DispatchKY (hours)	Design	53.97	70			222,066			
P-5 Other Design/>=10 circuits/DispatchKY (hours)	Design	4.16	7,156			26,933			
P-5 Other Non-Design/<10 circuits/Non-DispatchKY (hours)	R&B	0.90	115,378			11,633			
P-5 Other Non-Design/<10 circuits/Non-DispatchKY (hours)	R&B	10.90	69			38,204			
P-5 Other Non-Design/>=10 circuits/Non-DispatchKY (hours)	R&B	0.34	15			0,128			
P-5 Other Non-Design/>=10 circuits/Non-DispatchKY (hours)	R&B	4.24	6,929			27,322			
P-5 NLP (Standalone)/<10 circuits/DispatchKY (hours)	R&B (POTS)	0.88	115,105			11,493			
P-5 NLP (Standalone)/<10 circuits/DispatchKY (hours)	R&B (POTS)	8.37	62			28,363			
P-5 NLP (Standalone)/>=10 circuits/Non-DispatchKY (hours)	R&B (POTS)	4.24	6,929	0.28	1,132	11,493	0.34326	1.7343	YES
P-5 NLP (Standalone)/>=10 circuits/Non-DispatchKY (hours)	R&B (POTS)	0.88	115,105			11,493			
P-5 NLP (Standalone)/>=10 circuits/Non-DispatchKY (hours)	R&B (POTS)	0.38	3			0,088			
P-5 NLP (Standalone)/>=10 circuits/Non-DispatchKY (hours)	R&B (POTS)	8.37	62			28,363			
P-5 NLP (Standalone)/>=10 circuits/Non-DispatchKY (hours)	R&B (POTS)	0.38	3			0,088			
P-5 NLP (Standalone)/>=10 circuits/Non-DispatchKY (hours)	R&B (POTS)	2.64	919	0.02	20	12,992	2,93658	0.8930	YES
P-5 Digital Loop < DS1/<10 circuits/DispatchKY (hours)	Digital Loop - DS1	0.44	1,757			2,937			
P-5 Digital Loop < DS1/>=10 circuits/DispatchKY (hours)	Digital Loop - DS1	0.02	3			0,000			







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Product	Category	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2,25 4.1,2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 4.2,1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 4.2,2	P-10	Combo Other/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 5.1,1	P-10	XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 5.1,2	P-10	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 5.2,1	P-10	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 5.2,2	P-10	XDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 6.1,1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 6.1,2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 6.2,1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 6.2,2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 7.1,1	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 7.1,2	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 7.2,1	P-10	Line Sharing/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 7.2,2	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 8.1,1	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 8.1,2	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 8.2,1	P-10	2W Analog Loop Design/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 8.2,2	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 9.1,1	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 9.1,2	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 9.2,1	P-10	2W Analog Loop Non-Design/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 9.2,2	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 10.1,1	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 10.1,2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 10.2,1	P-10	2W Analog Loop w/INP Design/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 10.2,2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 11.1,1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 11.1,2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 11.2,1	P-10	2W Analog Loop w/INP Non-Design/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 11.2,2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 12.2,1	P-14	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 12.2,2	P-14	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 13.1,1	P-14	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 13.1,2	P-14	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 13.2,1	P-14	2W Analog Loop w/INP Non-Design/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 13.2,2	P-14	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 14.1,1	P-10	Other Design/<10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 14.1,2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 14.2,1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 14.2,2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 15.1,1	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 15.1,2	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 15.2,1	P-10	Other Non-Design/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 15.2,2	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 16.1,1	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 16.1,2	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 16.2,1	P-10	INP (Standalone)/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 16.2,2	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 17.1,1	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 17.1,2	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 17.2,1	P-14	LNP (Standalone)/<=10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 17.2,2	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 18.1,1	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 18.1,2	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)					Diagnostic
B 2,25 18.2,1	P-10	Digital Loop > DS1/<10 circuits/Non-Dispatch/KY (days)					Diagnostic
B 2,25 18.2,2	P-10	Digital Loop > DS1/>=10 circuits/Dispatch/KY (days)					Diagnostic









## BellSouth Monthly State Summary Kentucky, March 2003

Product	Code	Designation	Diagnosis	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.29.5.2.1	P-10	XDSL (ADSL, HDSL and UCL) >=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	XDSL (ADSL, HDSL and UCL) >=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Non-Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Non-Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Designr<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Designr<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Designr>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Designr>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone) <10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone) <10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone) >=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone) >=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone) <10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone) <10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone) >=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone) >=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1 <10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1 <10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1 >=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1 >=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1 <10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1 <10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1 >=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1 >=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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

## Bellsouth Monthly State Summary Kentucky, March 2003

Product	Category	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.1.1.1	P-10	Switch Ports<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.1.1.2	P-10	Switch Ports<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.1.2.1	P-10	Switch Ports>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.1.2.2	P-10	Switch Ports>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations<10 circuits/DispatchKY (days)	4.71	7			Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-DispatchKY (days)	1.70	20			Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.4.1.1	P-10	Combo Other<10 circuits/DispatchKY (days)	9.33	13			Diagnostic
B.2.30.4.1.2	P-10	Combo Other<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.4.2.1	P-10	Combo Other>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.4.2.2	P-10	Combo Other>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.5.1.1	P-10	XDSL (ADSL, HDSL and UCL)<10 circuits/DispatchKY (days)	5.49	3			Diagnostic
B.2.30.5.1.2	P-10	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.5.2.1	P-10	XDSL (ADSL, HDSL and UCL)>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.5.2.2	P-10	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN<10 circuits/DispatchKY (days)	12.21	1			Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.7.1.1	P-10	Line Shaming<10 circuits/DispatchKY (days)	12.82	1			Diagnostic
B.2.30.7.1.2	P-10	Line Shaming<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.7.2.1	P-10	Line Shaming>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.7.2.2	P-10	Line Shaming>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Design>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Design>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/INP Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/INP Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/INP Non-Design>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/INP Non-Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.14.1.1	P-10	Other Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.14.1.2	P-10	Other Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.14.2.1	P-10	Other Design>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.14.2.2	P-10	Other Design>=10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design<10 circuits/DispatchKY (days)					Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design<10 circuits/Non-DispatchKY (days)					Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design>=10 circuits/DispatchKY (days)					Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design>=10 circuits/Non-DispatchKY (days)					Diagnostic



# Bellsouth Monthly State Summary Kentucky, March 2003

## % Cooperative Test Attempts for ADSL

P-8	XDSL (ADSL, HDSL and UCL) (KTY) (%)	>= 95% of requests
P-9	XDSL Other (KTY) (%)	>= 95% of requests

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

Benchmark/Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
			100.00%	8				YES

## Service Order Accuracy

P-11	Design (Specials) < 10 circuits/Dispatch (KTY) (%)	>= 95%
P-11	Design (Specials) < 10 circuits/Non-Dispatch (KTY) (%)	>= 95%
P-11	Design (Specials) >= 10 circuits/Dispatch (KTY) (%)	>= 95%
P-11	Design (Specials) >= 10 circuits/Non-Dispatch (KTY) (%)	>= 95%
P-11	Loops Non-Design < 10 circuits/Dispatch (KTY) (%)	>= 95%
P-11	Loops Non-Design < 10 circuits/Non-Dispatch (KTY) (%)	>= 95%
P-11	Loops Non-Design >= 10 circuits/Dispatch (KTY) (%)	>= 95%
P-11	Loops Non-Design >= 10 circuits/Non-Dispatch (KTY) (%)	>= 95%

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

			100.00%	170				YES
			97.44%	78				YES
			90.91%	33				NO
			100.00%	180				YES
			99.33%	600				YES
			94.74%	76				NO
			96.92%	65				YES

## Unbundled Network Elements - Maintenance and Repair

### Missed Repair Appointments

MAR-1	Switch Ports/Dispatch (KTY) (%)	R&B (POTS)
MAR-1	Local Interface Transport/Dispatch (KTY) (%)	R&B (POTS)
MAR-1	Local Interface Transport/Non-Dispatch (KTY) (%)	DS1/DS3
MAR-1	Loop + Port Combinations/Dispatch (KTY) (%)	R&B
MAR-1	Loop + Port Combinations/Non-Dispatch (KTY) (%)	R&B - Disp
MAR-1	Combo Other/Dispatch (KTY) (%)	R&B - Disp
MAR-1	Combo Other/Non-Dispatch (KTY) (%)	R&B - Disp
MAR-1	XDSL (ADSL, HDSL and UCL)/Dispatch (KTY) (%)	ADSL to Retail
MAR-1	XDSL (ADSL, HDSL and UCL)/Non-Dispatch (KTY) (%)	ADSL to Retail
MAR-1	UNE ISDN/Dispatch (KTY) (%)	ISDN - BRI
MAR-1	UNE ISDN/Non-Dispatch (KTY) (%)	ISDN - BRI
MAR-1	Line Sharing/Dispatch (KTY) (%)	ADSL to Retail
MAR-1	Line Sharing/Non-Dispatch (KTY) (%)	ADSL to Retail
MAR-1	2VW Analog Loop Design/Dispatch (KTY) (%)	R&B - Disp
MAR-1	2VW Analog Loop Design/Non-Dispatch (KTY) (%)	R&B (POTS) and SB FT
MAR-1	2VW Analog Loop Non-Design/Dispatch (KTY) (%)	R&B (POTS) and SB FT
MAR-1	2VW Analog Loop Non-Design/Non-Dispatch (KTY) (%)	Design
MAR-1	Other Design/Dispatch (KTY) (%)	Design
MAR-1	Other Design/Non-Dispatch (KTY) (%)	Design
MAR-1	Other Non-Design/Dispatch (KTY) (%)	R&B
MAR-1	Other Non-Design/Non-Dispatch (KTY) (%)	R&B (POTS)
MAR-1	LNP (Standalone)/Dispatch (KTY) (%)	R&B (POTS)
MAR-1	LNP (Standalone)/Non-Dispatch (KTY) (%)	R&B (POTS)

R&B (POTS)  
R&B (POTS)  
DS1/DS3  
R&B  
R&B - Disp  
R&B - Disp  
ADSL to Retail  
ADSL to Retail  
ISDN - BRI  
ISDN - BRI  
ADSL to Retail  
ADSL to Retail  
R&B - Disp  
R&B (POTS) and SB FT  
R&B (POTS) and SB FT  
Design  
Design  
R&B  
R&B (POTS)  
R&B (POTS)

	6.88%	20,243		0.00%	0														
	1.32%	7,947		0.00%	0														YES
	0.00%	144		0.00%	0														YES
	6.87%	20,387		4.71%	1,400														YES
	1.40%	8,138		2.32%	302														YES
	6.78%	20,740		0.00%	10														YES
	6.78%	20,740		0.00%	4														YES
	42.11%	380		0.00%	5														YES
	1.47%	1,160		0.00%	4														YES
	0.00%	16		0.00%	2														YES
	14.29%	14		0.00%	1														YES
	42.11%	380		100.00%	1														YES
	1.47%	1,160		9.09%	11														NO
	6.87%	20,387		14.29%	7														YES
	6.87%	20,387		0.00%	2														YES
	6.82%	20,188		0.00%	1														YES
	1.30%	7,087		0.00%	0														YES
	1.70%	353		4.76%	21														YES
	2.23%	449		0.00%	9														YES
	6.87%	20,387		0.00%	0														YES
	1.40%	8,138		0.00%	0														YES
	6.88%	20,243		0.00%	0														YES
	1.32%	7,947																	YES

### Customer Trouble Report Rate

MAR-2	Switch Ports/Dispatch (KTY) (%)	R&B (POTS)
MAR-2	Switch Ports/Non-Dispatch (KTY) (%)	R&B (POTS)
MAR-2	Local Interface Transport/Dispatch (KTY) (%)	DS1/DS3
MAR-2	Local Interface Transport/Non-Dispatch (KTY) (%)	DS1/DS3
MAR-2	Loop + Port Combinations/Dispatch (KTY) (%)	R&B
MAR-2	Loop + Port Combinations/Non-Dispatch (KTY) (%)	R&B
MAR-2	Combo Other/Dispatch (KTY) (%)	R&B - Disp
MAR-2	Combo Other/Non-Dispatch (KTY) (%)	R&B - Disp
MAR-2	XDSL (ADSL, HDSL and UCL)/Dispatch (KTY) (%)	ADSL to Retail
MAR-2	XDSL (ADSL, HDSL and UCL)/Non-Dispatch (KTY) (%)	ADSL to Retail
MAR-2	UNE ISDN/Dispatch (KTY) (%)	ISDN - BRI
MAR-2	UNE ISDN/Non-Dispatch (KTY) (%)	ISDN - BRI
MAR-2	Line Sharing/Dispatch (KTY) (%)	ADSL to Retail
MAR-2	Line Sharing/Non-Dispatch (KTY) (%)	ADSL to Retail
MAR-2	2VW Analog Loop Design/Dispatch (KTY) (%)	R&B - Disp
MAR-2	2VW Analog Loop Design/Non-Dispatch (KTY) (%)	R&B - Disp

R&B (POTS)  
R&B (POTS)  
DS1/DS3  
DS1/DS3  
R&B  
R&B  
R&B - Disp  
R&B - Disp  
ADSL to Retail  
ADSL to Retail  
ISDN - BRI  
ISDN - BRI  
ADSL to Retail  
ADSL to Retail  
R&B - Disp  
R&B - Disp

	2.07%	976,515		0.00%	53															
	1.77%	9,065		0.00%	53															YES
	1.59%	9,065		0.00%	53															YES
	0.78%	1,050,005		1.51%	92,923															YES
	1.74%	1,050,005		0.33%	92,923															YES
	1.74%	1,194,399		2.64%	379															YES
	1.74%	1,194,399		1.06%	379															YES
	0.65%	44,858		1.14%	437															YES
	2.59%	44,858		0.92%	457															YES
	0.52%	3,055		0.44%	457															YES
	0.46%	3,055		0.22%	457															YES
	0.85%	44,858		0.15%	649															YES
	2.59%	44,858		1.68%	649															YES
	1.94%	1,050,005		0.43%	1,624															YES
	1.94%	1,050,005		0.12%	1,624															YES

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B.3.2.9.1	MAR-2	2W Analog Loop Non-Design/Dispatch/KY (%)
B.3.2.9.2	MAR-2	2W Analog Loop Non-Design/Dispatch/KY (%)
B.3.2.10.1	MAR-2	Other Design/Dispatch/KY (%)
B.3.2.10.2	MAR-2	Other Design/Dispatch/KY (%)
B.3.2.11.1	MAR-2	Other Non-Design/Dispatch/KY (%)
B.3.2.11.2	MAR-2	Other Non-Design/Dispatch/KY (%)
B.3.2.12.1	MAR-2	LNP (Standalone)/Dispatch/KY (%)
B.3.2.12.2	MAR-2	LNP (Standalone)/Non-Dispatch/KY (%)

Benchmark/ Analog	R&B (POTS) exd SB FT R&B (POTS) exd SB FT Design R&B R&B R&B (POTS) R&B (POTS)
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
2.07%	976,515	0.52%	192	42,162	0.01038	1.4909	YES
0.73%	976,515	0.00%	192	20,357	0.00615	-1.1803	YES
0.24%	144,394	2.11%	996	3,076	0.00157	-11.8586	NO
0.31%	144,394	0.90%	996	2,226	0.00177	-3.3427	NO
1.94%	1,050,005	0.00%	157	41,810	0.01112	1.7458	YES
0.78%	1,050,005	0.00%	157	67,324	0.00703	1.1030	YES
2.07%	976,515						
0.81%	976,515						

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

R&B (POTS) R&B (POTS) DS1/DS3 DS1/DS3	R&B (POTS) R&B (POTS) DS1/DS3 DS1/DS3
R&B	R&B
R&B&D - Disp	R&B&D - Disp
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
ISDN - BRI	ISDN - BRI
ISDN - BRI	ISDN - BRI
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
R&B (POTS) exd SB FT	R&B (POTS) exd SB FT
R&B (POTS) exd SB FT	R&B (POTS) exd SB FT
Design	Design
Design	Design
R&B	R&B
R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)

26.99	20,243	0.00%	0	42,162				
8.78	7,947	0.00%	0	20,357				
4.30	160	0.00%	0	3,076				YES
1.84	144	0.00%	0	2,226				YES
26.87	20,387	18.70	1,400	42,067	1.16226	7.0346	YES	YES
8.68	8,138	4.87	302	20,209	1.18431	3.2172	YES	YES
26.50	20,740	4.84	10	41,810	13.22469	1.6382	YES	YES
26.50	20,740	1.34	4	41,810	20.90705	1.2036	YES	YES
41.32	380	2.81	5	67,324	30.30684	1.2708	YES	YES
1.36	1,160	2.11	4	9,284	4.64989	-0.1602	YES	YES
5.41	16	4.43	2	3,358	4.01843	0.2460	YES	YES
6.51	14	3.08	1	10,056	10.40849	0.3292	YES	YES
41.32	380	28.00	1	67,324	67.41297	0.1976	YES	YES
1.36	1,160	18.27	11	9,284	2.81241	-6.0125	NO	NO
26.87	20,387	9.19	7	42,067	15.90288	1.1121	YES	YES
26.87	20,387	1.05	2	42,067	29.74754	0.8681	YES	YES
26.99	20,198	5.00	1	42,193	42.19434	0.5211	YES	YES
9.27	7,087	0.00	0	21,156			YES	YES
4.83	353	6.75	21	5,375	1.20731	-1.6201	YES	YES
8.20	449	4.96	9	6,515	2.19320	-0.8023	YES	YES
8.68	8,138	0.00	0	20,209			YES	YES
26.99	20,243	0.00	0	42,162			YES	YES
8.78	7,947			20,357				

B.3.4.1.1	MAR-4	Switch Ports/Dispatch/KY (%)
B.3.4.1.2	MAR-4	Switch Ports/Non-Dispatch/KY (%)
B.3.4.2.1	MAR-4	Local Interoffice Transport/Dispatch/KY (%)
B.3.4.2.2	MAR-4	Local Interoffice Transport/Non-Dispatch/KY (%)
B.3.4.3.1	MAR-4	Loop + Port Combinations/Dispatch/KY (%)
B.3.4.3.2	MAR-4	Loop + Port Combinations/Non-Dispatch/KY (%)
B.3.4.4.1	MAR-4	Combo Other/Dispatch/KY (%)
B.3.4.4.2	MAR-4	Combo Other/Non-Dispatch/KY (%)
B.3.4.5.1	MAR-4	XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
B.3.4.5.2	MAR-4	XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
B.3.4.6.1	MAR-4	UNE ISDN/Dispatch/KY (%)
B.3.4.6.2	MAR-4	UNE ISDN/Non-Dispatch/KY (%)
B.3.4.7.1	MAR-4	Line Shaming/Dispatch/KY (%)
B.3.4.7.2	MAR-4	Line Shaming/Non-Dispatch/KY (%)
B.3.4.8.1	MAR-4	2W Analog Loop Design/Dispatch/KY (%)
B.3.4.8.2	MAR-4	2W Analog Loop Design/Non-Dispatch/KY (%)
B.3.4.9.1	MAR-4	2W Analog Loop Non-Design/Dispatch/KY (%)
B.3.4.9.2	MAR-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.3.4.10.1	MAR-4	Other Design/Dispatch/KY (%)
B.3.4.10.2	MAR-4	Other Design/Non-Dispatch/KY (%)
B.3.4.11.1	MAR-4	Other Non-Design/Dispatch/KY (%)
B.3.4.11.2	MAR-4	Other Non-Design/Non-Dispatch/KY (%)
B.3.4.12.1	MAR-4	LNP (Standalone)/Dispatch/KY (%)
B.3.4.12.2	MAR-4	LNP (Standalone)/Non-Dispatch/KY (%)

R&B (POTS) R&B (POTS) DS1/DS3 DS1/DS3	R&B (POTS) R&B (POTS) DS1/DS3 DS1/DS3
R&B	R&B
R&B&D - Disp	R&B&D - Disp
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
ISDN - BRI	ISDN - BRI
ISDN - BRI	ISDN - BRI
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
R&B (POTS) exd SB FT	R&B (POTS) exd SB FT
R&B (POTS) exd SB FT	R&B (POTS) exd SB FT
Design	Design
Design	Design
R&B	R&B
R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)

21.25%	20,243	0.00%	0					
15.75%	7,947	0.00%	0					
27.50%	160	0.00%	0					YES
18.06%	144	0.00%	0					YES
21.19%	20,387	13.79%	1,400		0.02134	3.0265	YES	YES
15.73%	8,138	9.27%	302		0.12931	1.8406	YES	YES
21.22%	20,740	0.00%	10		0.20444	1.0377	YES	YES
28.95%	380	20.00%	4		0.20415	0.4383	YES	YES
26.29%	1,160	0.00%	4		0.22049	1.1925	YES	YES
6.25%	16	0.00%	2		0.18155	0.3443	YES	YES
7.14%	14	0.00%	1		0.28658	0.2679	YES	YES
28.95%	380	0.00%	1		0.45411	0.6374	YES	YES
26.29%	1,160	18.18%	11		0.13336	0.6082	YES	YES
21.19%	20,387	14.29%	7		0.15460	0.4472	YES	YES
21.23%	20,387	0.00%	2		0.28890	0.2334	YES	YES
16.11%	20,198	0.00%	1		0.40894	0.5191	YES	YES
16.17%	7,087	0.00%	0		0.09362	-1.1701	YES	YES
22.32%	353	33.33%	21		0.12558	0.4454	YES	YES
16.70%	449	11.11%	9				YES	YES
21.13%	20,387	0.00%	0				YES	YES
15.73%	8,138	0.00%	0				YES	YES
21.25%	20,243							
15.75%	7,947							

## BellSouth Monthly State Summary Kentucky, March 2003

Out of Service > 24 hours		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.5.1.1	Switch Ports/Dispatch/KY (%)	R&B (POTS)	10.15%	12,148						
B.3.5.1.2	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	4.42%	2,034						YES
B.3.5.2.1	Local Interface Transport/Dispatch/KY (%)	DS1/DS3	0.00%	160	0.00%	0				YES
B.3.5.2.2	Local Interface Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	144	0.00%	0				YES
B.3.5.3.1	Loop + Port Combinations/Dispatch/KY (%)	R&B	10.13%	12,222	7.30%	970				YES
B.3.5.3.2	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	4.31%	2,133	7.30%	137				NO
B.3.5.4.1	Combo Other/Dispatch/KY (%)	R&B	9.89%	12,575	0.00%	10				YES
B.3.5.4.2	Combo Other/Non-Dispatch/KY (%)	R&B	9.89%	12,575	0.00%	4				YES
B.3.5.5.1	ADSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	42.11%	380	0.00%	5				YES
B.3.5.5.2	ADSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	1.47%	1,160	0.00%	2				YES
B.3.5.6.1	LINE ISDN/Dispatch/KY (%)	ISDN - BRI	0.00%	14	0.00%	1				YES
B.3.5.6.2	LINE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	14.29%	14	0.00%	0				YES
B.3.5.7.1	Line Sharing/Dispatch/KY (%)	ADSL to Retail	42.11%	380	0.00%	0				YES
B.3.5.7.2	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	1.47%	1,160	0.00%	0				YES
B.3.5.8.1	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	10.13%	12,222	14.29%	7				YES
B.3.5.8.2	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	10.13%	12,222	0.00%	2				YES
B.3.5.9.1	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) exd SB FT	10.13%	12,144	0.00%	0				YES
B.3.5.9.2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) exd SB FT	4.43%	2,031	0.00%	0				YES
B.3.5.10.1	Other Design/Dispatch/KY (%)	Design	1.70%	353	4.76%	21				YES
B.3.5.10.2	Other Design/Non-Dispatch/KY (%)	Design	2.23%	449	0.00%	0				YES
B.3.5.11.1	Other Non-Design/Dispatch/KY (%)	R&B	10.13%	12,222	0.00%	9				YES
B.3.5.11.2	Other Non-Design/Non-Dispatch/KY (%)	R&B	4.31%	2,133	0.00%	0				YES
B.3.5.12.1	LNP (Standard)/Dispatch/KY (%)	R&B (POTS)	10.15%	12,148						YES
B.3.5.12.2	LNP (Standard)/Non-Dispatch/KY (%)	R&B (POTS)	4.42%	2,034						YES

### Unbundled Network Elements - Billing

Invoice Accuracy	BST - State	BST - Region
B.1 KY (%)	98.60%	\$98,985,838
B.2 Region (business days)	4.02	1

Measure	Volume	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
98.60%	\$98,985,838	98.18%	\$2,886,514		0.00007	59.8113	NO
4.02	1	3.52	1,977				YES



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	Benchmark/ Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
<b>Local Interconnection Trunks - Ordering</b>										
C.1.1	% Rejected Service Requests O-7 Local Interconnection Trunks/KY (%)	Diagnostic	78.57%	28					Diagnostic	
C.1.2	Reject Interval O-8 Local Interconnection Trunks/KY (%)	>= 85% w in 4 days	100.00%	22					YES	
C.1.3	FOC Timeliness O-9 Local Interconnection Trunks/KY (%)	>= 95% w in 10 days	100.00%	16					YES	
C.1.4	FOC & Reject Response Completeness O-11 Local Interconnection Trunks/KY (%)	>= 95%	100.00%	22					YES	
C.1.5	FOC & Reject Response Completeness (Multiple Responses) O-11 Local Interconnection Trunks/KY (%)	>= 95%								
<b>Local Interconnection Trunks - Provisioning</b>										
C.2.1	Order Completion Interval P-4 Local Interconnection Trunks/KY (days)	Partly w Retail	17.70	23	16.00	2	7.163	5.28082	0.3211	YES
C.2.2	Hold Orders P-1 Local Interconnection Trunks/KY (days)	Partly w Retail	0.00	0	0.00	0				YES
C.2.3	% Jeopardies P-2 Local Interconnection Trunks/KY (%)	Partly w Retail	0.00%	25	0.00%	5		0.00000		YES
C.2.4	Average Jeopardy Notice Interval P-2 Local Interconnection Trunks/KY (hours)	95% >= 48 hrs								
C.2.5	% Missed Installation Appointments P-3 Local Interconnection Trunks/KY (%)	Partly w Retail	0.00%	25	0.00%	3		0.00000		YES
C.2.6	% Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/KY (%)	Partly w Retail	0.00%	27	12.50%	8		0.00000		NO
C.2.7	Average Completion Notice Interval P-5 Local Interconnection Trunks/KY (hours)	Partly w Retail	32.10	31	43.53	5	83.487	40.23487	-0.2841	YES
C.2.8	Total Service Order Cycle Time P-10 Local Interconnection Trunks/KY (days)	Diagnostic			18.42	4				Diagnostic
C.2.10.1	% Completions w/o Notice or < 24 hours P-6 Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			0.00%	3				Diagnostic
C.2.10.2	P-6 Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
C.2.11.1.1	<b>Service Order Accuracy</b>									
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	13				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	8				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	75				YES
C.2.11.2.3	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	95				YES
<b>Local Interconnection Trunks - Maintenance and Repair</b>										
<b>Missed Repair Appointments</b>										
C.3.1.1	M&R-1 Local Interconnection Trunks/Dispatch/KY (%)	Partly w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail	100.00%	1	0.00%	1		0.00000		YES
<b>Customer Trouble Report Rate</b>										
C.3.2.1	M&R-2 Local Interconnection Trunks/Dispatch/KY (%)	Partly w Retail	0.00%	96,089	0.00%	22,015		0.00000		YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail	0.00%	96,089	0.00%	22,015		0.00002	-1.4527	YES

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		Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>Maintenance Average Duration</b>										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	0.00	0	0.00	0	0.000	0.00000		YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	48.38	1	18.30	1	0.000	0.00000		YES
<b>% Repeat Troubles within 30 Days</b>										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	0.00%	0	0.00%	0		0.00000		YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	0.00%	1	0.00%	1		0.00000		YES
<b>Out of Service &gt; 24 hours</b>										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	0.00%	0	0.00%	0		0.00000		YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	100.00%	1	0.00%	1		0.00000		YES
<b>Local Interconnection Trunks - Billing</b>										
<i>Invoice Accuracy</i>										
C.4.1	B-1	KY (%)	98.60%	\$98,985,838	99.49%	\$524,882		0.00016	-54.3601	YES
C.4.2	B-2	Region (calendar days)	4.81	1	4.58	14,921				YES
<b>Local Interconnection Trunks - Trunk Blocking</b>										
<i>Trunk Group Performance - Aggregate</i>										
C.5.1	TGP-1	Local Interconnection Trunks/KY (%)	>0.5% dif 2 consec. hrs			0				YES

# Bellsouth Monthly State Summary Kentucky, March 2003

Benchmark/  
Analog

BST  
Measure

BST  
Volume

CLEC  
Measure

CLEC  
Volume

Standard  
Deviation

Standard  
Error

Zscore

Equity

## Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC		BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.1.1.1	OSS-2 EDI/Region (%)	>= 99.5%		100.00%					YES
D.1.1.2	OSS-2 LENS/Region (%)	>= 99.5%		99.98%					YES
D.1.1.3	OSS-2 LEO/Region (%)	>= 99.5%		100.00%					YES
D.1.1.4	OSS-2 LESOC/Region (%)	>= 99.5%		100.00%					YES
D.1.1.5	OSS-2 TAG/Region (%)	>= 99.5%		100.00%					YES
D.1.1.6	OSS-2 PSIMS/Region (%)	>= 99.5%		100.00%					YES
D.1.1.7	OSS-2 LNP Gateway/Region (%)	>= 99.5%		100.00%					YES
D.1.1.8	OSS-2 SGG/Region (%)	>= 99.5%		100.00%					YES
D.1.1.9	OSS-2 DOM/Region (%)	>= 99.5%		100.00%					YES
D.1.1.10	OSS-2 SOG/Region (%)	>= 99.5%		100.00%					YES

% Interface Availability - BST & CLEC		BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.1.2.1	OSS-2 ATLAS/COF/Region (%)	>= 99.5%		100.00%					YES
D.1.2.2	OSS-2 COF/Region (%)	>= 99.5%		100.00%					YES
D.1.2.3	OSS-2 BOCR/CRIS/Region (%)	>= 99.5%		100.00%					YES
D.1.2.4	OSS-2 DSAP/Region (%)	>= 99.5%		100.00%					YES
D.1.2.5	OSS-2 RSAG/Region (%)	>= 99.5%		100.00%					YES
D.1.2.6	OSS-2 SOCS/Region (%)	>= 99.5%		100.00%					YES
D.1.2.7	OSS-2 SONGS/Region (%)	>= 99.5%		100.00%					YES
D.1.2.8	OSS-2 DOE/Region (%)	>= 99.5%		100.00%					YES

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)		BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.1.3.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.36	2,130,353	1.64	390,253			YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.83	10,994	1.64	390,253			YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.53	4,957,042	1.12	252,898			YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	5.83	861,106	1.12	252,898			YES
D.1.3.3.1	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.61	848,582	1.45	88,594			YES
D.1.3.3.2	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.43	349,811	1.45	88,594			YES
D.1.3.4.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.72	1,693,996	1.04	244,078			YES
D.1.3.4.2	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.38	358,880	1.04	244,078			YES
D.1.3.5.1	OSS-1 CRSECSR/Region (seconds)	RNS - CRSECSR + 2 sec	2.87	5,848,891	1.32	1,021,059			YES
D.1.3.5.2	OSS-1 CRSECSR/Region (seconds)	RNS - CRSECSR + 2 sec	2.57	914,376	1.32	1,021,059			YES
D.1.3.6.1	OSS-1 COF/Region (seconds)	RNS - OASISBIG + 2 sec	3.00	10,614,834	4.23	12,887			NO
D.1.3.6.2	OSS-1 COF/Region (seconds)	RNS - OASISBIG + 2 sec	3.41	754,583	4.23	12,887			NO
D.1.3.7.1	OSS-1 PSIMS/OBR/Region (seconds)	RNS - OASISBIG + 2 sec	3.00	10,614,834	0.50	47,168			YES
D.1.3.7.2	OSS-1 PSIMS/OBR/Region (seconds)	RNS - OASISBIG + 2 sec	3.41	754,583	0.50	47,168			YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)		BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.1.4.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.36	2,130,353	1.67	301,059			YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.83	10,994	1.67	301,059			YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.53	4,957,042	1.85	134,838			YES
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	5.83	861,106	1.85	134,838			YES
D.1.4.3.1	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MLH/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)	RNS - ATLAS - TN + 2 sec	2.61	848,382	1.75	36,278			YES
D.1.4.5.2	OSS-1 ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.43	349,811	1.75	36,278			YES
D.1.4.6.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.72	1,693,996	2.19	17,505			YES
D.1.4.6.2	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.38	358,880	2.19	17,505			YES
D.1.4.7.1	OSS-1 TAG/Region (seconds)	RNS - CRSECSR + 2 sec	2.87	5,848,891	2.17	841,885			YES
D.1.4.7.2	OSS-1 TAG/Region (seconds)	RNS - CRSECSR + 2 sec	2.57	914,376	2.17	841,885			YES

## Operations Support Systems - Maintenance and Repair

# BellSouth Monthly State Summary

## Kentucky, March 2003

% Interface Availability - BST	
D.2.1	OSS-3 TAF/Region (%)
D.2.2.1	OSS-3 CLEC TAF/Region (%)
D.2.2.2	OSS-3 ECTA/Region (%)
% Interface Availability - BST & CLEC	
D.2.3.1	OSS-3 CRIS/Region (%)
D.2.3.2	OSS-3 LMOS HOST/Region (%)
D.2.3.3	OSS-3 LNP/Region (%)
D.2.3.4	OSS-3 MARCH/Region (%)
D.2.3.5	OSS-3 OSPCM/Region (%)
D.2.3.6	OSS-3 Predictor/Region (%)
D.2.3.7	OSS-3 SOCS/Region (%)

Benchmark/ Analog	Measure	Volume	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
	>= 99.5%	100.00%	100.00%					YES
	>= 99.5%		99.67%					YES

% Interface Availability - BST & CLEC	
D.2.4.1	OSS-4 CRIS/Region (%)
D.2.4.2	OSS-4 DLETH/Region (%)
D.2.4.3	OSS-4 DLRR/Region (%)
D.2.4.4	OSS-4 LMOS/Region (%)
D.2.4.5	OSS-4 LMOSundf/Region (%)
D.2.4.6	OSS-4 LNP/Region (%)
D.2.4.7	OSS-4 MARCH/Region (%)
D.2.4.8	OSS-4 OSPCM/Region (%)
D.2.4.9	OSS-4 Predictor/Region (%)
D.2.4.10	OSS-4 SOCS/Region (%)
D.2.4.11	OSS-4 NIW/Region (%)

Benchmark/ Analog	Measure	Volume	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
	>= 99.5%	100.00%	100.00%					YES
	>= 99.5%		99.96%					YES
	>= 99.5%		100.00%					YES
	>= 99.5%		100.00%					YES

Average Response Interval <= 4 Seconds	
D.2.4.1	OSS-4 CRIS/Region (%)
D.2.4.2	OSS-4 DLETH/Region (%)
D.2.4.3	OSS-4 DLRR/Region (%)
D.2.4.4	OSS-4 LMOS/Region (%)
D.2.4.5	OSS-4 LMOSundf/Region (%)
D.2.4.6	OSS-4 LNP/Region (%)
D.2.4.7	OSS-4 MARCH/Region (%)
D.2.4.8	OSS-4 OSPCM/Region (%)
D.2.4.9	OSS-4 Predictor/Region (%)
D.2.4.10	OSS-4 SOCS/Region (%)
D.2.4.11	OSS-4 NIW/Region (%)

Benchmark/ Analog	Measure	Volume	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
	>= 99.5%	100.00%	100.00%					YES
	>= 99.5%		99.67%					YES

Average Response Interval <= 10 Seconds	
D.2.5.1	OSS-4 CRIS/Region (%)
D.2.5.2	OSS-4 DLETH/Region (%)
D.2.5.3	OSS-4 DLRR/Region (%)
D.2.5.4	OSS-4 LMOS/Region (%)
D.2.5.5	OSS-4 LMOSundf/Region (%)
D.2.5.6	OSS-4 LNP/Region (%)
D.2.5.7	OSS-4 MARCH/Region (%)
D.2.5.8	OSS-4 OSPCM/Region (%)
D.2.5.9	OSS-4 Predictor/Region (%)
D.2.5.10	OSS-4 SOCS/Region (%)
D.2.5.11	OSS-4 NIW/Region (%)

Benchmark/ Analog	Measure	Volume	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
	>= 99.5%	100.00%	100.00%					YES
	>= 99.5%		99.67%					YES

Average Response Interval > 10 Seconds	
D.2.6.1	OSS-4 CRIS/Region (%)
D.2.6.2	OSS-4 DLETH/Region (%)
D.2.6.3	OSS-4 DLRR/Region (%)
D.2.6.4	OSS-4 LMOS/Region (%)
D.2.6.5	OSS-4 LMOSundf/Region (%)
D.2.6.6	OSS-4 LNP/Region (%)
D.2.6.7	OSS-4 MARCH/Region (%)
D.2.6.8	OSS-4 OSPCM/Region (%)
D.2.6.9	OSS-4 Predictor/Region (%)
D.2.6.10	OSS-4 SOCS/Region (%)
D.2.6.11	OSS-4 NIW/Region (%)

# BellSouth Monthly State Summary Kentucky, March 2003

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

**Collocation - Collocation**

**Average Response Time**

C-1	Virtual/KY (calendar days)	<= 10 days							
C-1	Physical Caged/KY (calendar days)	<= 20 days							
C-1	Physical Cageless/KY (calendar days)	<= 20 days							

**Average Arrangement Time**

C-2	Virtual-Ordinary/KY (calendar days)	<= 50 days							
C-2	Virtual-Extraordinary/KY (calendar days)	<= 75 days							
C-2	Physical Caged/KY (calendar days)	<= 90 days							
C-2	Physical Cageless/KY (calendar days)	<= 60 days							
C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days							
C-2	Virtual-Simple Augment/KY (calendar days)	<= 20 days							
C-2	Virtual-Intermediate Augment/KY (calendar days)	<= 45 days							
C-2	Virtual-Major Augment/KY (calendar days)	<= 60 days							
C-2	Physical-Simple Augment/KY (calendar days)	<= 75 days							
C-2	Physical-Minor Augment/KY (calendar days)	<= 20 days							
C-2	Physical-Intermediate Augment/KY (calendar days)	<= 45 days							
C-2	Physical-Major Augment/KY (calendar days)	<= 60 days							

**% Due Dates Missed**

C-3	Virtual/KY (%)	< 5% missed							
C-3	Physical/KY (%)	< 5% missed							
C-3	Virtual-Augments/KY (%)	< 5% missed							
C-3	Physical-Augments/KY (%)	< 5% missed							




# BellSouth Monthly State Summary Kentucky, March 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>General - Flow Through</b>									
<b>% Flow Through Service Requests</b>									
F.1.1.1									
F.1.1.2	Diagnostic			93.55%	480,823				Diagnostic
F.1.1.3	>= 95%			89.59%	112,865				NO
F.1.1.4	>= 90%			80.54%	4,778				NO
F.1.1.5	>= 85%			94.95%	363,180				YES
<b>% Flow Through Service Requests - Achieved</b>									
F.1.2.1	Diagnostic			86.60%	519,433				Diagnostic
F.1.2.2	Diagnostic			86.60%	519,433				Diagnostic
F.1.2.3	Diagnostic			82.50%	122,568				Diagnostic
F.1.2.4	Diagnostic			57.80%	6,666				Diagnostic
F.1.2.5	Diagnostic			88.38%	390,199				Diagnostic
<b>% Flow Through Service Requests - LNP</b>									
F.1.3.1	>= 85%			76.99%	5,306				NO
F.1.3.2	>= 85%			76.99%	5,306				NO
F.1.3.3	Diagnostic								Diagnostic
F.1.3.4	Diagnostic								Diagnostic
<b>General - Pre-Ordering</b>									
<b>Loop Makeup Inquiry (Manual)</b>									
F.2.1	>= 95% w in 3 bus days								
F.2.2	>= 95% w in 1 min			100.00%	103				YES
<b>General - Ordering</b>									
<b>Service Inquiry with Firm Order</b>									
F.3.1.1	>= 95% w in 5 bus days								
F.3.1.2	>= 95% w in 5 bus days								
F.4.1	Partly w Retail			149.36	6,239,522	15.01	44,823		YES
<b>General - Maintenance Center</b>									
<b>Average Answer Time</b>									
F.5.1	Partly w Retail			40.72	1,839,970	23.20	87,330		YES
<b>General - Operator Services (Toll)</b>									
<b>Average Speed to Answer</b>									
F.6.1	PBD					4.90			PBD
F.6.2	PBD					81.20%			PBD
<b>General - Directory Assistance</b>									
<b>Average Speed to Answer</b>									
F.7.1	PBD					4.10			PBD

# BellSouth Monthly State Summary

## Kentucky, March 2003

Code	Category	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	DA-2 KY (%)	PBD	91.50%							PBD
General - E911										
F.8.1	Mean Interval	PBD	0.95	1,858						PBD
F.8.2	% Accuracy	PBD	97.95%	101,452						PBD
F.8.3	% Timeliness	PBD	100.00%	1,858						PBD
F.9.1	E-1 KY (%)									
General - Billing										
F.9.1	Usage Data Delivery Accuracy	Parity w Retail	100.00%	1,726	98.78%	31,679		0.00000		NO
F.9.2	Usage Data Delivery Timeliness	Parity w Retail	99.90%	16,015	98.68%	854,996,920		0.00025	8,8014	NO
F.9.3	Usage Data Delivery Completeness	Parity w Retail	99.93%	16,015	98.94%	854,996,920		0.00021	-0.3721	YES
F.9.4	Mean Time to Deliver Usage	Parity w Retail	3.22	16,015	2.15	854,996,920				YES
F.9.5.1	Recurring Charge Completeness	Parity w Retail	87.66%	\$2,785,889	98.83%	\$79,212		0.00037	-36,0741	YES
F.9.5.2	B-7 Resale/KY (%)	>= 90%	99.47%	\$180,857	99.69%	\$1,380				YES
F.9.5.3	B-7 Interconnection/KY (%)	>= 90%								YES
F.9.6.1	B-8 Resale/KY (%)	Parity w Retail	76.12%	\$4,861,351	98.96%	\$122,647		0.00252	-80,5340	YES
F.9.6.2	B-8 UNE/KY (%)	>= 90%	98.32%	\$231,633	99.63%	\$43,487				YES
F.9.6.3	B-8 Interconnection/KY (%)	>= 90%								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%	1				YES
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time	>= 95% w in 5 days								
F.10.5	Average Documentation Release Delay Days	>= 22 days prior to release								
F.10.6	% CLEC Interface Outages Sent within 15 Minutes	>= 97% w in 15 min		100.00%		16				YES
F.10.7	% Software Errors Corrected within 10 Business Days	>= 95% w in 10 days		0.00%		3				NO
F.10.8	% Software Errors Corrected within 45 Business Days	>= 95% w in 30 days		28.41%		17				NO

## BellSouth Monthly State Summary Kentucky, March 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.10.9	CM-6 Region (%)	>= 95% w in 45 days			31.25%	16				NO
F.10.10	% Change Requests Accepted or Rejected within 10 Business Days CM-7 Region (%)	>= 95% w in 10 days			100.00%	5				YES
F.10.11	% Change Requests Rejected Within The Reporting Period CM-8 Region (%)	Diagnostic			20.00%	5				Diagnostic
F.10.12	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented CM-9 Region (number)	= 0 Defects								
F.10.13	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented CM-9 Region (number)	= 0 Defects								
F.10.14	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented CM-9 Region (number)	= 0 Defects								
F.10.15	% Test Deck Weight Failure in Production Release CM-10 Region (%)	<= 5%			0.00%	100				YES
F.10.16	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented CM-11 Region (%)	>= 95% w in 60 days								
F.10.17	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented CM-11 Region (%)	>= 95% w in 60 days			100.00%	1				YES
<b>General - New Business Requests</b>										
F.11.1	% New Business Requests Processed within 30 Business Days BFR-1 Region (%)	>= 90% w in 30 bus days			100.00%	7				YES
F.11.2	% Quotes Provided within 10 Business Days BFR-2A Region (%)	>= 90% w in 10 bus days			100.00%	4				YES
F.11.3	% Quotes Provided within 30 Business Days BFR-2B Region (%)	>= 90% w in 30 bus days			100.00%	2				YES
F.11.4	% Quotes Provided within 60 Business Days BFR-2C Region (%)	>= 90% w in 60 bus days								
<b>General - Ordering</b>										
<b>Acknowledgment Message Timeliness</b>										
F.12.1.1	O-1 EDI/Region (%)	>= 95% w in 30 min			99.99%	278,291				YES
F.12.1.2	O-1 TAG/Region (%)	>= 95% w in 30 min			100.00%	299,105				YES
<b>Acknowledgment Message Completeness</b>										
F.12.2.1	O-2 EDI/Region (%)	100%			99.97%	278,368				NO
F.12.2.2	O-2 TAG/Region (%)	100%			100.00%	299,113				NO
<b>General - Database Updates</b>										
<b>Average Database Update Interval</b>										
F.13.1.1	D-1 LIDBK/Region (hours)	PBD	0.80	19	0.80	19				PBD
F.13.1.2	D-1 Directory Listings/KY (hours)	PBD	0.05	26	0.05	26				PBD
F.13.1.3	D-1 Directory Assistance/KY (hours)	PBD	5.07	23	5.06	23				PBD
<b>% Update Accuracy</b>										
F.13.2.1	D-2 LIDBK/Region (%)	>= 95%			100.00%	1,289				YES
F.13.2.2	D-2 Directory Listings/KY (%)	>= 95%			100.00%	1,102				YES
F.13.2.3	D-2 Directory Assistance/KY (%)	>= 95%			99.00%	399				YES
F.13.3	% MXCs / LRNs Loaded by LERG Effective Date D-3 Region (%)	100%			100.00%	20				YES



**BellSouth Monthly State Summary  
Kentucky, March 2003**

F 14.1

General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
MSR-7	Region (minutes)	Party w Retail	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
			712	2	694	2				YES