

BellSouth Monthly State Summary
Georgia, April 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through									
% Flow Through Service Requests									
F.1.1.1	O-3 Summary/Region (%)	Diagnostic		88.13%	186,605				Diagnostic
F.1.1.2	O-3 Aggregate/Region (%)	Diagnostic		88.13%	186,605				Diagnostic
F.1.1.3	O-3 Residence/Region (%)	>= 95%		90.71%	155,058				NO
F.1.1.4	O-3 Business/Region (%)	>= 90%		61.25%	6,602				NO
F.1.1.5	O-3 UNE/Region (%)	>= 85%		79.25%	24,945				NO
% Flow Through Service Requests - Achieved									
F.1.2.1	O-3 Summary/Region (%)	Diagnostic		78.54%	209,393				Diagnostic
F.1.2.2	O-3 Aggregate/Region (%)	Diagnostic		78.54%	209,393				Diagnostic
F.1.2.3	O-3 Residence/Region (%)	Diagnostic		84.46%	166,526				Diagnostic
F.1.2.4	O-3 Business/Region (%)	Diagnostic		39.39%	10,267				Diagnostic
F.1.2.5	O-3 UNE/Region (%)	Diagnostic		60.64%	32,600				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1	O-3 Summary/Region (%)	>= 85%		85.47%	9,251				YES
F.1.3.2	O-3 Aggregate/Region (%)	Diagnostic		85.47%	9,251				YES
F.1.3.3	O-3 Residence/Region (%)	Diagnostic							Diagnostic
F.1.3.4	O-3 Business/Region (%)	Diagnostic							Diagnostic
General - Pre-Ordering									
Loop Makeup Inquiry (Manual)									
F.2.1.1	PO-1 Loops/GA (%)	>= 95% w in 3 bus days		89.00%	57				NO
Loop Makeup Inquiry (Electronic)									
F.2.2.1	PO-2 Loops/GA (%)	>= 95% w in 5 min		100.00%	1,576				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	O-10 xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95% w in 5 bus days		94.00%	321				NO
F.3.1.2	O-10 Local Interoffice Transport/GA (%)	>= 95% w in 5 bus days		<i>May data available June 30th</i>					
General - Ordering									
Average Speed of Answer									
F.4.1	O-12 Region (seconds)	Parity w Retail	118.91	6,771,891	95.63	37,691			YES
General - Maintenance Center									
Average Answer Time									
F.5.1	M&R-6 Region (seconds)	Parity w Retail	39.40	1,626,985	25.39	89,192			YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	OS-1 GA (seconds)	PBD		2.18					PBD
% Answered in 10 seconds									
F.6.2	OS-2 GA (%)	PBD		93.40%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	DA-1 GA (seconds)	PBD		4.41					PBD
% Answered in 12 seconds									

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F.7.2	DA-2	GA (%)			89.00%					PBD
General - E911										
<i>Mean Interval</i>										
F.8.1	E-3	GA (hours)			0.86	2,931				PBD
<i>% Accuracy</i>										
F.8.2	E-2	GA (%)			92.29%	395,492				PBD
<i>% Timeliness</i>										
F.8.3	E-1	GA (%)			100.00%	2,931				PBD
General - Billing										
<i>Usage Data Delivery Accuracy</i>										
F.9.1	B-3	Region (%)	Parity w Retail	99.96%	7,661	99.99%	13,407	0.00028	-0.8555	YES
<i>Usage Data Delivery Timeliness</i>										
F.9.2	B-5	Region (%)	Parity w Retail	98.62%	38,383	98.84%	171,993,713	0.00060	-3.7183	YES
<i>Usage Data Delivery Completeness</i>										
F.9.3	B-4	Region (%)	Parity w Retail	99.44%	38,383	99.95%	171,993,713	0.00038	-13.3897	YES
<i>Mean Time to Deliver Usage</i>										
F.9.4	B-6	Region (days)	Parity w Retail	3.55	38,383	3.53	171,993,713			YES
<i>Recurring Charge Completeness</i>										
F.9.5.1	B-7	Resale/GA (%)	Parity w Retail	79.62%	\$14,091,191	88.71%	\$666,533	0.00112	-81.3456	YES
F.9.5.2	B-7	UNE/GA (%)	>= 90%			89.12%	\$277,133			NO
F.9.5.3	B-7	Interconnection/GA (%)	>= 90%			85.82%	\$16,989			NO
<i>Non-Recurring Charge Completeness</i>										
F.9.6.1	B-8	Resale/GA (%)	Parity w Retail	79.93%	\$18,399,888	86.88%	\$666,534	0.00111	-62.3465	YES
F.9.6.2	B-8	UNE/GA (%)	>= 90%			94.02%	\$716,987			YES
F.9.6.3	B-8	Interconnection/GA (%)	>= 90%			78.79%	\$268,215			NO
General - Change Management										
<i>% Software Release Notices Sent On Time</i>										
F.10.1	CM-1	GA (%)	>= 95% w in 30 days							
<i>Average Software Release Notice Delay Days</i>										
F.10.2	CM-2	GA (average)	>= 22 bus days prior to release							
<i>% Change Management Documentation Sent On Time</i>										
F.10.3	CM-3A	GA (%)	>= 95% w in 30 days							
<i>% Change Management Documentation (Defects, Corrections, etc.) Sent On Time</i>										
F.10.4	CM-3B	GA (%)	>= 95% w in 5 days							
<i>Average Documentation Release Delay Days</i>										
F.10.5	CM-4	GA (average)	>= 22 bus days prior to release							
<i>% CLEC Interface Outages Sent within 15 Minutes</i>										
F.10.6	CM-5	GA (%)	>= 97% w in 15 min			86.00%	28			NO
General - New Business Requests										
<i>% New Business Requests Processed within 30 Business Days</i>										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	9			YES
<i>% Quotes Provided within X Business Days</i>										
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days							
F.11.2.2	BFR-2B	Region (%)	>= 90% w in 30 bus days							
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days			100.00%	9			YES

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General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 90% w in 30 min		99.96%	22,453				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min		100.00%	125,898				YES
Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%		100.00%	22,453				YES
F.12.2.2	O-2	TAG/Region (%)	100%		100.00%	125,898				YES
General - Database Updates										
Average Database Update Interval										
F.13.1.1	D-1	LIDB/GA (hours)	PBD	0.95	26	0.95	26			PBD
F.13.1.2	D-1	Directory Listings/GA (hours)	PBD	0.12	25	0.12	25			PBD
F.13.1.3	D-1	Directory Assistance/GA (hours)	PBD	4.61	25	4.61	25			PBD
% Update Accuracy										
F.13.2.1	D-2	LIDB/GA (%)	>= 95%		98.78%	162				YES
F.13.2.2	D-2	Directory Listings/GA (%)	>= 95%		100.00%	128				YES
F.13.2.3	D-2	Directory Assistance/GA (%)	>= 95%		100.00%	128				YES
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	GA (%)	100%		100.00%	37				YES
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	GA (minutes)	Diagnostic		*	4				Diagnostic