

BellSouth Monthly State Summary Kentucky, April 2002

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

Resale - Ordering											
% Rejected Service Requests - Mechanized											
A.1.1.1	O-7	Residence/KY(%)						8.46%	7,449		Diagnostic
A.1.1.2	O-7	Business/KY(%)						23.48%	247		Diagnostic
A.1.1.3	O-7	Design (Specials)/KY(%)									Diagnostic
A.1.1.4	O-7	PBX/KY(%)									Diagnostic
A.1.1.5	O-7	Centrex/KY(%)									Diagnostic
A.1.1.6	O-7	ISDN/KY(%)									Diagnostic
% Rejected Service Requests - Partially Mechanized											
A.1.2.1	O-7	Residence/KY(%)						19.74%	917		Diagnostic
A.1.2.2	O-7	Business/KY(%)						38.26%	149		Diagnostic
A.1.2.3	O-7	Design (Specials)/KY(%)									Diagnostic
A.1.2.4	O-7	PBX/KY(%)									Diagnostic
A.1.2.5	O-7	Centrex/KY(%)									Diagnostic
A.1.2.6	O-7	ISDN/KY(%)									Diagnostic
% Rejected Service Requests - Non-Mechanized											
A.1.3.1	O-7	Residence/KY(%)						43.52%	108		Diagnostic
A.1.3.2	O-7	Business/KY(%)						40.57%	106		Diagnostic
A.1.3.3	O-7	Design (Specials)/KY(%)						37.50%	8		Diagnostic
A.1.3.4	O-7	PBX/KY(%)						33.33%	12		Diagnostic
A.1.3.5	O-7	Centrex/KY(%)						33.33%	3		Diagnostic
A.1.3.6	O-7	ISDN/KY(%)						35.71%	14		Diagnostic
Reject Interval - Mechanized											
A.1.4.1	O-8	Residence/KY(%)						96.25%	630		YES
A.1.4.2	O-8	Business/KY(%)						94.83%	58		NO
A.1.4.3	O-8	Design (Specials)/KY(%)									
A.1.4.4	O-8	PBX/KY(%)									
A.1.4.5	O-8	Centrex/KY(%)									
A.1.4.6	O-8	ISDN/KY(%)									
Reject Interval - Partially Mechanized - 10 hours											
A.1.7.1	O-8	Residence/KY(%)						95.03%	181		YES
A.1.7.2	O-8	Business/KY(%)						87.93%	58		YES
A.1.7.3	O-8	Design (Specials)/KY(%)									
A.1.7.4	O-8	PBX/KY(%)									
A.1.7.5	O-8	Centrex/KY(%)									
A.1.7.6	O-8	ISDN/KY(%)									
Reject Interval - Non-Mechanized											
A.1.8.1	O-8	Residence/KY(%)						100.00%	47		YES
A.1.8.2	O-8	Business/KY(%)						100.00%	43		YES
A.1.8.3	O-8	Design (Specials)/KY(%)						100.00%	3		YES
A.1.8.4	O-8	PBX/KY(%)						75.00%	4		NO
A.1.8.5	O-8	Centrex/KY(%)						100.00%	1		YES
A.1.8.6	O-8	ISDN/KY(%)						100.00%	5		YES
FOC Timeliness - Mechanized											
A.1.9.1	O-9	Residence/KY(%)						99.56%	6,805		YES
A.1.9.2	O-9	Business/KY(%)						100.00%	187		YES
A.1.9.3	O-9	Design (Specials)/KY(%)									
A.1.9.4	O-9	PBX/KY(%)									
A.1.9.5	O-9	Centrex/KY(%)									
A.1.9.6	O-9	ISDN/KY(%)									
FOC Timeliness - Partially Mechanized - 10 hours											
A.1.12.1	O-9	Residence/KY(%)						90.29%	721		YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.2	>= 85% w in 10 hrs	Business/KY(%)		95.60%	91				YES
A.1.12.3	>= 85% w in 10 hrs	Design (Specials)/KY(%)							
A.1.12.4	>= 85% w in 10 hrs	PBX/KY(%)							
A.1.12.5	>= 85% w in 10 hrs	Centrex/KY(%)							
A.1.12.6	>= 85% w in 10 hrs	ISDN/KY(%)							
FOC Timeliness - Non-Mechanized									
A.1.13.1	>= 85% w in 36 hrs	Residence/ED/KY(%)		100.00%	60				YES
A.1.13.2	>= 85% w in 36 hrs	Business/ED/KY(%)		97.83%	46				YES
A.1.13.3	>= 85% w in 36 hrs	Design (Specials)/KY(%)		100.00%	6				YES
A.1.13.4	>= 85% w in 36 hrs	PBX/KY(%)		100.00%	4				YES
A.1.13.5	>= 85% w in 36 hrs	Centrex/KY(%)		100.00%	2				YES
A.1.13.6	>= 85% w in 36 hrs	ISDN/KY(%)		100.00%	8				YES
FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	>= 95%	Residence/ED/KY(%)		98.81%	253				YES
A.1.14.1.2	>= 95%	Business/ED/KY(%)		99.71%	7,196				YES
A.1.14.2.1	>= 95%	Business/ED/KY(%)		100.00%	3				YES
A.1.14.2.2	>= 95%	Design (Specials)/ED/KY(%)		97.95%	244				YES
A.1.14.3.1	>= 95%	PBX/ED/KY(%)							
A.1.14.3.2	>= 95%	Centrex/ED/KY(%)							
A.1.14.4.1	>= 95%	PBX/ED/KY(%)							
A.1.14.4.2	>= 95%	Centrex/ED/KY(%)							
A.1.14.5.1	>= 95%	ISDN/ED/KY(%)							
A.1.14.5.2	>= 95%	ISDN/ED/KY(%)							
A.1.14.6.1	>= 95%	ISDN/ED/KY(%)							
A.1.14.6.2	>= 95%	ISDN/ED/KY(%)							
FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	>= 95%	Residence/ED/KY(%)		93.75%	16				NO
A.1.15.1.2	>= 95%	Business/ED/KY(%)		99.11%	901				YES
A.1.15.2.1	>= 95%	Business/ED/KY(%)		100.00%	1				YES
A.1.15.2.2	>= 95%	Design (Specials)/ED/KY(%)		100.00%	148				YES
A.1.15.3.1	>= 95%	PBX/ED/KY(%)							
A.1.15.3.2	>= 95%	Centrex/ED/KY(%)							
A.1.15.4.1	>= 95%	PBX/ED/KY(%)							
A.1.15.4.2	>= 95%	Centrex/ED/KY(%)							
A.1.15.5.1	>= 95%	ISDN/ED/KY(%)							
A.1.15.5.2	>= 95%	ISDN/ED/KY(%)							
A.1.15.6.1	>= 95%	ISDN/ED/KY(%)							
A.1.15.6.2	>= 95%	ISDN/ED/KY(%)							
FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	>= 95%	Residence/ED/KY(%)		97.22%	108				YES
A.1.16.2	>= 95%	Business/ED/KY(%)		94.34%	106				NO
A.1.16.3	>= 95%	Design (Specials)/ED/KY(%)		87.50%	8				NO
A.1.16.4	>= 95%	PBX/ED/KY(%)		91.67%	12				NO
A.1.16.5	>= 95%	Centrex/ED/KY(%)		100.00%	3				YES
A.1.16.6	>= 95%	ISDN/ED/KY(%)		100.00%	14				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	>= 95%	Residence/ED/KY(%)		100.00%	250				YES
A.1.17.1.2	>= 95%	Business/ED/KY(%)		99.86%	7,175				YES
A.1.17.2.1	>= 95%	Business/ED/KY(%)		100.00%	3				YES
A.1.17.2.2	>= 95%	Design (Specials)/ED/KY(%)		96.74%	239				YES
A.1.17.3.1	>= 95%	PBX/ED/KY(%)							
A.1.17.3.2	>= 95%	Centrex/ED/KY(%)							
A.1.17.4.1	>= 95%	PBX/ED/KY(%)							
A.1.17.4.2	>= 95%	Centrex/ED/KY(%)							
A.1.17.5.1	>= 95%	ISDN/ED/KY(%)							
A.1.17.5.2	>= 95%	ISDN/ED/KY(%)							

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A.1.17.6.1
A.1.17.6.2

O-11	ISDN/EDI(KY)(%)									
O-11	ISDN/TAG(KY)(%)									

Benchmark /
Analog

>= 95%
>= 95%

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

ZScore

Equity

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

O-11	Residence/EDI(KY)(%)									
O-11	Residence/TAG(KY)(%)									
O-11	Business/EDI(KY)(%)									
O-11	Business/TAG(KY)(%)									
O-11	Design (Specials)/EDI(KY)(%)									
O-11	Design (Specials)/TAG(KY)(%)									
O-11	PBX/EDI(KY)(%)									
O-11	PBX/TAG(KY)(%)									
O-11	Centrex/EDI(KY)(%)									
O-11	Centrex/TAG(KY)(%)									
O-11	ISDN/EDI(KY)(%)									
O-11	ISDN/TAG(KY)(%)									

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

O-11	Residence/KY(%)									
O-11	Business/KY(%)									
O-11	Design (Specials)/KY(%)									
O-11	PBX/KY(%)									
O-11	Centrex/KY(%)									
O-11	ISDN/KY(%)									

Resale - Provisioning

Order	Completion Interval	Res	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.1.1.1	P-4 Residence<10 circuits/Dispatch/KY(days)	5.81	5,228	4.83	211	5.308	0.37272	2.6330	2.8530	YES
A.2.1.1.2	P-4 Residence<10 circuits/Non-Dispatch/KY(days)	0.89	114,288	0.59	4,380	1.529	0.02354	12.8871	12.8871	YES
A.2.1.1.2.1	P-4 Residence<10 circuits/Dispatch/KY(days)	5.00	19	3.00	1	0.667	0.68399	2.9240	2.9240	YES
A.2.1.1.2.2	P-4 Residence<10 circuits/Non-Dispatch/KY(days)	3.26	4,095	2.53	12	9.016	2.60653	0.2825	0.2825	YES
A.2.1.2.1	P-4 Business<10 circuits/Dispatch/KY(days)	1.22	5,763	0.76	214	3.847	0.26781	1.7233	1.7233	YES
A.2.1.2.2	P-4 Business<10 circuits/Non-Dispatch/KY(days)	7.54	49			8.391				
A.2.1.2.2.1	P-4 Business<10 circuits/Dispatch/KY(days)	21.79	485	6.67	3	22.171	12.83966	1.1777	1.1777	YES
A.2.1.3.1.1	P-4 Design (Specials)<10 circuits/Dispatch/KY(days)	2.55	299	3.88	17	6.264	1.56174	-0.8505	-0.8505	YES
A.2.1.3.1.2	P-4 Design (Specials)<10 circuits/Non-Dispatch/KY(days)									
A.2.1.3.2.1	P-4 Design (Specials)>=10 circuits/Dispatch/KY(days)	24.35	27	7.00	1	15.531	15.81647	1.0967	1.0967	YES
A.2.1.3.2.2	P-4 Design (Specials)>=10 circuits/Non-Dispatch/KY(days)	2.27	41	2.33	5	4.554	2.15700	-0.0302	-0.0302	YES
A.2.1.4.1.1	P-4 PBX<10 circuits/Non-Dispatch/KY(days)	1.24	7	3.00	1	0.957	1.02279	-1.7226	-1.7226	NO
A.2.1.4.2.1	P-4 PBX>=10 circuits/Dispatch/KY(days)	5.99	120	1.00	1	7.947	7.97988	0.6259	0.6259	YES
A.2.1.4.2.2	P-4 PBX>=10 circuits/Non-Dispatch/KY(days)	3.18	100	1.22	3	4.164	2.44002	0.8037	0.8037	YES
A.2.1.5.1.1	P-4 Centrex<10 circuits/Non-Dispatch/KY(days)	12.93	14			18.193				
A.2.1.5.2.1	P-4 Centrex>=10 circuits/Dispatch/KY(days)	3.79	13			3.620				
A.2.1.5.2.2	P-4 Centrex>=10 circuits/Non-Dispatch/KY(days)	13.06	115	14.60	5	11.487	5.24742	-0.2933	-0.2933	YES
A.2.1.6.1.1	P-4 ISDN<10 circuits/Dispatch/KY(days)	2.49	72	1.61	6	6.850	2.91081	0.3022	0.3022	YES
A.2.1.6.1.2	P-4 ISDN<10 circuits/Non-Dispatch/KY(days)									
A.2.1.6.2.1	P-4 ISDN>=10 circuits/Dispatch/KY(days)	6.83	6			6.306				
A.2.1.6.2.2	P-4 ISDN>=10 circuits/Non-Dispatch/KY(days)									

Held Orders

P-1	Residence<10 circuits/Facility/KY(days)	29.05	83	0.00	0	40.836				YES
P-1	Residence<10 circuits/Equipment/KY(days)	0.00	0	0.00	0					YES
P-1	Residence<10 circuits/Other/KY(days)	12.50	6	0.00	0	13.953				YES
P-1	Residence>=10 circuits/Facility/KY(days)	0.00	0	0.00	0					YES
P-1	Residence>=10 circuits/Equipment/KY(days)	0.00	0	0.00	0					YES
P-1	Residence>=10 circuits/Other/KY(days)	0.00	0	0.00	0					YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.2.1.1	Bus	31.75	12	0.00	0	22.680			YES
A.2.2.2.1.2	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	Bus	0.00	0	0.00	0				YES
A.2.2.2.2	Bus	0.00	0						
A.2.2.2.3	Bus	0.00	0						
A.2.2.3.1.1	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	Design	3.50	2	0.00	0	2.121			YES
A.2.2.3.2	Design								
A.2.2.3.2.3	Design								
A.2.2.4.1	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	PBX	0.00	0	0.00	0				YES
A.2.2.4.2	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	PBX	0.00	0	0.00	0				YES
A.2.2.5.1	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2	Centrex	0.00	0						
A.2.2.5.2.3	Centrex	0.00	0						
A.2.2.6.1	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2	ISDN	0.00	0						
A.2.2.6.2.3	ISDN	0.00	0						
A.2.4.1	Res	0.51%	125,584	0.60%	5,157		0.00101	-0.9389	YES
A.2.4.2	Bus	1.66%	10,324	0.00%	242		0.00830	1.9856	YES
A.2.4.3	Design	10.37%	820						
A.2.4.4	PBX	2.74%	73	0.00%	2		0.11700	0.2342	YES
A.2.4.5	Centrex	4.07%	246	0.00%	2		0.14021	0.2899	YES
A.2.4.6	ISDN	8.33%	192	0.00%	3		0.16081	0.5182	YES
A.2.5.1	Diagnostic			3.26%	92				Diagnostic
A.2.5.2	Diagnostic			1.08%	93				Diagnostic
A.2.5.3	Diagnostic			0.00%	26				Diagnostic
A.2.5.4	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	Diagnostic			0.00%	3				Diagnostic
A.2.5.6	Diagnostic			20.00%	10				Diagnostic
A.2.7.1	>= 48 hrs			136.01	28				YES
A.2.7.2	>= 48 hrs								
A.2.7.3	>= 48 hrs								
A.2.7.4	>= 48 hrs								
A.2.7.5	>= 48 hrs								
A.2.7.6	>= 48 hrs								
A.2.8.1	Diagnostic			48.84	2				Diagnostic
A.2.8.2	Diagnostic			33.15	1				Diagnostic
A.2.8.3	Diagnostic								Diagnostic
A.2.8.4	Diagnostic								Diagnostic
A.2.8.5	Diagnostic								Diagnostic

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Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ISDN/KY(hours)		496.22	2				Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized							
Residence/KY(%)		100.00%	28				YES
Business/KY(%)							
Design (Specials)/KY(%)							
PBX/KY(%)							
Centrex/KY(%)							
ISDN/KY(%)							

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ISDN/KY(hours)		50.00%	2				Diagnostic
Business/KY(%)		0.00%	1				Diagnostic
Design (Specials)/KY(%)							Diagnostic
PBX/KY(%)							Diagnostic
Centrex/KY(%)							Diagnostic
ISDN/KY(%)		100.00%	2				Diagnostic

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Residence/KY(%)	6,112	5.74%	244		0.01700	0.9271	YES
Business/KY(%)	119,609	0.04%	5,010		0.00024	-0.5148	YES
Design (Specials)/KY(%)	22	0.00%	1		0.00000		YES
PBX/KY(%)	4,448	2.33%	43		0.01811	-0.5021	YES
Centrex/KY(%)	5,821	0.34%	292		0.00111	-2.7722	NO
ISDN/KY(%)	59						
Design (Specials)/KY(%)	496	0.00%	3		0.11115	0.3446	YES
Design (Specials)/KY(%)	299	0.00%	23		0.00000		YES
Design (Specials)/KY(%)	29	0.00%	1		0.18558	0.1858	YES
PBX/KY(%)	43	0.00%	5		0.00000		YES
PBX/KY(%)	7	0.00%	1		0.00000		YES
Centrex/KY(%)	120	0.00%	1		0.12855	0.1286	YES
Centrex/KY(%)	101	0.00%	3		0.00000		YES
Centrex/KY(%)	14	0.00%					
Centrex/KY(%)	13	0.00%					
ISDN/KY(%)	123	0.00%	6		0.03754	0.2165	YES
ISDN/KY(%)	74	0.00%	6		0.00000		YES
ISDN/KY(%)	6	0.00%					

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ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Residence/KY(%)	6,396	9.71%	381		0.01557	-0.0415	YES
Business/KY(%)	118,772	4.58%	5,284		0.00254	-4.6740	NO
Design (Specials)/KY(%)	12	100.00%	1		0.00000		NO
Business/KY(%)	5,853	19.70%	66		0.03615	-2.8447	NO
Business/KY(%)	5,717	1.05%	190		0.01717	2.7360	YES
Business/KY(%)	45	50.00%	2		0.24565	-1.4926	YES
Business/KY(%)	1	0.00%	1		0.00000		YES
Design (Specials)/KY(%)	523	0.00%	15		0.05480	0.8375	YES
Design (Specials)/KY(%)	240	1.54%	65		0.00000		NO
Design (Specials)/KY(%)	16						
PBX/KY(%)	41	11.11%	9		0.00000		NO
PBX/KY(%)	8						

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PBX

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Residence/KY(%)							
Business/KY(%)							
Design (Specials)/KY(%)							
PBX/KY(%)							
Centrex/KY(%)							
ISDN/KY(%)							

A.2.8.6
A.2.9.1
A.2.9.2
A.2.9.3
A.2.9.4
A.2.9.5
A.2.9.6

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Residence/KY(%)							
Business/KY(%)							
Design (Specials)/KY(%)							
PBX/KY(%)							
Centrex/KY(%)							
ISDN/KY(%)							

A.2.10.1
A.2.10.2
A.2.10.3
A.2.10.4
A.2.10.5
A.2.10.6

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Residence/<10 circuits/Dispatch/KY(%)							
Residence/<10 circuits/Non-Dispatch/KY(%)							
Residence/>=10 circuits/Dispatch/KY(%)							
Residence/>=10 circuits/Non-Dispatch/KY(%)							
Business/<10 circuits/Dispatch/KY(%)							
Business/<10 circuits/Non-Dispatch/KY(%)							
Business/>=10 circuits/Dispatch/KY(%)							
Business/>=10 circuits/Non-Dispatch/KY(%)							
Design (Specials)/<10 circuits/Dispatch/KY(%)							
Design (Specials)/<10 circuits/Non-Dispatch/KY(%)							
Design (Specials)/>=10 circuits/Dispatch/KY(%)							
Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)							
PBX/<10 circuits/Dispatch/KY(%)							
PBX/<10 circuits/Non-Dispatch/KY(%)							
PBX/>=10 circuits/Dispatch/KY(%)							
PBX/>=10 circuits/Non-Dispatch/KY(%)							
Centrex/<10 circuits/Dispatch/KY(%)							
Centrex/<10 circuits/Non-Dispatch/KY(%)							
Centrex/>=10 circuits/Dispatch/KY(%)							
Centrex/>=10 circuits/Non-Dispatch/KY(%)							
ISDN/<10 circuits/Dispatch/KY(%)							
ISDN/<10 circuits/Non-Dispatch/KY(%)							
ISDN/>=10 circuits/Dispatch/KY(%)							
ISDN/>=10 circuits/Non-Dispatch/KY(%)							

A.2.11.1.1.1
A.2.11.1.1.2
A.2.11.1.2.1
A.2.11.1.2.2
A.2.11.2.1
A.2.11.2.2
A.2.11.2.1.1
A.2.11.2.1.2
A.2.11.2.2.1
A.2.11.2.2.2
A.2.11.3.1.1
A.2.11.3.1.2
A.2.11.3.2.1
A.2.11.3.2.2
A.2.11.4.1.1
A.2.11.4.1.2
A.2.11.4.2.1
A.2.11.4.2.2
A.2.11.5.1.1
A.2.11.5.1.2
A.2.11.5.2.1
A.2.11.5.2.2
A.2.11.6.1.1
A.2.11.6.1.2
A.2.11.6.2.1
A.2.11.6.2.2

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Residence/<10 circuits/Dispatch/KY(%)							
Residence/<10 circuits/Non-Dispatch/KY(%)							
Residence/>=10 circuits/Dispatch/KY(%)							
Residence/>=10 circuits/Non-Dispatch/KY(%)							
Business/<10 circuits/Dispatch/KY(%)							
Business/<10 circuits/Non-Dispatch/KY(%)							
Business/>=10 circuits/Dispatch/KY(%)							
Business/>=10 circuits/Non-Dispatch/KY(%)							
Design (Specials)/<10 circuits/Dispatch/KY(%)							
Design (Specials)/<10 circuits/Non-Dispatch/KY(%)							
Design (Specials)/>=10 circuits/Dispatch/KY(%)							
Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)							
PBX/<10 circuits/Dispatch/KY(%)							
PBX/<10 circuits/Non-Dispatch/KY(%)							
PBX/>=10 circuits/Dispatch/KY(%)							
PBX/>=10 circuits/Non-Dispatch/KY(%)							

A.2.12.1.1.1
A.2.12.1.1.2
A.2.12.1.2.1
A.2.12.1.2.2
A.2.12.2.1
A.2.12.2.2
A.2.12.3.1.1
A.2.12.3.1.2
A.2.12.3.2.1
A.2.12.3.2.2
A.2.12.4.1.1
A.2.12.4.1.2
A.2.12.4.2.1
A.2.12.4.2.2

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Benchmark /
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	80						
5.10%	98						
12.50%	16						
0.00%	17						
6.33%	158						
1.52%	66	0.00%	9		0.04341	0.3491	YES
0.00%	12						

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

Average Completion Notice Interval - Mechanized

2.84	6,083	0.60	221	15.912	1.08963	2.1443	YES
0.48	119,172	0.32	4,936	4.552	0.06613	2.3729	YES
0.02	22			0.000			
3.12	4,429	0.25	27	20.979	4.04974	0.7083	YES
1.48	5,759	0.29	218	12.016	0.82907	1.4379	YES
1.30	59			4.676			
244.04	474			501.695			
4.30	299			39.035			
135.40	28			166.724			
7.79	43	0.02	2	30.115	21.78443	0.3566	YES
0.29	7			0.079			
3.68	108			14.641			
1.19	99	0.20	1	8.881	8.92537	0.1110	YES
0.08	14			0.227			
0.35	13			0.100			
92.91	120			193.804			
11.08	74	0.02	3	66.412	39.11228	0.2828	YES
0.25	6			0.103			

P-5	Residence<10 circuits/Dispatch/KY(hours)	Res
P-5	Residence<10 circuits/Non-Dispatch/KY(hours)	Res
P-5	Residence/>=10 circuits/Dispatch/KY(hours)	Res
P-5	Residence/>=10 circuits/Non-Dispatch/KY(hours)	Res
P-5	Business<10 circuits/Dispatch/KY(hours)	Bus
P-5	Business<10 circuits/Non-Dispatch/KY(hours)	Bus
P-5	Business/>=10 circuits/Dispatch/KY(hours)	Bus
P-5	Business/>=10 circuits/Non-Dispatch/KY(hours)	Bus
P-5	Design (Specials)<10 circuits/Dispatch/KY(hours)	Design
P-5	Design (Specials)<10 circuits/Non-Dispatch/KY(hours)	Design
P-5	Design (Specials)/>=10 circuits/Dispatch/KY(hours)	Design
P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY(hours)	Design
P-5	PBX<10 circuits/Dispatch/KY(hours)	PBX
P-5	PBX<10 circuits/Non-Dispatch/KY(hours)	PBX
P-5	PBX/>=10 circuits/Dispatch/KY(hours)	PBX
P-5	PBX/>=10 circuits/Non-Dispatch/KY(hours)	PBX
P-5	Centrex<10 circuits/Dispatch/KY(hours)	Centrex
P-5	Centrex<10 circuits/Non-Dispatch/KY(hours)	Centrex
P-5	Centrex/>=10 circuits/Dispatch/KY(hours)	Centrex
P-5	Centrex/>=10 circuits/Non-Dispatch/KY(hours)	Centrex
P-5	ISDN<10 circuits/Dispatch/KY(hours)	ISDN
P-5	ISDN<10 circuits/Non-Dispatch/KY(hours)	ISDN
P-5	ISDN/>=10 circuits/Dispatch/KY(hours)	ISDN
P-5	ISDN/>=10 circuits/Non-Dispatch/KY(hours)	ISDN

Average Completion Notice Interval - Non-Mechanized

21.23	21						Diagnostic
8.15	72						Diagnostic
0.02	1						Diagnostic
18.00	16						Diagnostic
11.53	74						Diagnostic
81.51	3						Diagnostic
51.84	23						Diagnostic
81.77	1						Diagnostic
35.81	3						Diagnostic
13.93	1						Diagnostic
23.93	1						Diagnostic
14.48	2						Diagnostic
68.13	6						Diagnostic
25.78	4						Diagnostic
0.103							Diagnostic

P-5	Residence<10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Residence<10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	Residence/>=10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Residence/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	Business<10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Business<10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	Business/>=10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Business/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	Design (Specials)<10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Design (Specials)<10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	Design (Specials)/>=10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	PBX<10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	PBX<10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	PBX/>=10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	PBX/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	Centrex<10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Centrex<10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	Centrex/>=10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	Centrex/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	ISDN<10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	ISDN<10 circuits/Non-Dispatch/KY(hours)	Diagnostic
P-5	ISDN/>=10 circuits/Dispatch/KY(hours)	Diagnostic
P-5	ISDN/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY(days)		6.89	3				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY(days)		5.65	13				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.4.1.1	P-10	PBX<10 circuits/Dispatch/KY(days)		4.05	1				Diagnostic
A.2.19.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY(days)		5.50	3				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY(days)		10.30	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY(days)		5.37	1				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY(days)		17.94	3				Diagnostic
A.2.19.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY(days)		3.04	3				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)		4.92	174				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)		0.79	1,833				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)		2.44	5				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)		0.74	75				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.4.1.1	P-10	PBX<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)		5.80	12				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)		1.28	353				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)		1.66	2				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)		1.15	42				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY(days)							Diagnostic

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Benchmark / Analog

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

A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY(days)					
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY(days)					
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY(days)					
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY(days)					
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY(days)					
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY(days)					
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY(days)					
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)					
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)					

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

A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	10	3.59			Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	17	1.11			Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY(days)	1	3.21			Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY(days)					Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	3	6.08			Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	14	2.01			Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY(days)					Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY(days)	3	6.89			Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY(days)	11	6.08			Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/>=10 circuits/Dispatch/KY(days)					Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	1	4.05			Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)	3	5.50			Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY(days)	1	10.30			Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY(days)	1	5.37			Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY(days)					Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY(days)	2	16.41			Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY(days)	3	3.04			Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY(days)					Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY(days)	1				Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY(days)					Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY(days)					Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY(days)	1				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY(days)	3				Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY(days)					Diagnostic

% Completions w/o Notice or < 24 hours

A.2.24.1.1	P-6	Residence/Dispatch/KY(%)	221	8.14%			Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY(%)	4,479	8.39%			Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/KY(%)	14	21.43%			Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/KY(%)	214	1.87%			Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY(%)	3	0.00%			Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY(%)	17	0.00%			Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/KY(%)	1	0.00%			Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY(%)	6	0.00%			Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/KY(%)	1	0.00%			Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY(%)	3	0.00%			Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/KY(%)	5	0.00%			Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY(%)	6	0.00%			Diagnostic

Service Order Accuracy

A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY(%)	145	96.55%			YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY(%)	140	94.29%			NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY(%)	17	88.24%			NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY(%)					YES
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY(%)	165	95.78%			YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY(%)	145	97.93%			YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY(%)	9	77.78%			NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY(%)	41	97.56%			YES
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY(%)	35	91.43%			NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	134	94.78%			NO

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A.2.25.3.2.1
A.2.25.3.2.2

P-11	Design (Specials)/>=10 circuits/Dispatch(KY)(%)
P-11	Design (Specials)/>=10 circuits/Non-Dispatch(KY)(%)

Benchmark /
Analog

>= 95%
>= 95%

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

			1				
		100.00%	20				YES
		90.00%					NO

Resale - Maintenance and Repair

Missed Repair Appointments

M&R-1	Residence/Dispatch(KY)(%)
M&R-1	Residence/Non-Dispatch(KY)(%)
M&R-1	Business/Dispatch(KY)(%)
M&R-1	Business/Non-Dispatch(KY)(%)
M&R-1	Design (Specials)/Dispatch(KY)(%)
M&R-1	Design (Specials)/Non-Dispatch(KY)(%)
M&R-1	PBX/Dispatch(KY)(%)
M&R-1	PBX/Non-Dispatch(KY)(%)
M&R-1	Centrex/Dispatch(KY)(%)
M&R-1	Centrex/Non-Dispatch(KY)(%)
M&R-1	ISDN/Dispatch(KY)(%)
M&R-1	ISDN/Non-Dispatch(KY)(%)

Res	8.60%	19,830	4.39%	501	0.01268	3.3173	YES
Res	1.31%	7,639	1.01%	99	0.01150	0.2600	YES
Bus	6.62%	2,463	6.49%	77	0.02877	0.0433	YES
Bus	1.09%	1,102	0.00%	21	0.02286	0.4763	YES
Design	1.70%	412	0.00%	7	0.04926	0.3449	YES
Design	0.83%	483	0.00%	3	0.05248	0.1578	YES
PBX	4.44%	90	0.00%	13	0.06115	0.7269	YES
PBX	3.08%	65	0.00%	0	0.16819	-2.6205	NO
Centrex	5.93%	135	50.00%	2	0.09000	0.2584	YES
Centrex	3.95%	76	0.00%	0			YES
ISDN	2.33%	43	0.00%	3			YES
ISDN	1.56%	64	0.00%	0			YES

Customer Trouble Report Rate

M&R-2	Residence/Dispatch(KY)(%)
M&R-2	Residence/Non-Dispatch(KY)(%)
M&R-2	Business/Dispatch(KY)(%)
M&R-2	Business/Non-Dispatch(KY)(%)
M&R-2	Design (Specials)/Dispatch(KY)(%)
M&R-2	Design (Specials)/Non-Dispatch(KY)(%)
M&R-2	PBX/Dispatch(KY)(%)
M&R-2	PBX/Non-Dispatch(KY)(%)
M&R-2	Centrex/Dispatch(KY)(%)
M&R-2	Centrex/Non-Dispatch(KY)(%)
M&R-2	ISDN/Dispatch(KY)(%)
M&R-2	ISDN/Non-Dispatch(KY)(%)

Res	2.33%	852,316	1.88%	26,636	0.00095	4.6959	YES
Res	0.90%	852,316	0.37%	26,636	0.00059	8.9054	YES
Bus	1.19%	206,415	1.09%	7,079	0.00132	0.7990	YES
Bus	0.53%	206,415	0.30%	7,079	0.00088	2.6680	YES
Design	1.40%	29,525	0.87%	809	0.00421	1.2594	YES
Design	1.64%	29,525	0.37%	809	0.00456	2.7755	YES
PBX	0.23%	38,908	2.41%	539	0.00209	-10.4538	NO
PBX	0.17%	38,908	0.00%	539	0.00177	0.9424	YES
Centrex	0.24%	55,188	0.52%	386	0.00253	-1.0827	YES
Centrex	0.14%	55,188	0.00%	386	0.00190	0.7265	YES
ISDN	0.08%	77,879	0.51%	583	0.00098	-4.7027	NO
ISDN	0.08%	77,879	0.00%	583	0.00119	0.6886	YES

Maintenance Average Duration

M&R-3	Residence/Dispatch(KY)(hours)
M&R-3	Residence/Non-Dispatch(KY)(hours)
M&R-3	Business/Dispatch(KY)(hours)
M&R-3	Business/Non-Dispatch(KY)(hours)
M&R-3	Design (Specials)/Dispatch(KY)(hours)
M&R-3	Design (Specials)/Non-Dispatch(KY)(hours)
M&R-3	PBX/Dispatch(KY)(hours)
M&R-3	PBX/Non-Dispatch(KY)(hours)
M&R-3	Centrex/Dispatch(KY)(hours)
M&R-3	Centrex/Non-Dispatch(KY)(hours)
M&R-3	ISDN/Dispatch(KY)(hours)
M&R-3	ISDN/Non-Dispatch(KY)(hours)

Res	22.21	19,830	17.13	501	23.445	1.06058	4.7866	YES
Res	7.37	7,639	3.43	99	14.470	1.46370	2.6866	YES
Bus	9.81	2,463	9.17	77	12.716	1.47157	0.4382	YES
Bus	2.53	1,102	1.81	21	6.496	1.43102	0.5047	YES
Design	4.52	412	2.95	7	7.080	2.69879	0.5816	YES
Design	2.30	483	1.52	3	4.361	2.52570	0.3075	YES
PBX	7.91	90	14.83	13	14.856	4.40796	-1.5693	YES
PBX	4.36	65	0.00	0	9.810			YES
Centrex	12.60	135	14.50	2	19.336	13.77359	-0.1383	YES
Centrex	6.14	76	0.00	0	22.265			YES
ISDN	5.58	43	3.17	3	6.013	3.59070	0.6701	YES
ISDN	2.86	64	0.00	0	6.705			YES

% Repeat Troubles within 30 Days

M&R-4	Residence/Dispatch(KY)(%)
M&R-4	Residence/Non-Dispatch(KY)(%)
M&R-4	Business/Dispatch(KY)(%)
M&R-4	Business/Non-Dispatch(KY)(%)
M&R-4	Design (Specials)/Dispatch(KY)(%)
M&R-4	Design (Specials)/Non-Dispatch(KY)(%)
M&R-4	PBX/Dispatch(KY)(%)
M&R-4	PBX/Non-Dispatch(KY)(%)
M&R-4	Centrex/Dispatch(KY)(%)
M&R-4	Centrex/Non-Dispatch(KY)(%)
M&R-4	ISDN/Dispatch(KY)(%)
M&R-4	ISDN/Non-Dispatch(KY)(%)

Res	18.83%	19,830	12.97%	501	0.01768	3.3086	YES
Res	15.85%	7,639	9.09%	99	0.03694	1.8303	YES
Bus	14.49%	2,463	10.36%	77	0.04074	1.0075	YES
Bus	11.80%	1,102	4.76%	21	0.07106	0.9900	YES
Design	23.54%	412	28.57%	7	0.16172	-0.3109	YES
Design	18.22%	483	0.00%	3	0.22355	0.8150	YES
PBX	5.56%	90	0.00%	13	0.06796	0.8174	YES
PBX	9.23%	65	0.00%	0	0.21717	0.4775	YES
Centrex	10.77%	135	0.00%	2	0.22045	0.7384	YES
Centrex	11.84%	76	0.00%	0			YES
ISDN	16.28%	43	0.00%	3			YES
ISDN	14.06%	64	0.00%	0			YES

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Out of Service > 24 hours

	M&R-5 Residence/Dispatch/KY(%)	M&R-5 Business/Dispatch/KY(%)	M&R-5 Design (Specials)/Dispatch/KY(%)	M&R-5 PBX/Dispatch/KY(%)	M&R-5 PBX/Non-Dispatch/KY(%)	M&R-5 Centrex/Dispatch/KY(%)	M&R-5 ISDN/Dispatch/KY(%)	M&R-5 ISDN/Non-Dispatch/KY(%)	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.1.1	14.22%	5.32%	1.47%	0.83%	3.61%	6.10%	0.00%	1.56%	Res	12,626	9.02%	366	0.01852	2.8121	YES		
A.3.5.1.2	2.143	1,377	408	483	83	58	47	43	Res	2,143	2.44%	41	0.03538	0.8141	YES		
A.3.5.2.1	2.27%	1.70%	0.83%	3.61%	6.10%	0.00%	1.56%	Bus	1,377	2.27%	44	0.03076	0.6304	YES			
A.3.5.2.2	0.00%	1.70%	0.83%	3.61%	6.10%	0.00%	1.56%	Design	408	0.00%	11	0.03678	0.3998	YES			
A.3.5.3.1	0.00%	0.83%	3.61%	6.10%	0.00%	0.00%	0.00%	Design	412	0.00%	7	0.04826	0.3449	YES			
A.3.5.3.2	0.00%	0.83%	3.61%	6.10%	0.00%	0.00%	0.00%	Design	483	0.00%	3	0.05248	0.1578	YES			
A.3.5.4.1	0.00%	3.61%	6.10%	0.00%	0.00%	0.00%	0.00%	PBX	83	0.00%	4	0.09555	0.3783	YES			
A.3.5.4.2	0.00%	3.61%	6.10%	0.00%	0.00%	0.00%	0.00%	PBX	58	0.00%	0			YES			
A.3.5.5.1	0.00%	6.10%	0.00%	0.00%	0.00%	0.00%	0.00%	Centrex	82	0.00%	0			YES			
A.3.5.5.2	0.00%	6.10%	0.00%	0.00%	0.00%	0.00%	0.00%	Centrex	47	0.00%	0			YES			
A.3.5.6.1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	ISDN	43	0.00%	3	0.00000		YES			
A.3.5.6.2	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	ISDN	64	0.00%	0			YES			

Resale - Billing

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.4.1	98.66%	\$99,509,015	99.59%	\$1,349,420	0.00010	-92.1784	YES	
A.4.2	3.86	1	3.27	1,837			YES	

Invoice Accuracy

B-1	KY(%)	
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Mean Time to Deliver Invoices - CRIS

B-2	Region(business days)	
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BellSouth Monthly State Summary Kentucky, April 2002

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.1.1	O-7 Switch Ports/KY(%)	Diagnostic								Diagnostic
B.1.1.2	O-7 Local Interface Transport/KY(%)	Diagnostic								Diagnostic
B.1.1.3	O-7 Loop + Port Combinations/KY(%)	Diagnostic				4,445				Diagnostic
B.1.1.4	O-7 Combo Other/KY(%)	Diagnostic								Diagnostic
B.1.1.5	O-7 xDSL (ADSL, HDSL and UCL)/KY(%)	Diagnostic				40				Diagnostic
B.1.1.6	O-7 ISDN Loop (UDN, UDC)/KY(%)	Diagnostic				3				Diagnostic
B.1.1.7	O-7 Line Sharing/KY(%)	Diagnostic				55				Diagnostic
B.1.1.8	O-7 2W Analog Loop Design/KY(%)	Diagnostic				48				Diagnostic
B.1.1.9	O-7 2W Analog Loop Non-Design/KY(%)	Diagnostic				7				Diagnostic
B.1.1.10	O-7 2W Analog Loop w/INP Design/KY(%)	Diagnostic								Diagnostic
B.1.1.11	O-7 2W Analog Loop w/INP Non-Design/KY(%)	Diagnostic								Diagnostic
B.1.1.12	O-13 2W Analog Loop w/LNP Design/KY(%)	Diagnostic								Diagnostic
B.1.1.13	O-13 2W Analog Loop w/LNP Non-Design/KY(%)	Diagnostic								Diagnostic
B.1.1.14	O-7 Other Design/KY(%)	Diagnostic				59				Diagnostic
B.1.1.15	O-7 Other Non-Design/KY(%)	Diagnostic				745				Diagnostic
B.1.1.16	O-7 INP Standalone/KY(%)	Diagnostic								Diagnostic
B.1.1.17	O-13 LNP Standalone/KY(%)	Diagnostic				1,297				Diagnostic

% Rejected Service Requests - Partially Mechanized

Code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.2.1	O-7 Switch Ports/KY(%)	Diagnostic								Diagnostic
B.1.2.2	O-7 Local Interface Transport/KY(%)	Diagnostic								Diagnostic
B.1.2.3	O-7 Loop + Port Combinations/KY(%)	Diagnostic				1,925				Diagnostic
B.1.2.4	O-7 Combo Other/KY(%)	Diagnostic								Diagnostic
B.1.2.5	O-7 xDSL (ADSL, HDSL and UCL)/KY(%)	Diagnostic				1				Diagnostic
B.1.2.6	O-7 ISDN Loop (UDN, UDC)/KY(%)	Diagnostic				32				Diagnostic
B.1.2.7	O-7 Line Sharing/KY(%)	Diagnostic				19				Diagnostic
B.1.2.8	O-7 2W Analog Loop Design/KY(%)	Diagnostic				9				Diagnostic
B.1.2.9	O-7 2W Analog Loop Non-Design/KY(%)	Diagnostic				2				Diagnostic
B.1.2.10	O-7 2W Analog Loop w/INP Design/KY(%)	Diagnostic								Diagnostic
B.1.2.11	O-7 2W Analog Loop w/INP Non-Design/KY(%)	Diagnostic								Diagnostic
B.1.2.12	O-13 2W Analog Loop w/LNP Design/KY(%)	Diagnostic								Diagnostic
B.1.2.13	O-13 2W Analog Loop w/LNP Non-Design/KY(%)	Diagnostic								Diagnostic
B.1.2.14	O-7 Other Design/KY(%)	Diagnostic				34				Diagnostic
B.1.2.15	O-7 Other Non-Design/KY(%)	Diagnostic				100				Diagnostic
B.1.2.16	O-7 INP Standalone/KY(%)	Diagnostic								Diagnostic
B.1.2.17	O-13 LNP Standalone/KY(%)	Diagnostic				916				Diagnostic

% Rejected Service Requests - Non-Mechanized

Code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.3.1	O-7 Switch Ports/KY(%)	Diagnostic								Diagnostic
B.1.3.2	O-7 Local Interface Transport/KY(%)	Diagnostic								Diagnostic
B.1.3.3	O-7 Loop + Port Combinations/KY(%)	Diagnostic				10				Diagnostic
B.1.3.4	O-7 Combo Other/KY(%)	Diagnostic				148				Diagnostic
B.1.3.5	O-7 xDSL (ADSL, HDSL and UCL)/KY(%)	Diagnostic				3				Diagnostic
B.1.3.6	O-7 ISDN Loop (UDN, UDC)/KY(%)	Diagnostic				2				Diagnostic
B.1.3.7	O-7 Line Sharing/KY(%)	Diagnostic				5				Diagnostic
B.1.3.8	O-7 2W Analog Loop Design/KY(%)	Diagnostic								Diagnostic
B.1.3.9	O-7 2W Analog Loop Non-Design/KY(%)	Diagnostic				7				Diagnostic
B.1.3.10	O-7 2W Analog Loop w/INP Design/KY(%)	Diagnostic								Diagnostic
B.1.3.11	O-7 2W Analog Loop w/INP Non-Design/KY(%)	Diagnostic								Diagnostic
B.1.3.12	O-13 2W Analog Loop w/LNP Design/KY(%)	Diagnostic								Diagnostic
B.1.3.13	O-13 2W Analog Loop w/LNP Non-Design/KY(%)	Diagnostic								Diagnostic
B.1.3.14	O-7 Other Design/KY(%)	Diagnostic				29				Diagnostic
B.1.3.15	O-7 Other Non-Design/KY(%)	Diagnostic				106				Diagnostic
B.1.3.16	O-7 INP Standalone/KY(%)	Diagnostic								Diagnostic
B.1.3.17	O-13 LNP Standalone/KY(%)	Diagnostic				121				Diagnostic

BellSouth Monthly State Summary Kentucky, April 2002

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

Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 97% win 1 hr							
>= 97% win 1 hr		92.55%	899				NO
>= 97% win 1 hr		100.00%	7				YES
>= 97% win 1 hr		42.86%	14				NO
>= 97% win 1 hr		100.00%	5				YES
>= 97% win 1 hr		50.00%	2				NO
>= 97% win 1 hr							
>= 97% win 1 hr							
>= 97% win 1 hr		66.67%	12				NO
>= 97% win 1 hr		94.37%	71				NO
>= 97% win 1 hr		98.55%	69				YES

>= 97% win 1 hr
>= 97% win 1 hr
>= 97% win 1 hr
>= 97% win 1 hr
>= 97% win 1 hr
>= 97% win 1 hr
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>= 97% win 1 hr
>= 97% win 1 hr
>= 97% win 1 hr
>= 97% win 1 hr
>= 97% win 1 hr

Reject Interval - Mechanized	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-8	Switch Ports/KY(%)							
O-8	Local Interface Transport/KY(%)							
O-8	Loop + Port Combinations/KY(%)							
O-8	Combo Other/KY(%)							
O-8	xDSL (ADSL, HDSL and UCL)/KY(%)							
O-8	ISDN Loop (UDN, UDC)/KY(%)							
O-8	Line Sharing/KY(%)							
O-8	2W Analog Loop Design/KY(%)							
O-8	2W Analog Loop Non-Design/KY(%)							
O-8	2W Analog Loop w/INP Design/KY(%)							
O-8	2W Analog Loop w/INP Non-Design/KY(%)							
O-14	2W Analog Loop w/LNP Design/KY(%)							
O-14	2W Analog Loop w/LNP Non-Design/KY(%)							
O-8	Other Design/KY(%)							
O-8	Other Non-Design/KY(%)							
O-8	INP Standalone/KY(%)							
O-14	LNP Standalone/KY(%)							

>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs
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>= 85% win 10 hrs
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>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs

Reject Interval - Partially Mechanized - 10 hours	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-8	Switch Ports/KY(%)							
O-8	Local Interface Transport/KY(%)							
O-8	Loop + Port Combinations/KY(%)							
O-8	Combo Other/KY(%)							
O-8	xDSL (ADSL, HDSL and UCL)/KY(%)							
O-8	ISDN Loop (UDN, UDC)/KY(%)							
O-8	Line Sharing/KY(%)							
O-8	2W Analog Loop Design/KY(%)							
O-8	2W Analog Loop Non-Design/KY(%)							
O-8	2W Analog Loop w/INP Design/KY(%)							
O-8	2W Analog Loop w/INP Non-Design/KY(%)							
O-14	2W Analog Loop w/LNP Design/KY(%)							
O-14	2W Analog Loop w/LNP Non-Design/KY(%)							
O-8	Other Design/KY(%)							
O-8	Other Non-Design/KY(%)							
O-8	INP Standalone/KY(%)							
O-14	LNP Standalone/KY(%)							

>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs
>= 85% win 10 hrs
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>= 85% win 10 hrs
>= 85% win 10 hrs

Reject Interval - Non-Mechanized	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-8	Switch Ports/KY(%)							
O-8	Local Interface Transport/KY(%)							
O-8	Loop + Port Combinations/KY(%)							
O-8	Combo Other/KY(%)							
O-8	xDSL (ADSL, HDSL and UCL)/KY(%)							
O-8	ISDN Loop (UDN, UDC)/KY(%)							
O-8	Line Sharing/KY(%)							
O-8	2W Analog Loop Design/KY(%)							
O-8	2W Analog Loop Non-Design/KY(%)							
O-8	2W Analog Loop w/INP Design/KY(%)							
O-8	2W Analog Loop w/INP Non-Design/KY(%)							
O-14	2W Analog Loop w/LNP Design/KY(%)							
O-14	2W Analog Loop w/LNP Non-Design/KY(%)							
O-8	Other Design/KY(%)							
O-8	Other Non-Design/KY(%)							
O-8	INP Standalone/KY(%)							
O-14	LNP Standalone/KY(%)							

>= 85% win 24 hrs
>= 85% win 24 hrs
>= 85% win 24 hrs
>= 85% win 24 hrs
>= 85% win 24 hrs
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>= 85% win 24 hrs
>= 85% win 24 hrs

FOC Timeliness - Mechanized	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-9	Switch Ports/KY(%)							
O-9	Local Interface Transport/KY(%)							

>= 95% win 3 hrs
>= 95% win 3 hrs

FOC Timeliness - Non-Mechanized	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-8	Switch Ports/KY(%)							
O-8	Local Interface Transport/KY(%)							
O-8	Loop + Port Combinations/KY(%)							
O-8	Combo Other/KY(%)							
O-8	xDSL (ADSL, HDSL and UCL)/KY(%)							
O-8	ISDN Loop (UDN, UDC)/KY(%)							
O-8	Line Sharing/KY(%)							
O-8	2W Analog Loop Design/KY(%)							
O-8	2W Analog Loop Non-Design/KY(%)							
O-8	2W Analog Loop w/INP Design/KY(%)							
O-8	2W Analog Loop w/INP Non-Design/KY(%)							
O-14	2W Analog Loop w/LNP Design/KY(%)							
O-14	2W Analog Loop w/LNP Non-Design/KY(%)							
O-8	Other Design/KY(%)							
O-8	Other Non-Design/KY(%)							
O-8	INP Standalone/KY(%)							
O-14	LNP Standalone/KY(%)							

>= 95% win 3 hrs
>= 95% win 3 hrs

BellSouth Monthly State Summary

Kentucky, April 2002

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-9	Loop + Port Combinations/KY(%)	98.95%	3,525				YES
O-9	Combo Other/KY(%)	100.00%	33				YES
O-9	xDSL (ADSL, HDSL and UCL)/KY(%)	100.00%	3				YES
O-9	ISDN Loop (UDN, UDC)/KY(%)	100.00%	49				YES
O-9	Line Sharing/KY(%)	100.00%	43				YES
O-9	2W Analog Loop Design/KY(%)	100.00%	6				YES
O-9	2W Analog Loop Non-Design/KY(%)						
O-9	2W Analog Loop w/INP Design/KY(%)						
O-9	2W Analog Loop w/INP Non-Design/KY(%)						
O-15	2W Analog Loop w/LNP Design/KY(%)						
O-15	2W Analog Loop w/LNP Non-Design/KY(%)						
O-9	Other Design/KY(%)						
O-9	Other Non-Design/KY(%)	100.00%	48				YES
O-9	INP Standalone/KY(%)	95.27%	677				YES
O-15	LNP Standalone/KY(%)	100.00%	1,228				YES

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

FOC Timeliness - Partially Mechanized - 10 hours							
O-9	Switch Ports/KY(%)						
O-9	Local Interface Transport/KY(%)						
O-9	Loop + Port Combinations/KY(%)						
O-9	Combo Other/KY(%)	94.01%	1,353				YES
O-9	xDSL (ADSL, HDSL and UCL)/KY(%)	100.00%	1				YES
O-9	ISDN Loop (UDN, UDC)/KY(%)	96.15%	26				YES
O-9	Line Sharing/KY(%)	100.00%	8				YES
O-9	2W Analog Loop Design/KY(%)	100.00%	8				YES
O-9	2W Analog Loop Non-Design/KY(%)	66.67%	3				NO
O-9	2W Analog Loop w/INP Design/KY(%)						
O-9	2W Analog Loop w/INP Non-Design/KY(%)						
O-15	2W Analog Loop w/LNP Design/KY(%)						
O-15	2W Analog Loop w/LNP Non-Design/KY(%)						
O-9	Other Design/KY(%)						
O-9	Other Non-Design/KY(%)	100.00%	21				YES
O-9	INP Standalone/KY(%)	88.57%	70				NO
O-15	LNP Standalone/KY(%)	71.43%	994				NO

Benchmark / Analog
>= 85% w in 10 hrs
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>= 85% w in 10 hrs
>= 85% w in 10 hrs

FOC Timeliness - Non-Mechanized							
O-9	Switch Ports/KY(%)						
O-9	Local Interface Transport/KY(%)						
O-9	Loop + Port Combinations/KY(%)						
O-9	Combo Other/KY(%)	100.00%	7				YES
O-9	xDSL (ADSL, HDSL and UCL)/KY(%)	96.88%	64				YES
O-9	ISDN Loop (UDN, UDC)/KY(%)	100.00%	3				YES
O-9	Line Sharing/KY(%)	100.00%	1				YES
O-9	2W Analog Loop Design/KY(%)	100.00%	4				YES
O-9	2W Analog Loop Non-Design/KY(%)						
O-9	2W Analog Loop w/INP Design/KY(%)						
O-9	2W Analog Loop w/INP Non-Design/KY(%)						
O-15	2W Analog Loop w/LNP Design/KY(%)						
O-15	2W Analog Loop w/LNP Non-Design/KY(%)						
O-9	Other Design/KY(%)						
O-9	Other Non-Design/KY(%)	100.00%	20				YES
O-9	INP Standalone/KY(%)	100.00%	69				YES
O-15	LNP Standalone/KY(%)	100.00%	6				YES
O-15	LNP Standalone/KY(%)	100.00%	66				YES

Benchmark / Analog
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
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>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs

FOC & Reject Response Completeness - Mechanized							
O-11	Switch Ports/EDI/KY(%)						
O-11	Switch Ports/TAG/KY(%)						
O-11	Local Interface Transport/EDI/KY(%)						
O-11	Local Interface Transport/TAG/KY(%)						
O-11	Loop + Port Combinations/EDI/KY(%)	99.86%	703				YES
O-11	Loop + Port Combinations/TAG/KY(%)	98.45%	3,742				YES

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

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.14.4.1	O-11	Combo Other/EDIKY(%)						
B.1.14.4.2	O-11	Combo Other/TAGIKY(%)						
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDIKY(%)						YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAGIKY(%)		35				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDIKY(%)						
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAGIKY(%)		5				
B.1.14.7.1	O-11	Line Sharing/EDIKY(%)						YES
B.1.14.7.2	O-11	Line Sharing/TAGIKY(%)		3				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDIKY(%)						YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAGIKY(%)		49				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDIKY(%)						YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAGIKY(%)		6				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDIKY(%)						YES
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAGIKY(%)		19				YES
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDIKY(%)						YES
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY(%)		29				YES
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDIKY(%)						
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAGIKY(%)		7				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDIKY(%)						
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAGIKY(%)						
B.1.14.14.1	O-11	Other Design/EDIKY(%)						
B.1.14.14.2	O-11	Other Design/TAGIKY(%)						
B.1.14.15.1	O-11	Other Non-Design/EDIKY(%)						YES
B.1.14.15.2	O-11	Other Non-Design/TAGIKY(%)		23				YES
B.1.14.16.1	O-11	INP Standalone/EDIKY(%)						YES
B.1.14.16.2	O-11	INP Standalone/TAGIKY(%)		696				YES
B.1.14.17.1	O-11	LNP Standalone/EDIKY(%)						NO
B.1.14.17.2	O-11	LNP Standalone/TAGIKY(%)		49				NO
B.1.15.1.1	O-11	Switch Ports/EDIKY(%)						
B.1.15.1.2	O-11	Switch Ports/TAGIKY(%)						
B.1.15.2.1	O-11	Local Interface Transport/EDIKY(%)						
B.1.15.2.2	O-11	Local Interface Transport/TAGIKY(%)						
B.1.15.3.1	O-11	Loop + Port Combinations/EDIKY(%)						YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAGIKY(%)		420				YES
B.1.15.4.1	O-11	Combo Other/EDIKY(%)						
B.1.15.4.2	O-11	Combo Other/TAGIKY(%)		1,505				
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDIKY(%)						YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAGIKY(%)		1				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDIKY(%)						YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAGIKY(%)						YES
B.1.15.7.1	O-11	Line Sharing/EDIKY(%)						YES
B.1.15.7.2	O-11	Line Sharing/TAGIKY(%)						YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDIKY(%)						YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAGIKY(%)						YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDIKY(%)						YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAGIKY(%)		20				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDIKY(%)						YES
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAGIKY(%)						YES
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDIKY(%)						NO
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY(%)						YES
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDIKY(%)						YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAGIKY(%)						YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDIKY(%)						YES
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAGIKY(%)						YES
B.1.15.14.1	O-11	Other Design/EDIKY(%)						
B.1.15.14.2	O-11	Other Design/TAGIKY(%)						
B.1.15.15.1	O-11	Other Non-Design/EDIKY(%)						YES
B.1.15.15.2	O-11	Other Non-Design/TAGIKY(%)		9				YES

FOC & Reflect Response Completeness - Partially Mechanized

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.1.1	O-11	Switch Ports/EDIKY(%)						
B.1.15.1.2	O-11	Switch Ports/TAGIKY(%)						
B.1.15.2.1	O-11	Local Interface Transport/EDIKY(%)						
B.1.15.2.2	O-11	Local Interface Transport/TAGIKY(%)						
B.1.15.3.1	O-11	Loop + Port Combinations/EDIKY(%)						YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAGIKY(%)		420				YES
B.1.15.4.1	O-11	Combo Other/EDIKY(%)						
B.1.15.4.2	O-11	Combo Other/TAGIKY(%)		1,505				
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDIKY(%)						YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAGIKY(%)		1				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDIKY(%)						YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAGIKY(%)						YES
B.1.15.7.1	O-11	Line Sharing/EDIKY(%)						YES
B.1.15.7.2	O-11	Line Sharing/TAGIKY(%)						YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDIKY(%)						YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAGIKY(%)						YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDIKY(%)						YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAGIKY(%)		20				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDIKY(%)						YES
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAGIKY(%)						YES
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDIKY(%)						NO
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY(%)						YES
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDIKY(%)						YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAGIKY(%)						YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDIKY(%)						YES
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAGIKY(%)						YES
B.1.15.14.1	O-11	Other Design/EDIKY(%)						
B.1.15.14.2	O-11	Other Design/TAGIKY(%)						
B.1.15.15.1	O-11	Other Non-Design/EDIKY(%)						YES
B.1.15.15.2	O-11	Other Non-Design/TAGIKY(%)		29				YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-11 INP Standalone/EDIJKY(%)	>= 95%							
O-11 INP Standalone/TAGIKY(%)	>= 95%							
O-11 LNP Standalone/EDIJKY(%)	>= 95%		97.60%	916				YES
O-11 LNP Standalone/TAGIKY(%)	>= 95%							

FOC & Reject Response Completeness - Non-Mechanized

O-11 Switch Ports/KY(%)	>= 95%							
O-11 Local Interface Transport/KY(%)	>= 95%		90.00%	10				NO
O-11 Loop + Port Combinations/KY(%)	>= 95%		96.62%	148				YES
O-11 Combo Other/KY(%)	>= 95%							
O-11 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95%		100.00%	3				YES
O-11 ISDN Loop (UDN, UDC)/KY(%)	>= 95%		100.00%	2				YES
O-11 Line Sharing/KY(%)	>= 95%		100.00%	5				YES
O-11 2W Analog Loop Design/KY(%)	>= 95%							
O-11 2W Analog Loop Non-Design/KY(%)	>= 95%		100.00%	7				YES
O-11 2W Analog Loop w/INP Design/KY(%)	>= 95%							
O-11 2W Analog Loop w/INP Non-Design/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Design/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Non-Design/KY(%)	>= 95%							
O-11 Other Design/KY(%)	>= 95%							
O-11 Other Non-Design/KY(%)	>= 95%		100.00%	29				YES
O-11 INP Standalone/KY(%)	>= 95%		99.06%	106				YES
O-11 LNP Standalone/KY(%)	>= 95%		90.00%	10				NO
O-11 LNP Standalone/TAGIKY(%)	>= 95%		99.17%	121				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

O-11 Switch Ports/EDIJKY(%)	>= 95%							
O-11 Switch Ports/TAGIKY(%)	>= 95%							
O-11 Local Interface Transport/EDIJKY(%)	>= 95%							
O-11 Local Interface Transport/TAGIKY(%)	>= 95%							
O-11 Loop + Port Combinations/EDIJKY(%)	>= 95%		99.57%	702				YES
O-11 Loop + Port Combinations/TAGIKY(%)	>= 95%		99.10%	3,684				YES
O-11 Combo Other/EDIJKY(%)	>= 95%							
O-11 Combo Other/TAGIKY(%)	>= 95%							
O-11 xDSL (ADSL, HDSL and UCL)/EDIJKY(%)	>= 95%		100.00%	35				YES
O-11 xDSL (ADSL, HDSL and UCL)/TAGIKY(%)	>= 95%		100.00%	5				YES
O-11 ISDN Loop (UDN, UDC)/EDIJKY(%)	>= 95%							
O-11 ISDN Loop (UDN, UDC)/TAGIKY(%)	>= 95%							
O-11 Line Sharing/EDIJKY(%)	>= 95%							
O-11 Line Sharing/TAGIKY(%)	>= 95%							
O-11 2W Analog Loop Design/EDIJKY(%)	>= 95%							
O-11 2W Analog Loop Design/TAGIKY(%)	>= 95%							
O-11 2W Analog Loop Non-Design/EDIJKY(%)	>= 95%							
O-11 2W Analog Loop Non-Design/TAGIKY(%)	>= 95%							
O-11 2W Analog Loop w/INP Design/EDIJKY(%)	>= 95%							
O-11 2W Analog Loop w/INP Design/TAGIKY(%)	>= 95%							
O-11 2W Analog Loop w/INP Non-Design/EDIJKY(%)	>= 95%							
O-11 2W Analog Loop w/INP Non-Design/TAGIKY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Design/EDIJKY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Design/TAGIKY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Non-Design/EDIJKY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Non-Design/TAGIKY(%)	>= 95%							
O-11 Other Design/EDIJKY(%)	>= 95%							
O-11 Other Design/TAGIKY(%)	>= 95%							
O-11 Other Non-Design/EDIJKY(%)	>= 95%		100.00%	22				YES
O-11 Other Non-Design/TAGIKY(%)	>= 95%		94.44%	36				NO
O-11 INP Standalone/EDIJKY(%)	>= 95%		100.00%	695				YES
O-11 INP Standalone/TAGIKY(%)	>= 95%		97.83%	46				YES
O-11 LNP Standalone/EDIJKY(%)	>= 95%							
O-11 LNP Standalone/TAGIKY(%)	>= 95%		59.10%	1,296				NO

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

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
O-11 Switch Ports/EDI/KY(%)	>= 95%							
O-11 Switch Ports/TAG/KY(%)	>= 95%							
O-11 Local Interface Transport/EDI/KY(%)	>= 95%							
O-11 Local Interface Transport/TAG/KY(%)	>= 95%							
O-11 Loop + Port Combinations/EDI/KY(%)	>= 95%			419				NO
O-11 Loop + Port Combinations/TAG/KY(%)	>= 95%			1,491				NO
O-11 Combo Other/EDI/KY(%)	>= 95%							
O-11 Combo Other/TAG/KY(%)	>= 95%							
O-11 xDSL (ADSL, HDSL and UCL)/EDI/KY(%)	>= 95%			1				NO
O-11 xDSL (ADSL, HDSL and UCL)/TAG/KY(%)	>= 95%							
O-11 ISDN Loop (UDN, UDC)/EDI/KY(%)	>= 95%			12				YES
O-11 ISDN Loop (UDN, UDC)/TAG/KY(%)	>= 95%			20				YES
O-11 Line Sharing/EDI/KY(%)	>= 95%			13				YES
O-11 Line Sharing/TAG/KY(%)	>= 95%			5				NO
O-11 2W Analog Loop Design/EDI/KY(%)	>= 95%			8				YES
O-11 2W Analog Loop Design/TAG/KY(%)	>= 95%			1				YES
O-11 2W Analog Loop Non-Design/EDI/KY(%)	>= 95%			2				YES
O-11 2W Analog Loop Non-Design/TAG/KY(%)	>= 95%							
O-11 2W Analog Loop w/INP Design/EDI/KY(%)	>= 95%							
O-11 2W Analog Loop w/INP Design/TAG/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Design/EDI/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Design/TAG/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Non-Design/EDI/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Non-Design/TAG/KY(%)	>= 95%							
O-11 Other Design/EDI/KY(%)	>= 95%			9				YES
O-11 Other Design/TAG/KY(%)	>= 95%			25				YES
O-11 Other Non-Design/EDI/KY(%)	>= 95%			71				YES
O-11 Other Non-Design/TAG/KY(%)	>= 95%			28				NO
O-11 INP Standalone/EDI/KY(%)	>= 95%							
O-11 INP Standalone/TAG/KY(%)	>= 95%							
O-11 LNP Standalone/EDI/KY(%)	>= 95%			894				NO
O-11 LNP Standalone/TAG/KY(%)	>= 95%							

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

O-11 Switch Ports/KY(%)	>= 95%							
O-11 Local Interface Transport/KY(%)	>= 95%			9				YES
O-11 Loop + Port Combinations/KY(%)	>= 95%			143				NO
O-11 Combo Other/KY(%)	>= 95%							
O-11 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95%			3				YES
O-11 ISDN Loop (UDN, UDC)/KY(%)	>= 95%			2				YES
O-11 Line Sharing/KY(%)	>= 95%			5				YES
O-11 2W Analog Loop Design/KY(%)	>= 95%			7				NO
O-11 2W Analog Loop Non-Design/KY(%)	>= 95%							
O-11 2W Analog Loop w/INP Design/KY(%)	>= 95%							
O-11 2W Analog Loop w/INP Non-Design/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Design/KY(%)	>= 95%							
O-11 2W Analog Loop w/LNP Non-Design/KY(%)	>= 95%							
O-11 Other Design/KY(%)	>= 95%			29				YES
O-11 Other Non-Design/KY(%)	>= 95%			105				YES
O-11 INP Standalone/KY(%)	>= 95%			88.89%				NO
O-11 LNP Standalone/KY(%)	>= 95%			97.50%				YES

Unbundled Network Elements - Provisioning

Order Completion Interval	R&B (POTS)	R&B (POTS)	R&B (POTS)
P-4 Switch Ports<=10 circuits/Dispatch/KY(days)	4.69	9.323	7.287
P-4 Switch Ports<=10 circuits/Non-Dispatch/KY(days)	0.91	120.051	1.715
P-4 Switch Ports>=10 circuits/Dispatch/KY(days)	6.83	68	7.202

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	18.92	348	14.00	1	14.768	14.78960	0.3324	YES
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	4.70	9,453	2.95	94	7.294	0.75600	2.3148	YES
R&B	0.91	120,252	0.60	3,095	1.722	0.03135	10.0120	YES
R&B	0.33	63,521	0.33	2,087	0.000	0.00000		YES
R&B	1.56	56,731	1.14	1,008	2.344	0.07450	5.5746	YES
R&B	7.87	82			10.068			YES
R&B	3.81	26			4.302			YES
R&B	0.33	6			0.000			YES
R&B	4.85	20			4.404			YES
R&B&D - Disp	5.68	10,070	11.21	16	9.519	2.38159	-2.3219	NO
R&B&D - Disp	5.68	10,070			9.519			NO
R&B&D - Disp	7.87	82			10.068			NO
R&B&D - Disp	11.41	76	8.56	9	10.068	2.08547	1.3688	YES
ISDN - BRI	0.87	31			0.763			YES
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	4.00	1	4.20	5	0.000	0.00000		NO
ADSL to Retail			4.05	22				NO
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	4.70	9,453			7.294			
R&B - Disp	4.70	9,453			7.294			
R&B - Disp	7.87	82			10.068			
R&B - Disp	7.87	82			10.068			
R&B (POTS) excl SB Or	4.69	9,323	3.60	5	7.287	3.25954	0.3348	YES
R&B (POTS) excl SB Or	1.55	56,619			2.335			YES
R&B (POTS) excl SB Or	6.83	68			7.202			YES
R&B (POTS) excl SB Or								
R&B - Disp	4.70	9,453			7.294			
R&B - Disp	4.70	9,453			7.294			
R&B - Disp	7.87	82			10.068			
R&B - Disp	7.87	82			10.068			
R&B (POTS) excl SB Or	4.69	9,323			7.287			
R&B (POTS) excl SB Or	1.55	56,619			2.335			
R&B (POTS) excl SB Or	6.83	68			7.202			
R&B - Disp	4.70	9,453			7.294			
R&B - Disp	4.70	9,453			7.294			
R&B - Disp	7.87	82			10.068			
R&B (POTS) excl SB Or	4.69	9,323			7.287			
R&B (POTS) excl SB Or	1.55	56,619			2.335			
R&B (POTS) excl SB Or	6.83	68			7.202			
R&B - Disp	20.61	617			20.660			
Design	3.00	311			6.776			
Design								
Design								
R&B	4.70	9,453	10.33	3	7.284	4.21160	-1.3367	YES
R&B	0.91	120,252			1.722			YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.15.2.1	Other Non-Design/ >= 10 circuits/Dispatch/KY(days)	82			10.068			
B.2.1.15.2.2	Other Non-Design/ >= 10 circuits/Dispatch/KY(days)	26			4.302			
B.2.1.16.1.1	INP (Standalone) < 10 circuits/Dispatch/KY(days)	9,323			7,287			
B.2.1.16.1.2	INP (Standalone) < 10 circuits/Dispatch/KY(days)	120,051	0.33	1	1,715	1,71496	0.3352	YES
B.2.1.16.2.1	INP (Standalone) >= 10 circuits/Dispatch/KY(days)	68			7,202			
B.2.1.16.2.2	INP (Standalone) >= 10 circuits/Dispatch/KY(days)	9,323			7,287			
B.2.1.17.1.1	LNP (Standalone) < 10 circuits/Dispatch/KY(days)	120,051	0.77	1,762	1,715	0,04115	3,4658	YES
B.2.1.17.1.2	LNP (Standalone) < 10 circuits/Dispatch/KY(days)	68			7,202			
B.2.1.17.2.1	LNP (Standalone) >= 10 circuits/Dispatch/KY(days)	153	7.07	14	20,354	5,68335	1,8911	YES
B.2.1.17.2.2	LNP (Standalone) >= 10 circuits/Dispatch/KY(days)	332			5,209			
B.2.1.18.1.1	Digital Loop < DS1/ < 10 circuits/Dispatch/KY(days)	88	5.27	20	15,460	3,82970	2,7403	YES
B.2.1.18.1.2	Digital Loop < DS1/ < 10 circuits/Dispatch/KY(days)	33			11,835			
B.2.1.18.2.1	Digital Loop >= DS1/ < 10 circuits/Dispatch/KY(days)	6.57						
B.2.1.19.1.1	Digital Loop >= DS1/ >= 10 circuits/Dispatch/KY(days)	6			6,306			
B.2.1.19.2.1	Digital Loop >= DS1/ >= 10 circuits/Dispatch/KY(days)							
B.2.1.19.2.2	Digital Loop >= DS1/ >= 10 circuits/Dispatch/KY(days)							

Order Completion Interval within X days

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.2.1	xDSL (ADSL, HDSL and UCL) Loop with Conditioning < 6 circuits/Dispatch/KY(days)							
B.2.2.2	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning < 6 circuits/Dispatch/KY(days)							

Held Orders

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.1.1.1	Switch Ports < 10 circuits/Facility/KY(days)	95			38,932			
B.2.3.1.1.2	Switch Ports < 10 circuits/Equipment/KY(days)	0						
B.2.3.1.1.3	Switch Ports < 10 circuits/Other/KY(days)	6			13,953			
B.2.3.1.2.1	Switch Ports >= 10 circuits/Facility/KY(days)	0						
B.2.3.1.2.2	Switch Ports >= 10 circuits/Equipment/KY(days)	0						
B.2.3.1.2.3	Switch Ports >= 10 circuits/Other/KY(days)	0						
B.2.3.2.1	Local Interoffice Transport < 10 circuits/Facility/KY(days)	0	0.00	0	0.00			YES
B.2.3.2.1.1	Local Interoffice Transport < 10 circuits/Equipment/KY(days)	0	0.00	0	0.00			YES
B.2.3.2.1.2	Local Interoffice Transport < 10 circuits/Other/KY(days)	0	0.00	0	0.00			YES
B.2.3.2.2.1	Local Interoffice Transport >= 10 circuits/Facility/KY(days)	0	0.00	0	0.00			YES
B.2.3.2.2.2	Local Interoffice Transport >= 10 circuits/Equipment/KY(days)	0	0.00	0	0.00			YES
B.2.3.2.2.3	Local Interoffice Transport >= 10 circuits/Other/KY(days)	0	0.00	0	0.00			YES
B.2.3.3.1.1	Loop + Port Combinations < 10 circuits/Equipment/KY(days)	0	0.00	0	0.00			YES
B.2.3.3.1.2	Loop + Port Combinations < 10 circuits/Other/KY(days)	0	0.00	0	0.00			YES
B.2.3.3.2.1	Loop + Port Combinations >= 10 circuits/Equipment/KY(days)	0	0.00	0	0.00			YES
B.2.3.3.2.2	Loop + Port Combinations >= 10 circuits/Other/KY(days)	0	0.00	0	0.00			YES
B.2.3.4.1.1	Combo Other < 10 circuits/Facility/KY(days)	29,39			38,932	39,13619	0,7254	YES
B.2.3.4.1.2	Combo Other < 10 circuits/Equipment/KY(days)	0						
B.2.3.4.1.3	Combo Other < 10 circuits/Other/KY(days)	0						
B.2.3.4.2.1	Combo Other >= 10 circuits/Facility/KY(days)	6			13,953			YES
B.2.3.4.2.2	Combo Other >= 10 circuits/Equipment/KY(days)	0						YES
B.2.3.4.2.3	Combo Other >= 10 circuits/Other/KY(days)	0						YES
B.2.3.5.1.1	xDSL (ADSL, HDSL and UCL) < 10 circuits/Facility/KY(days)	0						YES
B.2.3.5.1.2	xDSL (ADSL, HDSL and UCL) < 10 circuits/Equipment/KY(days)	0						YES
B.2.3.5.1.3	xDSL (ADSL, HDSL and UCL) < 10 circuits/Other/KY(days)	0						YES
B.2.3.5.2.1	xDSL (ADSL, HDSL and UCL) >= 10 circuits/Facility/KY(days)	0	0.00	0	0.00			YES
B.2.3.5.2.2	xDSL (ADSL, HDSL and UCL) >= 10 circuits/Equipment/KY(days)	0	0.00	0	0.00			YES
B.2.3.5.2.3	xDSL (ADSL, HDSL and UCL) >= 10 circuits/Other/KY(days)	0	0.00	0	0.00			YES
B.2.3.6.1.1	UNE ISDN < 10 circuits/Facility/KY(days)	0	0.00	0	0.00			YES
B.2.3.6.1.2	UNE ISDN < 10 circuits/Equipment/KY(days)	0	0.00	0	0.00			YES
B.2.3.6.1.3	UNE ISDN < 10 circuits/Other/KY(days)	0	0.00	0	0.00			YES
B.2.3.6.2.1	UNE ISDN >= 10 circuits/Facility/KY(days)	0	0.00	0	0.00			YES
B.2.3.6.2.2	UNE ISDN >= 10 circuits/Equipment/KY(days)	0	0.00	0	0.00			YES
B.2.3.6.2.3	UNE ISDN >= 10 circuits/Other/KY(days)	0	0.00	0	0.00			YES

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.7.1.1	0.00	0.00	0				YES
B.2.3.7.1.2	0.00	0.00	0				YES
B.2.3.7.1.3	0.00	0.00	0				YES
B.2.3.7.2.1							
B.2.3.7.2.2							
B.2.3.7.2.3							
B.2.3.8.1.1	29.39	38.932	95	38.932			
B.2.3.8.1.2	0.00		0				
B.2.3.8.1.3	12.50	13.953	6	13.953			
B.2.3.8.2.1	0.00		0				
B.2.3.8.2.2	0.00		0				
B.2.3.8.2.3	0.00		0				
B.2.3.9.1.1	29.39	0.00	95	38.932			YES
B.2.3.9.1.2	0.00	0.00	0				YES
B.2.3.9.1.3	12.50	0.00	6	13.953			YES
B.2.3.9.2.1	0.00		0				
B.2.3.9.2.2	0.00		0				
B.2.3.9.2.3	0.00		0				
B.2.3.10.1.1	0.00		0				
B.2.3.10.1.2	0.00		0				
B.2.3.10.1.3	0.00		0				
B.2.3.10.2.1	0.00		0				
B.2.3.10.2.2	0.00		0				
B.2.3.10.2.3	0.00		0				
B.2.3.11.1.1	29.39	38.932	95	38.932			
B.2.3.11.1.2	0.00		0				
B.2.3.11.1.3	12.50	13.953	6	13.953			
B.2.3.11.2.1	0.00		0				
B.2.3.11.2.2	0.00		0				
B.2.3.11.2.3	0.00		0				
B.2.3.12.1.1	29.39	38.932	95	38.932			
B.2.3.12.1.2	0.00		0				
B.2.3.12.1.3	12.50	13.953	6	13.953			
B.2.3.12.2.1	0.00		0				
B.2.3.12.2.2	0.00		0				
B.2.3.12.2.3	0.00		0				
B.2.3.13.1.1	29.39	38.932	95	38.932			
B.2.3.13.1.2	0.00		0				
B.2.3.13.1.3	12.50	13.953	6	13.953			
B.2.3.13.2.1	0.00		0				
B.2.3.13.2.2	0.00		0				
B.2.3.13.2.3	0.00		0				
B.2.3.14.1.1	29.39	38.932	95	38.932			
B.2.3.14.1.2	0.00		0				
B.2.3.14.1.3	12.50	13.953	6	13.953			
B.2.3.14.2.1	0.00		0				
B.2.3.14.2.2	0.00		0				
B.2.3.14.2.3	0.00		0				
B.2.3.15.1.1	29.39	38.932	95	38.932			
B.2.3.15.1.2	0.00		0				
B.2.3.15.1.3	12.50	13.953	6	13.953			
B.2.3.15.2.1	0.00		0				
B.2.3.15.2.2	0.00		0				
B.2.3.15.2.3	0.00		0				
B.2.3.16.1.1	29.39	38.932	95	38.932			
B.2.3.16.1.2	0.00		0				
B.2.3.16.1.3	12.50	13.953	6	13.953			
B.2.3.16.2.1	0.00		0				
B.2.3.16.2.2	0.00		0				

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.16.2.3	P-1	INP (Standalone) >= 10 circuits/Other(KY)(days)						
B.2.3.17.1.1	P-1	LNP (Standalone) < 10 circuits/Facility(KY)(days)						
B.2.3.17.1.2	P-1	LNP (Standalone) < 10 circuits/Equipment(KY)(days)						
B.2.3.17.1.3	P-1	LNP (Standalone) < 10 circuits/Other(KY)(days)						
B.2.3.17.2.1	P-1	LNP (Standalone) >= 10 circuits/Facility(KY)(days)						
B.2.3.17.2.2	P-1	LNP (Standalone) >= 10 circuits/Equipment(KY)(days)						
B.2.3.17.2.3	P-1	LNP (Standalone) >= 10 circuits/Other(KY)(days)						
B.2.3.18.1.1	P-1	Digital Loop < DS1 < 10 circuits/Facility(KY)(days)						
B.2.3.18.1.2	P-1	Digital Loop < DS1 < 10 circuits/Equipment(KY)(days)						
B.2.3.18.1.3	P-1	Digital Loop < DS1 < 10 circuits/Other(KY)(days)						
B.2.3.18.2.1	P-1	Digital Loop < DS1 >= 10 circuits/Facility(KY)(days)						
B.2.3.18.2.2	P-1	Digital Loop < DS1 >= 10 circuits/Equipment(KY)(days)						
B.2.3.18.2.3	P-1	Digital Loop < DS1 >= 10 circuits/Other(KY)(days)						
B.2.3.19.1.1	P-1	Digital Loop >= DS1 < 10 circuits/Facility(KY)(days)						
B.2.3.19.1.2	P-1	Digital Loop >= DS1 < 10 circuits/Equipment(KY)(days)						
B.2.3.19.1.3	P-1	Digital Loop >= DS1 < 10 circuits/Other(KY)(days)						
B.2.3.19.2.1	P-1	Digital Loop >= DS1 >= 10 circuits/Facility(KY)(days)						
B.2.3.19.2.2	P-1	Digital Loop >= DS1 >= 10 circuits/Equipment(KY)(days)						
B.2.3.19.2.3	P-1	Digital Loop >= DS1 >= 10 circuits/Other(KY)(days)						

% Jeopardies - Mechanized

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

% Jeopardies - Non-Mechanized

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.16.2.3	P-1	0.00						
B.2.3.17.1.1	P-1	29.39	0.00	0	35.932			YES
B.2.3.17.1.2	P-1	0.00	0.00	0				YES
B.2.3.17.1.3	P-1	12.50	0.00	0	13.953			YES
B.2.3.17.2.1	P-1	0.00	0.00	0				
B.2.3.17.2.2	P-1	0.00	0.00	0				
B.2.3.17.2.3	P-1	0.00	0.00	0				
B.2.3.18.1.1	P-1	0.00	0.00	0				YES
B.2.3.18.1.2	P-1	0.00	0.00	0				YES
B.2.3.18.1.3	P-1	5.00	0.00	0	0.000			YES
B.2.3.18.2.1	P-1							
B.2.3.18.2.2	P-1							
B.2.3.18.2.3	P-1							
B.2.3.19.1.1	P-1	0.00	0.00	0				YES
B.2.3.19.1.2	P-1	0.00	0.00	0				YES
B.2.3.19.1.3	P-1	0.00	0.00	0				YES
B.2.3.19.2.1	P-1	0.00	0.00	0				
B.2.3.19.2.2	P-1	0.00	0.00	0				
B.2.3.19.2.3	P-1	0.00	0.00	0				

B.2.5.1	P-2	0.59%						
B.2.5.2	P-2	45.26%						
B.2.5.3	P-2	0.60%	0.23%	4,336		0.00119	3.0976	YES
B.2.5.4	P-2	8.02%						
B.2.5.5	P-2	7.87%						
B.2.5.6	P-2	0.00%	33.33%	9		0.09280	-2.7404	NO
B.2.5.7	P-2	0.00%	0.00%	1		0.00000		YES
B.2.5.8	P-2	0.60%						
B.2.5.9	P-2	1.11%						
B.2.5.10	P-2	0.60%	0.00%	5		0.04692	0.2372	YES
B.2.5.11	P-2	1.11%						
B.2.5.12	P-2	0.60%						
B.2.5.13	P-2	1.11%						
B.2.5.14	P-2	10.75%						
B.2.5.15	P-2	0.60%						
B.2.5.16	P-2	0.59%						
B.2.5.17	P-2	0.59%	0.00%	1,704		0.00187	3.1706	YES
B.2.5.18	P-2	5.83%	33.33%	9		0.07865	-3.4875	NO
B.2.5.19	P-2	24.14%	81.58%	38		0.07996	-7.1816	NO

B.2.6.1	P-2	Diagnostic						
B.2.6.2	P-2	Diagnostic	50.00%	2				
B.2.6.3	P-2	Diagnostic	1.63%	184				
B.2.6.4	P-2	Diagnostic	57.89%	19				
B.2.6.5	P-2	Diagnostic	0.00%	6				
B.2.6.6	P-2	Diagnostic						
B.2.6.7	P-2	Diagnostic	0.00%	29				
B.2.6.8	P-2	Diagnostic						
B.2.6.9	P-2	Diagnostic						
B.2.6.10	P-2	Diagnostic						
B.2.6.11	P-2	Diagnostic						
B.2.6.12	P-2	Diagnostic						
B.2.6.13	P-2	Diagnostic						
B.2.6.14	P-2	Diagnostic						
B.2.6.15	P-2	Diagnostic	0.00%	3				
B.2.6.16	P-2	Diagnostic	0.00%	1				
B.2.6.17	P-2	Diagnostic	0.00%	59				
B.2.6.18	P-2	Diagnostic	0.00%	6				

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Benchmark / Analog Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Digital Loop >= DS1/KY(%)		100.00%	1				Diagnostic
Average Jeopardy Notice Interval - Mechanized							
P-2 Switch Ports/KY(hours)							
P-2 Local Interface Transport/KY(hours)							
P-2 Loop + Port Combinations/KY(hours)		118.31	6				YES
P-2 Combo Other/KY(hours)							
P-2 xDSL (ADSL, HDSL, and UCL)/KY(hours)							
P-2 UNE ISDN/KY(hours)		336.61	3				YES
P-2 Line Sharing/KY(hours)							
P-2 2W Analog Loop Design/KY(hours)							
P-2 2W Analog Loop Non-Design/KY(hours)							
P-2 2W Analog Loop w/INP Design/KY(hours)							
P-2 2W Analog Loop w/INP Non-Design/KY(hours)							
P-2 2W Analog Loop w/LNP Design/KY(hours)							
P-2 2W Analog Loop w/LNP Non-Design/KY(hours)							
P-2 Other Design/KY(hours)							
P-2 Other Non-Design/KY(hours)							
P-2 INP (Standalone)/KY(hours)							
P-2 LNP (Standalone)/KY(hours)							
P-2 Digital Loop < DS1/KY(hours)		336.61	3				YES
P-2 Digital Loop >= DS1/KY(hours)		194.23	31				YES

B.2.8.19	B.2.8.1	B.2.8.2	B.2.8.3	B.2.8.4	B.2.8.5	B.2.8.6	B.2.8.7	B.2.8.8	B.2.8.9	B.2.8.10	B.2.8.11	B.2.8.12	B.2.8.13	B.2.8.14	B.2.8.15	B.2.8.16	B.2.8.17	B.2.8.18	B.2.8.19
	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs	>= 48 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Digital Loop >= DS1/KY(%)		100.00%	1				Diagnostic
Average Jeopardy Notice Interval - Non-Mechanized							
P-2 Switch Ports/KY(hours)							
P-2 Local Interface Transport/KY(hours)							
P-2 Loop + Port Combinations/KY(hours)							
P-2 Combo Other/KY(hours)							
P-2 xDSL (ADSL, HDSL, and UCL)/KY(hours)							
P-2 UNE ISDN/KY(hours)							
P-2 Line Sharing/KY(hours)							
P-2 2W Analog Loop Design/KY(hours)							
P-2 2W Analog Loop Non-Design/KY(hours)							
P-2 2W Analog Loop w/INP Design/KY(hours)							
P-2 2W Analog Loop w/INP Non-Design/KY(hours)							
P-2 2W Analog Loop w/LNP Design/KY(hours)							
P-2 2W Analog Loop w/LNP Non-Design/KY(hours)							
P-2 Other Design/KY(hours)							
P-2 Other Non-Design/KY(hours)							
P-2 INP (Standalone)/KY(hours)							
P-2 LNP (Standalone)/KY(hours)							
P-2 Digital Loop < DS1/KY(hours)							
P-2 Digital Loop >= DS1/KY(hours)							

B.2.9.1	B.2.9.2	B.2.9.3	B.2.9.4	B.2.9.5	B.2.9.6	B.2.9.7	B.2.9.8	B.2.9.9	B.2.9.10	B.2.9.11	B.2.9.12	B.2.9.13	B.2.9.14	B.2.9.15	B.2.9.16	B.2.9.17	B.2.9.18	B.2.9.19	
	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic	Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Digital Loop >= DS1/KY(%)		100.00%	1				Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized							
P-2 Switch Ports/KY(%)							
P-2 Local Interface Transport/KY(%)							
P-2 Loop + Port Combinations/KY(%)		100.00%	6				YES
P-2 Combo Other/KY(%)							
P-2 xDSL (ADSL, HDSL, and UCL)/KY(%)							
P-2 UNE ISDN/KY(%)		100.00%	3				YES
P-2 Line Sharing/KY(%)							
P-2 2W Analog Loop Design/KY(%)							
P-2 2W Analog Loop Non-Design/KY(%)							
P-2 2W Analog Loop w/INP Design/KY(%)							
P-2 2W Analog Loop w/INP Non-Design/KY(%)							
P-2 2W Analog Loop w/LNP Design/KY(%)							
P-2 2W Analog Loop w/LNP Non-Design/KY(%)							
P-2 Other Design/KY(%)							
P-2 Other Non-Design/KY(%)							
P-2 INP (Standalone)/KY(%)							

B.2.10.1	B.2.10.2	B.2.10.3	B.2.10.4	B.2.10.5	B.2.10.6	B.2.10.7	B.2.10.8	B.2.10.9	B.2.10.10	B.2.10.11	B.2.10.12	B.2.10.13	B.2.10.14	B.2.10.15	B.2.10.16
	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs	95% >= 48 hrs

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-3 Local Interface Transport<=10 circuits/Non-Dispatch/KY(%)								
P-3 Local Interface Transport>=10 circuits/Dispatch/KY(%)								
P-3 Local Interface Transport>=10 circuits/Non-Dispatch/KY(%)								
P-3 Loop + Port Combinations<=10 circuits/Dispatch/KY(%)								
P-3 Loop + Port Combinations<=10 circuits/Non-Dispatch/KY(%)								
P-3 Loop + Port Combinations<=10 circuits/Switch Based Orders/KY(%)								
P-3 Loop + Port Combinations<=10 circuits/Dispatch In/KY(%)								
P-3 Loop + Port Combinations>=10 circuits/Dispatch/KY(%)								
P-3 Loop + Port Combinations>=10 circuits/Non-Dispatch/KY(%)								
P-3 Loop + Port Combinations>=10 circuits/Switch Based Orders/KY(%)								
P-3 Combo Other<=10 circuits/Dispatch/KY(%)								
P-3 Combo Other<=10 circuits/Dispatch In/KY(%)								
P-3 Combo Other>=10 circuits/Dispatch/KY(%)								
P-3 Combo Other>=10 circuits/Dispatch In/KY(%)								
P-3 xDSL (ADSL, HDSL, and UCL)<=10 circuits/Dispatch/KY(%)								
P-3 xDSL (ADSL, HDSL, and UCL)<=10 circuits/Non-Dispatch/KY(%)								
P-3 xDSL (ADSL, HDSL, and UCL)>=10 circuits/Dispatch/KY(%)								
P-3 xDSL (ADSL, HDSL, and UCL)>=10 circuits/Non-Dispatch/KY(%)								
P-3 UNE ISDN<=10 circuits/Dispatch/KY(%)								
P-3 UNE ISDN<=10 circuits/Non-Dispatch/KY(%)								
P-3 UNE ISDN>=10 circuits/Dispatch/KY(%)								
P-3 UNE ISDN>=10 circuits/Non-Dispatch/KY(%)								
P-3 Line Sharing<=10 circuits/Dispatch/KY(%)								
P-3 Line Sharing<=10 circuits/Non-Dispatch/KY(%)								
P-3 Line Sharing>=10 circuits/Dispatch/KY(%)								
P-3 Line Sharing>=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop Design<=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop Design>=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop Non-Design<=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop Non-Design<=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Design<=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Design<=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Non-Design<=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Non-Design<=10 circuits/Non-Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY(%)								
P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY(%)								
P-12 Other Design<=10 circuits/Dispatch/KY(%)								
P-3 Other Design>=10 circuits/Dispatch/KY(%)								
P-3 Other Design>=10 circuits/Non-Dispatch/KY(%)								
P-3 Other Non-Design<=10 circuits/Dispatch/KY(%)								
P-3 Other Non-Design<=10 circuits/Non-Dispatch/KY(%)								
P-3 Other Non-Design>=10 circuits/Dispatch/KY(%)								
P-3 Other Non-Design>=10 circuits/Non-Dispatch/KY(%)								
P-3 Local Interface Transport<=10 circuits/Non-Dispatch/KY(%)	DS1/DS3							
P-3 Local Interface Transport>=10 circuits/Dispatch/KY(%)	DS1/DS3							
P-3 Local Interface Transport>=10 circuits/Non-Dispatch/KY(%)	DS1/DS3							
R&B Loop + Port Combinations<=10 circuits/Dispatch/KY(%)	R&B	10,690	7.09%	127		0.01906	-1.2051	YES
R&B Loop + Port Combinations<=10 circuits/Non-Dispatch/KY(%)	R&B	125,635	0.00%	4,394		0.00026	1.0877	YES
R&B Loop + Port Combinations<=10 circuits/Switch Based Orders/KY(%)	R&B	63,539	0.00%	2,095		0.00000		YES
R&B Loop + Port Combinations<=10 circuits/Dispatch In/KY(%)	R&B	62,096	0.00%	2,299		0.00050	1.1181	YES
R&B Loop + Port Combinations>=10 circuits/Dispatch/KY(%)	R&B	26	0.00%	2		0.10258	0.2052	YES
R&B Loop + Port Combinations>=10 circuits/Non-Dispatch/KY(%)	R&B	6	0.00%	2		0.00000		YES
R&B Loop + Port Combinations>=10 circuits/Switch Based Orders/KY(%)	R&B	20	0.00%	2		0.00000		YES
R&B Combo Other<=10 circuits/Dispatch/KY(%)	R&B&D - Disp	11,328	10.53%	19		0.04862	-1.1973	YES
R&B Combo Other<=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	4,771						
R&B Combo Other>=10 circuits/Dispatch/KY(%)	R&B&D - Disp	95						
R&B Combo Other>=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	95						
xDSL (ADSL, HDSL, and UCL)<=10 circuits/Dispatch/KY(%)	ADSL to Retail							
xDSL (ADSL, HDSL, and UCL)<=10 circuits/Non-Dispatch/KY(%)	ADSL to Retail							
xDSL (ADSL, HDSL, and UCL)>=10 circuits/Dispatch/KY(%)	ADSL to Retail	1						
xDSL (ADSL, HDSL, and UCL)>=10 circuits/Non-Dispatch/KY(%)	ADSL to Retail							
UNE ISDN<=10 circuits/Dispatch/KY(%)	ISDN - BRI	83	0.00%	9				YES
UNE ISDN<=10 circuits/Non-Dispatch/KY(%)	ISDN - BRI	48				0.03829	0.3147	YES
UNE ISDN>=10 circuits/Dispatch/KY(%)	ISDN - BRI							
UNE ISDN>=10 circuits/Non-Dispatch/KY(%)	ISDN - BRI							
Line Sharing<=10 circuits/Dispatch/KY(%)	ADSL to Retail	1	14.29%	7				YES
Line Sharing<=10 circuits/Non-Dispatch/KY(%)	ADSL to Retail							
Line Sharing>=10 circuits/Dispatch/KY(%)	ADSL to Retail							
Line Sharing>=10 circuits/Non-Dispatch/KY(%)	ADSL to Retail							
2W Analog Loop Design<=10 circuits/Dispatch/KY(%)	R&B - Disp	10,690						
2W Analog Loop Design>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	10,690						
2W Analog Loop Design>=10 circuits/Dispatch/KY(%)	R&B - Disp	95						
2W Analog Loop Design>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	95						
2W Analog Loop Non-Design<=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	10,560	0.00%	5		0.09590	0.5036	YES
2W Analog Loop Non-Design<=10 circuits/Non-Dispatch/KY(%)	R&B (POTS) excl SB Or	61,981						
2W Analog Loop Non-Design>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	81						
2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY(%)	R&B (POTS) excl SB Or							
2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY(%)	R&B - Disp	10,690						
2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	10,690						
2W Analog Loop w/INP Design<=10 circuits/Dispatch/KY(%)	R&B - Disp	95						
2W Analog Loop w/INP Design<=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	95						
2W Analog Loop w/INP Non-Design<=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	10,560						
2W Analog Loop w/INP Non-Design<=10 circuits/Non-Dispatch/KY(%)	R&B (POTS) excl SB Or	61,981						
2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	81						
2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY(%)	R&B (POTS) excl SB Or							
Other Design<=10 circuits/Dispatch/KY(%)	Design	638	3.29%					
Other Design>=10 circuits/Dispatch/KY(%)	Design	312	0.00%					
Other Design>=10 circuits/Non-Dispatch/KY(%)	Design							
Other Non-Design<=10 circuits/Dispatch/KY(%)	R&B	10,690	0.00%	3		0.12331	0.3884	YES
Other Non-Design<=10 circuits/Non-Dispatch/KY(%)	R&B	125,635						
Other Non-Design>=10 circuits/Dispatch/KY(%)	R&B	95						
Other Non-Design>=10 circuits/Non-Dispatch/KY(%)	R&B	26	0.00%					

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-9 2W Analog Loop w/INP Design/≥10 circuits/Dispatch/KY(%)	10.96%	73						
P-9 2W Analog Loop w/INP Design/≥10 circuits/Dispatch/KY(%)	10.96%	73						
P-9 2W Analog Loop w/INP Non-Design/≤10 circuits/Dispatch/KY(%)	9.54%	12,249						
P-9 2W Analog Loop w/INP Non-Design/≤10 circuits/Dispatch/KY(%)	3.54%	62,201						
P-9 2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch/KY(%)	10.53%	57						
P-9 2W Analog Loop w/INP Non-Design/≤10 circuits/Dispatch/KY(%)	9.48%	12,331						
P-9 2W Analog Loop w/INP Design/≤10 circuits/Dispatch/KY(%)	9.48%	12,331						
P-9 2W Analog Loop w/INP Design/≥10 circuits/Dispatch/KY(%)	10.96%	73						
P-9 2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch/KY(%)	10.96%	73						
P-9 2W Analog Loop w/INP Non-Design/≤10 circuits/Dispatch/KY(%)	9.54%	12,249						
P-9 2W Analog Loop w/INP Non-Design/≤10 circuits/Dispatch/KY(%)	3.54%	62,201						
P-9 2W Analog Loop w/INP Non-Design/≥10 circuits/Dispatch/KY(%)	10.53%	57						
P-9 Other Design/≤10 circuits/Dispatch/KY(%)	4.89%	695						
P-9 Other Design/≥10 circuits/Dispatch/KY(%)	0.38%	262						
P-9 Other Design/≤10 circuits/Dispatch/KY(%)								
P-9 Other Design/≥10 circuits/Dispatch/KY(%)								
P-9 Other Non-Design/≤10 circuits/Dispatch/KY(%)	9.48%	12,331	16.67%	6		0.11962	-0.6008	YES
P-9 Other Non-Design/≥10 circuits/Dispatch/KY(%)	3.50%	124,672						
P-9 Other Non-Design/≤10 circuits/Dispatch/KY(%)	10.96%	73						
P-9 Other Non-Design/≥10 circuits/Dispatch/KY(%)	2.63%	38						
P-9 INP (Standalone)/≤10 circuits/Dispatch/KY(%)	9.54%	12,249						
P-9 INP (Standalone)/≥10 circuits/Dispatch/KY(%)	3.50%	124,489						
P-9 INP (Standalone)/≤10 circuits/Dispatch/KY(%)	10.53%	57						
P-9 INP (Standalone)/≥10 circuits/Dispatch/KY(%)	100.00%	1						
P-9 INP (Standalone)/≤10 circuits/Dispatch/KY(%)	9.54%	12,249						
P-9 INP (Standalone)/≥10 circuits/Dispatch/KY(%)	3.50%	124,489	0.00%	1,274		0.00517	6.7622	YES
P-9 INP (Standalone)/≤10 circuits/Dispatch/KY(%)	10.53%	57						
P-9 INP (Standalone)/≥10 circuits/Dispatch/KY(%)	100.00%	1						
P-9 Digital Loop < DS1/≤10 circuits/Dispatch/KY(%)	6.10%	164	0.00%	4		0.00000		YES
P-9 Digital Loop < DS1/≥10 circuits/Dispatch/KY(%)	0.45%	223	7.14%	28		0.04893	-0.2196	YES
P-9 Digital Loop < DS1/≤10 circuits/Dispatch/KY(%)								
P-9 Digital Loop < DS1/≥10 circuits/Dispatch/KY(%)								
P-9 Digital Loop >= DS1/≤10 circuits/Dispatch/KY(%)	2.56%	78	9.52%	21		0.03886	-1.7910	NO
P-9 Digital Loop >= DS1/≥10 circuits/Dispatch/KY(%)	0.00%	58						
P-9 Digital Loop >= DS1/≤10 circuits/Dispatch/KY(%)	0.00%	12						

Average Completion Notice Interval - Mechanized

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-5 Switch Ports/≤10 circuits/Dispatch/KY(hours)	3.01	10,512			18.219			
P-5 Switch Ports/≤10 circuits/Dispatch/KY(hours)	0.52	124,931			5.145			
P-5 Switch Ports/≥10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 Local Interface Transport/≤10 circuits/Dispatch/KY(hours)	155.72	337			295.596			
P-5 Local Interface Transport/≥10 circuits/Dispatch/KY(hours)								
P-5 Local Interface Transport/≤10 circuits/Dispatch/KY(hours)								
P-5 Local Interface Transport/≥10 circuits/Dispatch/KY(hours)								
P-5 Loop + Port Combinations/≤10 circuits/Dispatch/KY(hours)	3.01	10,630	0.24	94	18.170	1.88233	1.4722	YES
P-5 Loop + Port Combinations/≥10 circuits/Dispatch/KY(hours)	0.52	125,136	0.36	4,236	5.140	0.08031	2.0717	YES
P-5 Loop + Port Combinations/≤10 circuits/Dispatch/KY(hours)	0.64	63,150	0.34	1,989	5.879	0.13388	2.1793	YES
P-5 Loop + Port Combinations/≥10 circuits/Dispatch/KY(hours)	0.41	61,996	0.37	2,247	4.255	0.09139	0.4420	YES
P-5 Loop + Port Combinations/≤10 circuits/Dispatch/KY(hours)	0.82	95	0.02	2	3.725	2.66137	0.3035	YES
P-5 Loop + Port Combinations/≥10 circuits/Dispatch/KY(hours)	0.31	26			0.101			
P-5 Loop + Port Combinations/≤10 circuits/Dispatch/KY(hours)	0.34	6			0.050			
P-5 Loop + Port Combinations/≥10 circuits/Dispatch/KY(hours)	0.30	20			0.111			
P-5 Combo Other/≤10 circuits/Dispatch/KY(hours)	14.47	11,242			117.542			
P-5 Combo Other/≥10 circuits/Dispatch/KY(hours)	0.82	95			3.725			

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-5 XDSL (ADSL, HDSL and UCL) <= 10 circuits/Dispatch/KY(hours)	0.70	1			0.000			
P-5 XDSL (ADSL, HDSL and UCL) <= 10 circuits/Dispatch/KY(hours)	47.73	81	0.59	9	47.441	16.66919	2.8281	YES
P-5 XDSL (ADSL, HDSL and UCL) >= 10 circuits/Dispatch/KY(hours)	0.32	48			0.538			
P-5 UNE (SDN) <= 10 circuits/Dispatch/KY(hours)								
P-5 UNE (SDN) >= 10 circuits/Dispatch/KY(hours)								
P-5 UNE (SDN) <= 10 circuits/Dispatch/KY(hours)								
P-5 UNE (SDN) >= 10 circuits/Dispatch/KY(hours)								
P-5 Line Sharing <= 10 circuits/Dispatch/KY(hours)								
P-5 Line Sharing >= 10 circuits/Dispatch/KY(hours)								
P-5 Line Sharing <= 10 circuits/Dispatch/KY(hours)								
P-5 Line Sharing >= 10 circuits/Dispatch/KY(hours)								
P-5 2W Analog Loop Design <= 10 circuits/Dispatch/KY(hours)	3.01	10,630			18.170			
P-5 2W Analog Loop Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop Design <= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop Design <= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop Non-Design <= 10 circuits/Dispatch/KY(hours)	3.01	10,512	3.12	5	18.219	8.14967	-0.0126	YES
P-5 2W Analog Loop Non-Design >= 10 circuits/Dispatch/KY(hours)	0.41	61,871			4.259			
P-5 2W Analog Loop Non-Design <= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 2W Analog Loop Non-Design >= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 2W Analog Loop w/INP Design <= 10 circuits/Dispatch/KY(hours)	3.01	10,630			18.170			
P-5 2W Analog Loop w/INP Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop w/INP Design <= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop w/INP Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop w/INP Design <= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop w/INP Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 2W Analog Loop w/INP Non-Design <= 10 circuits/Dispatch/KY(hours)	3.01	10,512			18.219			
P-5 2W Analog Loop w/INP Non-Design >= 10 circuits/Dispatch/KY(hours)	0.41	61,871			4.259			
P-5 2W Analog Loop w/INP Non-Design <= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 2W Analog Loop w/INP Non-Design >= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 Other Design <= 10 circuits/Dispatch/KY(hours)	213.52	612			454.392			
P-5 Other Design >= 10 circuits/Dispatch/KY(hours)	8.07	310			51.482			
P-5 Other Design <= 10 circuits/Dispatch/KY(hours)								
P-5 Other Design >= 10 circuits/Dispatch/KY(hours)								
P-5 Other Non-Design <= 10 circuits/Dispatch/KY(hours)	3.01	10,630			18.170			
P-5 Other Non-Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 Other Non-Design <= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 Other Non-Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 Other Non-Design <= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 Other Non-Design >= 10 circuits/Dispatch/KY(hours)	0.82	95			3.725			
P-5 INP (Standalone) <= 10 circuits/Dispatch/KY(hours)	3.01	10,512			18.219			
P-5 INP (Standalone) >= 10 circuits/Dispatch/KY(hours)	0.52	124,931			5.145			
P-5 INP (Standalone) <= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 INP (Standalone) >= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 LNP (Standalone) <= 10 circuits/Dispatch/KY(hours)	3.01	10,512			18.219			
P-5 LNP (Standalone) >= 10 circuits/Dispatch/KY(hours)	0.52	124,931			5.145			
P-5 LNP (Standalone) <= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 LNP (Standalone) >= 10 circuits/Dispatch/KY(hours)	0.95	81			4.023			
P-5 Digital Loop < DS1 <= 10 circuits/Dispatch/KY(hours)	224.62	153			533.087			YES
P-5 Digital Loop < DS1 >= 10 circuits/Dispatch/KY(hours)	2.94	333			36.350			YES
P-5 Digital Loop < DS1 <= 10 circuits/Dispatch/KY(hours)								
P-5 Digital Loop < DS1 >= 10 circuits/Dispatch/KY(hours)								
P-5 Digital Loop >= DS1 <= 10 circuits/Dispatch/KY(hours)	145.82	83			245.240			YES
P-5 Digital Loop >= DS1 >= 10 circuits/Dispatch/KY(hours)	29.61	34			97.916			YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-5 Other Design<10 circuits/Non-Dispatch/KY(hours)								Diagnostic
P-5 Other Design>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Other Design>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Other Non-Design<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Other Non-Design<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Other Non-Design>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Other Non-Design>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 INP (Standalone)>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Digital Loop < DS1/>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Digital Loop < DS1/>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Digital Loop >= DS1/<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Digital Loop >= DS1/<10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Digital Loop >= DS1/>=10 circuits/Dispatch/KY(hours)								Diagnostic
P-5 Digital Loop >= DS1/>=10 circuits/Dispatch/KY(hours)								Diagnostic

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.14.1.2								Diagnostic
B.2.22.14.2.1								Diagnostic
B.2.22.14.2.2								Diagnostic
B.2.22.15.1.1								Diagnostic
B.2.22.15.1.2								Diagnostic
B.2.22.15.2.1								Diagnostic
B.2.22.15.2.2								Diagnostic
B.2.22.16.1.1								Diagnostic
B.2.22.16.1.2								Diagnostic
B.2.22.16.2.1								Diagnostic
B.2.22.16.2.2								Diagnostic
B.2.22.17.1.1								Diagnostic
B.2.22.17.1.2								Diagnostic
B.2.22.17.2.1								Diagnostic
B.2.22.17.2.2								Diagnostic
B.2.22.18.1.1								Diagnostic
B.2.22.18.1.2								Diagnostic
B.2.22.18.2.1								Diagnostic
B.2.22.18.2.2								Diagnostic
B.2.22.19.1.1								Diagnostic
B.2.22.19.1.2								Diagnostic
B.2.22.19.2.1								Diagnostic
B.2.22.19.2.2								Diagnostic

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.24.1.1.1								Diagnostic
B.2.24.1.1.2								Diagnostic
B.2.24.1.2.1								Diagnostic
B.2.24.1.2.2								Diagnostic
B.2.24.2.1.1								Diagnostic
B.2.24.2.1.2								Diagnostic
B.2.24.2.2.1								Diagnostic
B.2.24.2.2.2								Diagnostic
B.2.24.3.1.1								Diagnostic
B.2.24.3.1.2								Diagnostic
B.2.24.3.2.1								Diagnostic
B.2.24.3.2.2								Diagnostic
B.2.24.4.1.1								Diagnostic
B.2.24.4.1.2								Diagnostic
B.2.24.4.2.1								Diagnostic
B.2.24.4.2.2								Diagnostic
B.2.24.5.1.1								Diagnostic
B.2.24.5.1.2								Diagnostic
B.2.24.5.2.1								Diagnostic
B.2.24.5.2.2								Diagnostic
B.2.24.6.1.1								Diagnostic
B.2.24.6.1.2								Diagnostic
B.2.24.6.2.1								Diagnostic
B.2.24.6.2.2								Diagnostic
B.2.24.7.1.1								Diagnostic
B.2.24.7.1.2								Diagnostic
B.2.24.7.2.1								Diagnostic
B.2.24.7.2.2								Diagnostic
B.2.24.8.1.1								Diagnostic
B.2.24.8.1.2								Diagnostic
B.2.24.8.2.1								Diagnostic
B.2.24.8.2.2								Diagnostic
B.2.24.9.1.1								Diagnostic
B.2.24.9.1.2								Diagnostic
B.2.24.9.2.1								Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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)	9.17	9				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/Dispatch(KY)(days)						Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch(KY)(days)	4.84	2				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.13.1.1	P-10	Other Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.13.1.2	P-10	Other Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.13.2.1	P-14	Other Design/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.13.2.2	P-14	Other Design/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.14.1.1	P-10	Other Non-Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.14.1.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.14.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.14.2.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch(KY)(days)						Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch(KY)(days)						Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch(KY)(days)						Diagnostic

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Total Service Order Cycle Time - Non-Mechanized

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.1.1.1	P-10	Switch Ports<=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.1.1.2	P-10	Switch Ports<=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.2.1.1	P-10	Local Interface Transport<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.2.2.1	P-10	Local Interface Transport>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.2.2.2	P-10	Local Interface Transport>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.4.1.1	P-10	Combo Other<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/NP Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/NP Design>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/NP Non-Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/NP Non-Design>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.14.1.1	P-10	Other Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.14.2.1	P-10	Other Design>=10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/KY(days)	Diagnostic					Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design<10 circuits/Non-Dispatch/KY(days)	Diagnostic					Diagnostic

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B.2.26.15.2.2	P-10	Other Non-Design/=>10 circuits/Dispatch/KY(days)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.15.2.2	P-10	Other Non-Design/=>10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.16.1.1	P-10	Other Non-Design/=>10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY(days)								Diagnostic

Total Service Order Cycle Time (Offered) - Mechanized

B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY(days)	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(days)								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(days)								Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.2.1.1	Local Interoffice Transport<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.2.1.2	Local Interoffice Transport<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.2.2.1	Local Interoffice Transport>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.2.2.2	Local Interoffice Transport>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.3.1.1	Loop + Port Combinations<10 circuits/Dispatch/KY(days)		3.59	22				Diagnostic
B.2.30.3.1.2	Loop + Port Combinations<10 circuits/Non-Dispatch/KY(days)		2.23	14				Diagnostic
B.2.30.3.2.1	Loop + Port Combinations>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.3.2.2	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.4.1.1	Combo Other<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.4.1.2	Combo Other<10 circuits/Non-Dispatch/KY(days)		12.02	15				Diagnostic
B.2.30.4.2.1	Combo Other>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.4.2.2	Combo Other>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.5.1.1	XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.5.1.2	XDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.5.2.1	XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.5.2.2	XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.6.1.1	UNE (SDN)<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.6.1.2	UNE (SDN)<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.6.2.1	UNE (SDN)>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.6.2.2	UNE (SDN)>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.7.1.1	Line Sharing<10 circuits/Dispatch/KY(days)		4.26	1				Diagnostic
B.2.30.7.1.2	Line Sharing<10 circuits/Non-Dispatch/KY(days)		4.50	4				Diagnostic
B.2.30.7.2.1	Line Sharing>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.7.2.2	Line Sharing>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.8.1.1	2W Analog Loop Design<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.8.1.2	2W Analog Loop Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.8.2.1	2W Analog Loop Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.8.2.2	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.9.1.1	2W Analog Loop Non-Design<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.9.1.2	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.9.2.1	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.9.2.2	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.10.1.1	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.10.1.2	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.10.2.1	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.10.2.2	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.11.1.1	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.11.1.2	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.11.2.1	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.11.2.2	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.12.1.1	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.12.1.2	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.12.2.1	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.12.2.2	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.13.1.1	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.13.1.2	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.13.2.1	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.13.2.2	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.14.1.1	Other Design<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.14.1.2	Other Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.14.2.1	Other Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.14.2.2	Other Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.15.1.1	Other Non-Design<10 circuits/Dispatch/KY(days)		6.10	2				Diagnostic
B.2.30.15.1.2	Other Non-Design<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.15.2.1	Other Non-Design>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.15.2.2	Other Non-Design>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.16.1.1	INP (Standalone)<10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.16.1.2	INP (Standalone)<10 circuits/Non-Dispatch/KY(days)							Diagnostic
B.2.30.16.2.1	INP (Standalone)>=10 circuits/Dispatch/KY(days)							Diagnostic
B.2.30.16.2.2	INP (Standalone)>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	0.70	55				Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B.2.31	P-13	LNP/KY(%)	71.73%	1,461				NO

>= 95% w in 15 min

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.32.1.1	P-6	Switch Ports/Dispatch/KY(%)						Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY(%)						Diagnostic
B.2.32.2.1	P-6	Local Interface Transport/Dispatch/KY(%)	0.00%	1				Diagnostic
B.2.32.2.2	P-6	Local Interface Transport/Non-Dispatch/KY(%)						Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY(%)	6.19%	97				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY(%)	6.48%	3,131				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/KY(%)	6.25%	16				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY(%)						Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	0.00%	5				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)						Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY(%)	0.00%	9				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/KY(%)						Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY(%)	0.00%	5				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY(%)	0.00%	22				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY(%)						Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY(%)						Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY(%)	0.00%	5				Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY(%)						Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY(%)						Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY(%)						Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/KY(%)						Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY(%)						Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY(%)						Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/KY(%)	33.33%	3				Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/KY(%)						Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/KY(%)	0.00%	1				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY(%)						Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY(%)	17.94%	1,756				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY(%)	0.00%	14				Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY(%)	16.67%	24				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY(%)						Diagnostic
B.2.33.1	% Cooperative Test Attempts for xDSL							
B.2.33.2	P-8	xDSL (ADSL, HDSL and UCL)/KY(%)	100.00%	7				YES
B.2.33.2	P-8	xDSL, Other/KY(%)						

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

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Benchmark / Analog

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%			100.00%	200				YES
>= 95%			100.00%	49				YES
>= 95%			100.00%	21				YES
>= 95%			95.65%	115				YES
>= 95%			98.18%	110				YES
>= 95%			99.81%	108				NO
>= 95%			97.98%	99				YES

Service Order Accuracy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-11 Design (Specials)/<10 circuits/Dispatch/KY(%)			100.00%	200				YES
P-11 Design (Specials)/<10 circuits/Non-Dispatch/KY(%)			100.00%	49				YES
P-11 Design (Specials)/>=10 circuits/Dispatch/KY(%)			100.00%	21				YES
P-11 Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)			95.65%	115				YES
P-11 Loops Non-Design/<10 circuits/Dispatch/KY(%)			98.18%	110				YES
P-11 Loops Non-Design/<10 circuits/Non-Dispatch/KY(%)			99.81%	108				NO
P-11 Loops Non-Design/>=10 circuits/Dispatch/KY(%)			97.98%	99				YES

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-1 Switch Ports/Dispatch/KY(%)	8.38%	22,293						
M&R-1 Switch Ports/Non-Dispatch/KY(%)	1.28%	8,741						
M&R-1 Local Interface Transport/Dispatch/KY(%)	0.00%	160	0.00%	0				YES
M&R-1 Local Interface Transport/Non-Dispatch/KY(%)	0.00%	121	0.00%	0				YES
M&R-1 Loop + Port Combinations/Dispatch/KY(%)	8.37%	22,439	4.62%	390		0.01415	2.6566	YES
M&R-1 Loop + Port Combinations/Non-Dispatch/KY(%)	1.30%	8,824	0.00%	130		0.01002	1.3007	YES
M&R-1 Combo Other/Dispatch/KY(%)	8.22%	22,973	0.00%	5		0.12284	0.6690	YES
M&R-1 xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	40.21%	286	0.00%	2		0.19421	0.4232	YES
M&R-1 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	3.93%	534	0.00%	1		0.28457	1.4130	YES
M&R-1 UNE ISDN/Dispatch/KY(%)	3.85%	26	16.67%	6		0.08710	-1.4720	YES
M&R-1 UNE ISDN/Non-Dispatch/KY(%)	40.21%	41	0.00%	1		0.15613	0.1562	YES
M&R-1 Line Sharing/Dispatch/KY(%)	3.93%	534	0.00%	5		0.08733	0.4503	YES
M&R-1 2W Analog Loop Design/Dispatch/KY(%)	8.37%	22,439	0.00%	9		0.09235	0.9067	YES
M&R-1 2W Analog Loop Design/Non-Dispatch/KY(%)	8.37%	22,439	0.00%	13		0.07685	1.0897	YES
M&R-1 2W Analog Loop Non-Design/Dispatch/KY(%)	8.36%	22,252	0.00%	0				YES
M&R-1 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	1.18%	7,894	0.00%	0				YES
M&R-1 Other Design/Dispatch/KY(%)	1.69%	534	0.00%	0				YES
M&R-1 Other Design/Non-Dispatch/KY(%)	1.16%	605	0.00%	0				YES
M&R-1 Other Non-Design/Dispatch/KY(%)	8.37%	22,439	0.00%	2				YES
M&R-1 Other Non-Design/Non-Dispatch/KY(%)	1.30%	8,824	0.00%	0		0.19587	0.4275	YES
M&R-1 LNP (Standalone)/Dispatch/KY(%)	8.38%	22,293						YES
M&R-1 LNP (Standalone)/Non-Dispatch/KY(%)	1.28%	8,741						YES

Customer Trouble Report Rate	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
M&R-2 Switch Ports/Dispatch/KY(%)	2.11%	1,058,731						
M&R-2 Switch Ports/Non-Dispatch/KY(%)	0.83%	1,058,731						
M&R-2 Local Interface Transport/Dispatch/KY(%)	1.88%	8,530	0.00%	36		0.02287	0.8200	YES
M&R-2 Local Interface Transport/Non-Dispatch/KY(%)	1.42%	8,530	0.00%	36		0.01989	0.7131	YES
M&R-2 Loop + Port Combinations/Dispatch/KY(%)	1.98%	1,134,235	1.20%	32,541		0.00079	9.8613	YES
M&R-2 Loop + Port Combinations/Non-Dispatch/KY(%)	0.78%	1,134,235	0.40%	35,541		0.00050	7.6318	YES
M&R-2 Combo Other/Dispatch/KY(%)	1.74%	1,320,432	3.47%	144		0.01099	-1.5760	YES
M&R-2 Combo Other/Non-Dispatch/KY(%)	1.74%	1,320,432	1.39%	144		0.00565	0.6619	YES
M&R-2 xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	2.20%	24,316	0.80%	374		0.00772	2.4978	YES
M&R-2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	0.67%	3,908	0.27%	529		0.00378	-1.2409	YES
M&R-2 UNE ISDN/Dispatch/KY(%)	1.05%	3,908	0.19%	529		0.00475	1.8126	YES
M&R-2 UNE ISDN/Non-Dispatch/KY(%)	1.18%	24,316	0.00%	447		0.00518	2.2721	YES
M&R-2 Line Sharing/Dispatch/KY(%)	2.20%	24,316	1.12%	447		0.00707	1.5233	YES
M&R-2 Line Sharing/Non-Dispatch/KY(%)	1.98%	1,134,235	0.35%	2,558		0.00278	5.8420	YES
M&R-2 2W Analog Loop Design/Dispatch/KY(%)	1.98%	1,134,235	0.51%	2,558		0.00278	5.8420	YES
M&R-2 2W Analog Loop Design/Non-Dispatch/KY(%)	2.10%	1,058,731	0.00%	21		0.03164	0.6644	YES
M&R-2 2W Analog Loop Non-Design/Dispatch/KY(%)	0.75%	1,058,731	0.00%	21		0.01884	0.3957	YES
M&R-2 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	0.29%	186,197	0.00%	15		0.01383	0.2074	YES
M&R-2 Other Design/Dispatch/KY(%)	0.32%	186,197	0.00%	15		0.01472	0.2208	YES
M&R-2 Other Design/Non-Dispatch/KY(%)								

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M&R-2	Other Non-Design/Dispatch/KY(%)
M&R-2	Other Non-Design/Non-Dispatch/KY(%)
M&R-2	LNP (Standalone)/Dispatch/KY(%)
M&R-2	LNP (Standalone)/Non-Dispatch/KY(%)

Maintenance Average Duration	
M&R-3	Switch Ports/Dispatch/KY(hours)
M&R-3	Switch Ports/Non-Dispatch/KY(hours)
M&R-3	Local Interface Transport/Dispatch/KY(hours)
M&R-3	Local Interface Transport/Non-Dispatch/KY(hours)
M&R-3	Loop + Port Combinations/Dispatch/KY(hours)
M&R-3	Loop + Port Combinations/Non-Dispatch/KY(hours)
M&R-3	Combo Other/Dispatch/KY(hours)
M&R-3	Combo Other/Non-Dispatch/KY(hours)
M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(hours)
M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(hours)
M&R-3	UNE ISDN/Dispatch/KY(hours)
M&R-3	UNE ISDN/Non-Dispatch/KY(hours)
M&R-3	Line Sharing/Dispatch/KY(hours)
M&R-3	Line Sharing/Non-Dispatch/KY(hours)
M&R-3	2W Analog Loop Design/Dispatch/KY(hours)
M&R-3	2W Analog Loop Design/Non-Dispatch/KY(hours)
M&R-3	2W Analog Loop Non-Design/Dispatch/KY(hours)
M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY(hours)
M&R-3	Other Design/Dispatch/KY(hours)
M&R-3	Other Design/Non-Dispatch/KY(hours)
M&R-3	Other Non-Design/Dispatch/KY(hours)
M&R-3	Other Non-Design/Non-Dispatch/KY(hours)
M&R-3	LNP (Standalone)/Dispatch/KY(hours)
M&R-3	LNP (Standalone)/Non-Dispatch/KY(hours)

% Repeat Troubles within 30 Days	
M&R-4	Switch Ports/Dispatch/KY(%)
M&R-4	Switch Ports/Non-Dispatch/KY(%)
M&R-4	Local Interface Transport/Dispatch/KY(%)
M&R-4	Local Interface Transport/Non-Dispatch/KY(%)
M&R-4	Loop + Port Combinations/Dispatch/KY(%)
M&R-4	Loop + Port Combinations/Non-Dispatch/KY(%)
M&R-4	Combo Other/Dispatch/KY(%)
M&R-4	Combo Other/Non-Dispatch/KY(%)
M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)
M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)
M&R-4	UNE ISDN/Dispatch/KY(%)
M&R-4	UNE ISDN/Non-Dispatch/KY(%)
M&R-4	Line Sharing/Dispatch/KY(%)
M&R-4	Line Sharing/Non-Dispatch/KY(%)
M&R-4	2W Analog Loop Design/Dispatch/KY(%)
M&R-4	2W Analog Loop Design/Non-Dispatch/KY(%)
M&R-4	2W Analog Loop Non-Design/Dispatch/KY(%)
M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
M&R-4	Other Design/Dispatch/KY(%)
M&R-4	Other Design/Non-Dispatch/KY(%)
M&R-4	Other Non-Design/Dispatch/KY(%)
M&R-4	Other Non-Design/Non-Dispatch/KY(%)
M&R-4	LNP (Standalone)/Dispatch/KY(%)
M&R-4	LNP (Standalone)/Non-Dispatch/KY(%)

Out of Service > 24 hours	
M&R-5	Switch Ports/Dispatch/KY(%)
M&R-5	Switch Ports/Non-Dispatch/KY(%)
M&R-5	Local Interface Transport/Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	1.98%	1,134,235	1.80%	111		0.01335	0.1322	YES
R&B	0.78%	1,134,235	0.00%	111		0.00837	0.9292	YES
R&B (POTS)	2.11%	1,058,731						
R&B (POTS)	0.83%	1,058,731						

R&B (POTS)	20.84	22,283			22,845			
R&B (POTS)	6.76	8,741			13,816			
DS1/DS3	4.27	160	0.00	0	3,034			YES
R&B	1.42	121	0.00	0	1,800			YES
R&B	20.79	22,439	10.76	390	22,841	1,16662	8.6031	YES
R&B	6.75	8,824	3.49	130	13,904	1,22845	2,6472	YES
R&B&D - Disp	20.42	22,973	3.56	5	22,727	10,16505	1,6590	YES
R&B&D - Disp	20.42	22,973	1.83	2	22,727	16,07131	1,1571	YES
ADSL to Retail	36.69	286	4.71	3	52,686	30,57758	1,0459	YES
ADSL to Retail	3.85	534	9.22	1	18,455	18,47190	-0.2907	YES
ISDN - BRI	5.61	26	8.16	6	6,870	3,11143	-0.8197	YES
ISDN - BRI	3.11	41	1.12	1	8,086	8,18376	0.2433	YES
ADSL to Retail	36.69	286	0.00	0	52,686			YES
ADSL to Retail	3.85	534	2.20	5	18,455	8,29171	0.1985	YES
R&B - Disp	20.79	22,439	4.03	9	22,841	7,61525	2,2013	YES
R&B - Disp	20.79	22,439	2.06	13	22,841	6,33684	2,5666	YES
R&B (POTS) excl SB FT	20.83	22,252	0.00	0	22,837			YES
R&B (POTS) excl SB FT	7.10	7,894	0.00	0	14,122			YES
Design	4.75	534	0.00	0	6,860			YES
Design	2.60	605	0.00	0	5,511			YES
R&B	20.79	22,439	2.50	2	22,841	16,15187	1,1326	YES
R&B	6.75	8,824	0.00	0	13,904			YES
R&B (POTS)	20.84	22,283			22,845			
R&B (POTS)	6.76	8,741			13,816			

R&B (POTS)	18.35%	22,283						
R&B (POTS)	15.34%	8,741						
DS1/DS3	19.38%	160	0.00%	0				YES
DS1/DS3	22.31%	121	0.00%	0				YES
R&B	18.29%	22,439	10.28%	390		0.01975	4.0704	YES
R&B	15.90%	8,824	11.54%	130		0.03180	1.1825	YES
R&B&D - Disp	18.34%	22,973	20.00%	5		0.17308	-0.0960	YES
R&B&D - Disp	22.73%	22,973	0.00%	2		0.27365	0.6702	YES
ADSL to Retail	26.59%	286	0.00%	3		0.24322	0.9344	YES
ADSL to Retail	15.38%	26	0.00%	1		0.44223	0.6013	YES
ISDN - BRI	21.95%	41	0.00%	1		0.16341	-0.0785	YES
ISDN - BRI	22.73%	286	0.00%	0		0.41893	0.5240	YES
ADSL to Retail	26.59%	534	40.00%	5		0.19851	-0.6754	YES
ADSL to Retail	18.29%	22,439	22.22%	9		0.12890	-0.3048	YES
R&B - Disp	18.29%	22,439	15.38%	13		0.10726	0.2713	YES
R&B - Disp	18.34%	22,252	0.00%	0				YES
R&B (POTS) excl SB FT	15.57%	7,894	0.00%	0				YES
R&B (POTS) excl SB FT	20.22%	534	0.00%	0				YES
Design	17.02%	605	0.00%	0				YES
Design	18.29%	22,439	0.00%	2				YES
R&B	15.30%	8,824	0.00%	0				YES
R&B	18.35%	22,283						
R&B (POTS)	15.34%	8,741						

R&B (POTS)	13.24%	14,003						
R&B (POTS)	4.70%	2,551						
DS1/DS3	0.00%	160	0.00%	0				YES

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Kentucky, April 2002**

B.3.5.2.2	M&R-5 Local Interface Transports/Non-Dispatch/KY(%)	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.3.1	M&R-5 Loop + Port Combinations/Dispatch/KY(%)	DS1/DS3	0.00%	121	0.00%	0				YES
B.3.5.3.2	M&R-5 Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	13.20%	14,089	4.65%	215		0.02326	3.6758	YES
B.3.5.4.1	M&R-5 Combo Other/Dispatch/KY(%)	R&B	4.62%	2,598	0.00%	69		0.02560	1.8041	YES
B.3.5.4.2	M&R-5 Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	12.78%	14,623	0.00%	5		0.14934	0.8558	YES
B.3.5.5.1	M&R-5 xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	40.21%	286	0.00%	2		0.23611	0.5413	YES
B.3.5.5.2	M&R-5 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	3.93%	534	0.00%	1		0.28457	1.4130	YES
B.3.5.6.1	M&R-5 UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.00%	26	16.67%	6		0.19455	0.2021	YES
B.3.5.6.2	M&R-5 UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	2.44%	41	0.00%	1		0.00000		NO
B.3.5.7.1	M&R-5 Line Sharing/Dispatch/KY(%)	ADSL to Retail	40.21%	286	0.00%	1		0.15613	0.1562	YES
B.3.5.7.2	M&R-5 Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	3.93%	534	0.00%	0				YES
B.3.5.8.1	M&R-5 2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	13.20%	14,089	0.00%	9		0.11287	1.1696	YES
B.3.5.8.2	M&R-5 2W Analog Loop Non-Design/Dispatch/KY(%)	R&B - Disp	13.20%	14,089	0.00%	9		0.09393	1.4055	YES
B.3.5.9.1	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	4.72%	14,002	0.00%	0				YES
B.3.5.9.2	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	4.72%	2,545	0.00%	0				YES
B.3.5.10.1	M&R-5 Other Design/Dispatch/KY(%)	Design	1.69%	534	0.00%	0				YES
B.3.5.10.2	M&R-5 Other Design/Non-Dispatch/KY(%)	Design	1.16%	605	0.00%	0				YES
B.3.5.11.1	M&R-5 Other Non-Design/Dispatch/KY(%)	R&B	13.20%	14,089	0.00%	2		0.23838	0.5515	YES
B.3.5.11.2	M&R-5 Other Non-Design/Non-Dispatch/KY(%)	R&B	4.62%	2,598	0.00%	0				YES
B.3.5.12.1	M&R-5 LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	13.24%	14,003	0.00%	0				YES
B.3.5.12.2	M&R-5 LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	4.70%	2,551						

Unbundled Network Elements - Billing

B.4.1	Invoice Accuracy	BST - State
B.4.1	B-1 KY(%)	98.85% \$99,509,015 99.96% \$1,158,625
B.4.2	Mean Time to Deliver Invoices - CRIS	BST - Region
B.4.2	B-2 Region(business days)	3.86 1 4.97 1.510

BellSouth Monthly State Summary

Kentucky, April 2002

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering									
C.1.1	% Rejected Service Requests								Diagnostic
	O-7 Local Interconnection Trunks/KY(%)			50.00%	46				
C.1.2	Reject Interval								YES
	O-8 Local Interconnection Trunks/KY(%)	>= 85% w in 4 days		91.30%	23				
C.1.3	FOC Timeliness								YES
	O-9 Local Interconnection Trunks/KY(%)	>= 95% w in 10 days		100.00%	34				
C.1.4	FOC & Reject Response Completeness								YES
	O-11 Local Interconnection Trunks/KY(%)	>= 95%		100.00%	40				
C.1.5	FOC & Reject Response Completeness (Multiple Responses)								
	O-11 Local Interconnection Trunks/KY(%)	>= 95%							
Local Interconnection Trunks - Provisioning									
C.2.1	Order Completion Interval								YES
	P-4 Local Interconnection Trunks/KY(days)	Parity w Retail	22	13.89	9	6.828	2.70178	2.4974	
C.2.2	Held Orders								YES
	P-1 Local Interconnection Trunks/KY(days)	Parity w Retail	0	0.00	0				
C.2.3	% Jeopardies								YES
	P-2 Local Interconnection Trunks/KY(%)	Parity w Retail	22	0.00%	7	0.00000			
C.2.4	Average Jeopardy Notice Interval								
	P-2 Local Interconnection Trunks/KY(hours)	95% >= 48 hrs							
C.2.5	% Missed Installation Appointments								YES
	P-3 Local Interconnection Trunks/KY(%)	Parity w Retail	22	0.00%	14	0.00000			
C.2.6	% Provisioning Troubles within 30 Days								YES
	P-9 Local Interconnection Trunks/KY(%)	Parity w Retail	1,024	0.00%	482	0.00422	1.3898		
C.2.7	Average Completion Notice Interval								YES
	P-5 Local Interconnection Trunks/KY(hours)	Parity w Retail	21	10.97	14	327.876	113.12806	1.5245	
C.2.8	Total Service Order Cycle Time								Diagnostic
	P-10 Local Interconnection Trunks/KY(days)	Diagnostic		15.67	6				
C.2.10.1	% Completions w/o Notice or < 24 hours								Diagnostic
C.2.10.2	P-6 Local Interconnection Trunks/Dispatch/KY(%)	Diagnostic		0.00%	9				
	P-6 Local Interconnection Trunks/Non-Dispatch/KY(%)	Diagnostic							
C.2.11.1.1	Service Order Accuracy								YES
	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY(%)	>= 95%		100.00%	68				
C.2.11.1.2		>= 95%		100.00%	22				YES
C.2.11.2.1		>= 95%		100.00%	1				YES
C.2.11.2.2		>= 95%		100.00%	5				YES
Local Interconnection Trunks - Maintenance and Repair									
C.3.1.1	Missed Repair Appointments								YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	1	0.00%	0				
	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	56	0.00%	0				
C.3.2.1	Customer Trouble Report Rate								YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	86,394	0.00%	15,007	0.00003	0.3847		
	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	86,394	0.00%	15,007	0.00023	2.8789		

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
C.3.3.1	Maintenance Average Duration										
C.3.3.2	M&R-3	Local Interconnection Trunks/Dispatch(KY)(hours)	0.18	1	0.00	0	0.000			YES	
	M&R-3	Local Interconnection Trunks/Non-Dispatch(KY)(hours)	0.11	56	0.00	0	0.332			YES	
C.3.4.1	% Repeat Troubles within 30 Days										
C.3.4.2	M&R-4	Local Interconnection Trunks/Dispatch(KY)(%)	0.00%	1	0.00%	0				YES	
	M&R-4	Local Interconnection Trunks/Non-Dispatch(KY)(%)	0.00%	56	0.00%	0				YES	
C.3.5.1	Out of Service > 24 hours										
C.3.5.2	M&R-5	Local Interconnection Trunks/Dispatch(KY)(%)	0.00%	1	0.00%	0				YES	
	M&R-5	Local Interconnection Trunks/Non-Dispatch(KY)(%)	0.00%	56	0.00%	0				YES	
C.4.1	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
	B-1	KY(%)	98.88%	\$99,509,015	98.88%	\$384,285	0.00018		-9.6197	YES	
C.4.2	Mean Time to Deliver Invoices - CABS										
	B-2	Region(calendar days)	3.94	1	3.89	6,798				YES	
C.5.1	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
	TGP-1	KY			0					YES	

>0.5% diff 2 consec. Hrs

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

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

Item	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.1.1	>= 99.5%			100.00%					YES
D.1.1.2	>= 99.5%			100.00%					YES
D.1.1.3	>= 99.5%			99.98%					YES
D.1.1.4	>= 99.5%			100.00%					YES
D.1.1.5	>= 99.5%			100.00%					YES
D.1.1.6	>= 99.5%			100.00%					YES
D.1.1.7	>= 99.5%			99.95%					YES
D.1.1.8	>= 99.5%			100.00%					YES

% Interface Availability - BST & CLEC

D.1.2.1	>= 99.5%			100.00%					YES
D.1.2.2	>= 99.5%			100.00%					YES
D.1.2.3	>= 99.5%			100.00%					YES
D.1.2.4	>= 99.5%			100.00%					YES
D.1.2.5	>= 99.5%			100.00%					YES
D.1.2.6	>= 99.5%			100.00%					YES
D.1.2.7	>= 99.5%			99.99%					YES
D.1.2.8	>= 99.5%			99.99%					YES
D.1.2.9	>= 99.5%			100.00%					YES
D.1.2.10	>= 99.5%			100.00%					YES
D.1.2.11	>= 99.5%			100.00%					YES

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

D.1.3.1.1	RNS - RSAG, by TN + 2 sec	1782.46	1,263,331	1.11	431,960				YES
D.1.3.1.2	ROS - RSAG, by TN + 2 sec	2.95	11,025	1.11	431,960				YES
D.1.3.2.1	RNS - RSAG, by ADDR + 2 sec	1204.18	4,678,948	1.02	244,579				YES
D.1.3.2.2	ROS - RSAG, by ADDR + 2 sec	4.86	895,577	1.02	244,579				YES
D.1.3.3.1	RNS - ATLAS + 2 sec	2.85	829,072	0.88	84,938				YES
D.1.3.3.2	RNS - ATLAS + 2 sec	2.61	305,742	0.88	84,938				YES
D.1.3.4.1	RNS - DSAP + 2 sec	2.70	1,564,058	0.57	857				YES
D.1.3.4.2	ROS - DSAP + 2 sec	2.58	334,246	0.57	857				YES
D.1.3.5.1	RNS - CRSCACTS + 2 sec	212.02	5,382,348	1.25	1,464,001				YES
D.1.3.5.2	ROS - CRSCACTS + 2 sec	2.91	618,991	1.25	1,464,001				YES
D.1.3.6.1	RNS - OASISBIG + 2 sec	4.40	10,411,083	0.67	67,854				YES
D.1.3.6.2	ROS - OASISBIG + 2 sec	3.92	609,280	0.67	67,854				YES
D.1.3.7.1	RNS - OASISBIG + 2 sec	4.40	10,411,083	0.04	143,460				YES
D.1.3.7.2	ROS - OASISBIG + 2 sec	3.92	609,280	0.04	143,460				YES

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

D.1.4.1.1	RNS - RSAG, by TN + 2 sec	1782.46	1,263,331	1.31	325,447				YES
D.1.4.1.2	ROS - RSAG, by TN + 2 sec	2.95	11,025	1.31	325,447				YES
D.1.4.2.1	RNS - RSAG, by ADDR + 2 sec	1204.18	4,678,948	1.85	96,531				YES
D.1.4.2.2	ROS - RSAG, by ADDR + 2 sec	4.86	895,577	1.85	96,531				YES
D.1.4.3.1	Diagnostic								Diagnostic
D.1.4.3.2	Diagnostic								Diagnostic
D.1.4.4.1	Diagnostic								Diagnostic
D.1.4.4.2	Diagnostic								Diagnostic
D.1.4.5.1	RNS - ATLAS - TN + 2 sec	2.95	829,072	1.56	19,408				YES
D.1.4.5.2	ROS - ATLAS - TN + 2 sec	2.61	305,742	1.56	19,408				YES
D.1.4.6.1	RNS - DSAP + 2 sec	2.70	1,564,058	1.71	264,610				YES
D.1.4.6.2	ROS - DSAP + 2 sec	2.58	334,246	1.71	264,610				YES
D.1.4.7.1	RNS - CRSCACTS + 2 sec	212.02	5,382,348	2.15	311,087				YES
D.1.4.7.2	ROS - CRSCACTS + 2 sec	2.91	618,991	2.15	311,087				YES
D.1.4.9.1	RNS - CRSCACTS + 2 sec								YES
D.1.4.9.2	ROS - CRSCACTS + 2 sec								YES

This data not applicable after 7-1-2001; see D.1.4.7.1
This data not applicable after 7-1-2001; see D.1.4.7.2

BellSouth Monthly State Summary Kentucky, April 2002

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

Operations Support Systems - Maintenance and Repair

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.1	>= 99.5%	100.00%						YES
% Interface Availability - BST								
D.2.2.1	>= 99.5%	100.00%						YES
D.2.2.2	>= 99.5%	99.95%						YES
% Interface Availability - CLEC								
D.2.3.1	>= 99.5%	100.00%						YES
D.2.3.2	>= 99.5%	100.00%						YES
D.2.3.3	>= 99.5%	100.00%						YES
D.2.3.4	>= 99.5%	99.99%						YES
D.2.3.5	>= 99.5%	100.00%						YES
D.2.3.6	>= 99.5%	100.00%						YES
D.2.3.7	>= 99.5%	100.00%						YES
% Interface Availability - BST & CLEC								
D.2.4.1	Parity w Retail	1,488,529	94.83%	113,372	0.00069	0.00069	-1.2339	YES
D.2.4.2	Parity w Retail	44,096	4.03%	1,267	0.00497	0.00497	-1.7846	YES
D.2.4.3	Parity w Retail	32,489	2.41%	49,677	0.00141	0.00141	11.8039	NO
D.2.4.4	Parity w Retail	1,488,485	99.59%	114,683	0.00019	0.00019	1.9314	NO
D.2.4.5	Parity w Retail	1,096,583	65.38%	66,564	0.00169	0.00169	67.1898	NO
D.2.4.6	Parity w Retail	105,426	99.09%	6,067	0.00109	0.00109	2.0260	NO
D.2.4.7	Parity w Retail	6,942	26.44%	556	0.01986	0.01986	0.9475	YES
D.2.4.8	Parity w Retail	7,053	20.73%	164	0.03517	0.03517	1.8536	NO
D.2.4.9	Parity w Retail	73,346	20.43%	7,211	0.00441	0.00441	-12.2369	YES
D.2.4.10	Parity w Retail	205,560	99.90%	16,357	0.00033	0.00033	-1.9335	YES
D.2.4.11	Parity w Retail	62,823	83.15%	4,185	0.00580	0.00580	2.1235	NO
Average Response Interval <= 4 Seconds								
D.2.5.1	Parity w Retail	1,488,529	99.34%	113,372	0.00031	0.00031	-11.7798	YES
D.2.5.2	Parity w Retail	44,096	87.92%	1,267	0.01161	0.01161	-7.7187	YES
D.2.5.3	Parity w Retail	32,489	91.98%	49,677	0.00298	0.00298	-48.7268	YES
D.2.5.4	Parity w Retail	1,488,485	99.82%	114,683	0.00014	0.00014	-2.1617	YES
D.2.5.5	Parity w Retail	1,096,583	80.59%	66,564	0.00123	0.00123	70.7012	NO
D.2.5.6	Parity w Retail	105,426	99.72%	6,067	0.00090	0.00090	-2.0295	YES
D.2.5.7	Parity w Retail	6,942	26.44%	556	0.01986	0.01986	0.9475	YES
D.2.5.8	Parity w Retail	7,053	95.12%	164	0.01262	0.01262	1.7863	NO
D.2.5.9	Parity w Retail	73,346	20.43%	7,211	0.00441	0.00441	-12.2369	YES
D.2.5.10	Parity w Retail	205,560	99.98%	16,357	0.00009	0.00009	0.4978	YES
D.2.5.11	Parity w Retail	62,823	99.33%	4,185	0.00114	0.00114	1.4051	YES
Average Response Interval <= 10 Seconds								
D.2.6.1	Parity w Retail	1,488,529	0.66%	113,372	0.00031	0.00031	11.7798	YES
D.2.6.2	Parity w Retail	44,096	12.08%	1,267	0.01161	0.01161	7.7187	YES
D.2.6.3	Parity w Retail	32,489	8.02%	49,677	0.00298	0.00298	48.7268	YES
D.2.6.4	Parity w Retail	1,488,485	0.18%	114,683	0.00014	0.00014	2.1617	YES
D.2.6.5	Parity w Retail	1,096,583	19.41%	66,564	0.00123	0.00123	-70.7012	NO
D.2.6.6	Parity w Retail	105,426	0.28%	6,067	0.00090	0.00090	2.0299	YES
D.2.6.7	Parity w Retail	6,942	73.56%	556	0.01986	0.01986	-0.9475	YES
D.2.6.8	Parity w Retail	7,053	4.88%	164	0.01262	0.01262	-1.7863	NO
D.2.6.9	Parity w Retail	73,346	79.57%	7,211	0.00441	0.00441	12.2369	YES
D.2.6.10	Parity w Retail	205,560	0.02%	16,357	0.00009	0.00009	-0.4978	YES
D.2.6.11	Parity w Retail	62,823	0.67%	4,185	0.00114	0.00114	-1.4051	YES

BellSouth Monthly State Summary

Kentucky, April 2002

Benchmark / Analog

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

ZScore

Equity

Collocation - Collocation										
Average Response Time										
E.1.1.1	C-1	Virtual/KY(calendar days)	<= 20 days							
E.1.1.2	C-1	Physical Caged/KY(calendar days)	<= 30 days							
E.1.1.3	C-1	Physical Cageless/KY(calendar days)	<= 30 days							
Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/KY(calendar days)	<= 50 days							
E.1.2.2	C-2	Virtual-Extraordinary/KY(calendar days)	<= 75 days							
E.1.2.3	C-2	Physical Caged/KY(calendar days)	<= 90 days							
E.1.2.4	C-2	Physical Cageless/KY(calendar days)	<= 60 days							
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY(calendar days)	<= 90 days							
% Due Dates Missed										
E.1.3.1	C-3	Virtual/KY(%)	< 5% missed							
E.1.3.2	C-3	Physical/KY(%)	< 5% missed							

BellSouth Monthly State Summary Kentucky, April 2002

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

General - Flow Through														
% Flow Through Service Requests														
F.1.1.1	O-3	Summary/Region(%)												
F.1.1.2	O-3	Aggregate/Region(%)												
F.1.1.3	O-3	Residence/Region(%)												
F.1.1.4	O-3	Business/Region(%)												
F.1.1.5	O-3	UNE/Region(%)												
% Flow Through Service Requests - Achieved														
F.1.2.1	O-3	Summary/Region(%)												
F.1.2.2	O-3	Aggregate/Region(%)												
F.1.2.3	O-3	Residence/Region(%)												
F.1.2.4	O-3	Business/Region(%)												
F.1.2.5	O-3	UNE/Region(%)												
% Flow Through Service Requests - LNP														
F.1.3.1	O-3	Summary/Region(%)												
F.1.3.2	O-3	Aggregate/Region(%)												
F.1.3.3	O-3	Residence/Region(%)												
F.1.3.4	O-3	Business/Region(%)												
General - Pre-Ordering														
Loop Makeup Inquiry (Manual)														
F.2.1	PO-1	Loops/KY(%)												
Loop Makeup Inquiry (Electronic)														
F.2.2	PO-2	Loops/KY(%)												
General - Ordering														
Service Inquiry with Firm Order														
F.3.1.1	O-10	xDSL, ADSL, HDSL and UCL/KY(%)												
F.3.1.2	O-10	Local Interface Transport/KY(%)												
General - Ordering														
Average Speed of Answer														
F.4.1	O-12	Region(seconds)												
General - Maintenance Center														
Average Answer Time														
F.5.1	M&R-6	Region(seconds)												
General - Operator Services (Toll)														
Average Speed to Answer														
F.6.1	OS-1	KY(seconds)												
% Answered in 10 seconds														
F.6.2	OS-2	KY(%)												
General - Directory Assistance														
Average Speed to Answer														
F.7.1	DA-1	KY(seconds)												

Bellsouth Monthly State Summary Kentucky, April 2002

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	% Answered in 12 seconds	DA-2	KY(%)	88.80%					PBD
General - E911									
F.8.1	Mean Interval	E-3	KY(hours)	0.83	1.835				PBD
F.8.2	% Accuracy	E-2	KY(%)	96.76%	93.814				PBD
F.8.3	% Timeliness	E-1	KY(%)	100.00%	1.835				PBD
General - Billing									
F.9.1	Usage Data Delivery Accuracy	B-3	Region(%)	100.00%	23.185	0.00243	-9.2652		YES
F.9.2	Usage Data Delivery Timeliness	B-5	Region(%)	94.80%	459,227,277	0.00217	-39.4659		YES
F.9.3	Usage Data Delivery Completeness	B-4	Region(%)	99.77%	39,471	0.00024	9.6609		NO
F.9.4	Mean Time to Deliver Usage	B-6	Region(days)	3.29	459,227,277				YES
Recurring Charge Completeness									
F.9.5.1	Resale(KY(%)	B-7		79.30%	\$136,579	0.00255	24.0355		NO
F.9.5.2	UNE(KY(%)	B-7		99.69%	\$58,959				YES
F.9.5.3	Interconnection(KY(%)	B-7		99.89%	\$1,726				YES
Non-Recurring Charge Completeness									
F.9.6.1	Resale(KY(%)	B-8		98.85%	\$4,021,262	0.00253	-54.8928		YES
F.9.6.2	UNE(KY(%)	B-8		99.14%	\$109,126				YES
F.9.6.3	Interconnection(KY(%)	B-8		99.26%	\$42,567				YES
General - Change Management									
F.10.1	% Software Release Notices Sent On Time	CM-1	KY(%)	100.00%	1				YES
F.10.2	Average Software Release Notice Delay Days	CM-2	KY(average)						
F.10.3	% Change Management Documentation Sent On Time	CM-3A	KY(%)						
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time	CM-3B	KY(%)	77.76%	9				NO
F.10.5	Average Documentation Release Delay Days	CM-4	KY(average)						
F.10.6	% CLEC Interface Outages Sent within 15 Minutes	CM-5	KY(%)	100.00%	12				YES
General - New Business Requests									
F.11.1	% New Business Requests Processed within 30 Business Days	BFR-1	Region(%)	100.00%	5				YES
	% Quotes Provided within X Business Days								

BellSouth Monthly State Summary Kentucky, April 2002

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.11.2.1	BFR-2A Region(%)								
F.11.2.2	BFR-2B Region(%)	>= 90% w in 10 bus days							
F.11.2.3	BFR-2C Region(%)	>= 90% w in 30 bus days >= 90% w in 60 bus days		100.00%	5				YES
General - Ordering									
Acknowledgement Message Timeliness									
F.12.1.1	O-1 EDI/Region(%)	>= 95% w in 30 min		95.99%	96,149				YES
F.12.1.2	O-1 TAG/Region(%)	>= 95% w in 30 min		100.00%	366,061				YES
Acknowledgement Message Completeness									
F.12.2.1	O-2 EDI/Region(%)	100%		100.00%	96,149				YES
F.12.2.2	O-2 TAG/Region(%)	100%		100.00%	366,061				NO
General - Database Updates									
Average Database Update Interval									
F.13.1.1	D-1 LIDB(KY)(hours)	PBD	0.36	0.36	18				PBD
F.13.1.2	D-1 Directory Listings/KY(hours)	PBD	0.09	0.09	26				PBD
F.13.1.3	D-1 Directory Assistance/KY(hours)	PBD	4.62	4.62	25				PBD
% Update Accuracy									
F.13.2.1	D-2 LIDB(KY)(%)	>= 95%		100.00%	571				YES
F.13.2.2	D-2 Directory Listings/KY(%)	>= 95%		95.03%	308				YES
F.13.2.3	D-2 Directory Assistance/KY(%)	>= 95%		100.00%	786				YES
F.13.3	D-3 % NXXs / LRNs Loaded by LERG Effective Date Region(%)	100%		100.00%	47				YES
General - Network Outage Notification									
F.14.1	M&R-7 Mean Time to Notify CLEC of Major Network Outages Region(minutes)	Parity w Retail	0	0	0				YES