

BellSouth Monthly State Summary
Georgia, May 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		86.82%	273,073				Diagnostic
F.1.1.2	O-3 Aggregate/Region (%)	Diagnostic		86.82%	273,073				Diagnostic
F.1.1.3	O-3 Residence/Region (%)	>= 95%		90.16%	220,614				NO
F.1.1.4	O-3 Business/Region (%)	>= 90%		60.15%	7,518				NO
F.1.1.5	O-3 UNE/Region (%)	>= 85%		74.87%	44,941				NO
% Flow Through Service Requests - Achieved									
F.1.2.1	O-3 Summary/Region (%)	Diagnostic		78.44%	302,268				Diagnostic
F.1.2.2	O-3 Aggregate/Region (%)	Diagnostic		78.44%	302,268				Diagnostic
F.1.2.3	O-3 Residence/Region (%)	Diagnostic		83.65%	237,784				Diagnostic
F.1.2.4	O-3 Business/Region (%)	Diagnostic		42.21%	10,713				Diagnostic
F.1.2.5	O-3 UNE/Region (%)	Diagnostic		62.58%	53,771				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1	O-3 Summary/Region (%)	>= 85%		90.65%	11,802				YES
F.1.3.2	O-3 Aggregate/Region (%)	>= 85%		90.65%	11,802				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		100.00%	54				YES
Loop Makeup Inquiry (Electronic)									
F.2.2.1	PO-2 Loops/GA (%)	>= 95% w in 5 min		100.00%	879				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		97.00%	292				YES
F.3.1.2	O-10 Local Interoffice Transport/GA (%)	>= 95% w in 5 bus days		100.00%	1				YES
General - Ordering									
Average Speed of Answer									
F.4.1	O-12 Region (seconds)	Parity w Retail	121.54	7,152,910	49.77	43,526			YES
General - Maintenance Center									
Average Answer Time									
F.5.1	M&R-6 Region (seconds)	Parity w Retail	65.92	1,653,272	25.70	92,640			YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	OS-1 GA (seconds)	PBD		2.35					PBD
% Answered in 10 seconds									
F.6.2	OS-2 GA (%)	PBD		92.50%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	DA-1 GA (seconds)	PBD		5.80					PBD
% Answered in 10 seconds									

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F.7.2	DA-2	GA (%)			83.20%					PBD
General - E911										
<i>Mean Interval</i>										
F.8.1	E-3	GA (hours)			0.74	3,034				PBD
<i>% Accuracy</i>										
F.8.2	E-2	GA (%)			95.91%	392,522				PBD
<i>% Timeliness</i>										
F.8.3	E-1	GA (%)			100.00%	3,034				PBD
General - Billing										
<i>Usage Data Delivery Accuracy</i>										
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	6,698	99.99%	14,237	0.00000		NO
<i>Usage Data Delivery Timeliness</i>										
F.9.2	B-5	Region (%)	Parity w Retail	97.40%	38,202	98.04%	187,964,470	0.00081	-7.9164	YES
<i>Usage Data Delivery Completeness</i>										
F.9.3	B-4	Region (%)	Parity w Retail	99.04%	38,202	99.54%	187,964,470	0.00050	-9.9487	YES
<i>Mean Time to Deliver Usage</i>										
F.9.4	B-6	Region (days)	Parity w Retail	3.73	38,202	3.76	187,964,470			NO
<i>Recurring Charge Completeness</i>										
F.9.5.1	B-7	Resale/GA (%)	Parity w Retail	77.49%	\$12,956,288	91.85%	\$430,830	0.00136	-105.3787	YES
F.9.5.2	B-7	UNE/GA (%)	>= 90%			90.87%	\$192,650			YES
F.9.5.3	B-7	Interconnection/GA (%)	>= 90%			98.38%	\$12,199			YES
<i>Non-Recurring Charge Completeness</i>										
F.9.6.1	B-8	Resale/GA (%)	Parity w Retail	86.01%	\$15,925,567	94.09%	\$464,119	0.00138	-58.4496	YES
F.9.6.2	B-8	UNE/GA (%)	>= 90%			96.40%	\$754,604			YES
F.9.6.3	B-8	Interconnection/GA (%)	>= 90%			90.35%	\$384,285			YES
General - Change Management										
<i>% Software Release Notices Sent On Time</i>										
F.10.1	CM-1	GA (%)	>= 95% w in 30 days	75.00%	4					NO
<i>Average Software Release Notice Delay Days</i>										
F.10.2	CM-2	GA (average)	>= 22 bus days prior to release	26	1					YES
<i>% Change Management Documentation Sent On Time</i>										
F.10.3	CM-3A	GA (%)	>= 95% w in 30 days	100.00%	5					YES
<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			100.00%	32			YES
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%	13			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			92.31%	13			YES
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days			7.69%	13			NO

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General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 90% w in 30 min		89.62%	96,463				NO
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min		99.99%	183,966				YES
Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%		99.25%	96,463				NO
F.12.2.2	O-2	TAG/Region (%)	100%		99.99%	183,966				NO
General - Database Updates										
Average Database Update Interval										
F.13.1.1	D-1	LIDB/GA (hours)	PBD	0.99	26	0.99	26			PBD
F.13.1.2	D-1	Directory Listings/GA (hours)	PBD	0.11	27	0.11	27			PBD
F.13.1.3	D-1	Directory Assistance/GA (hours)	PBD	4.55	26	4.55	26			PBD
% Update Accuracy										
F.13.2.1	D-2	LIDB/GA (%)	>= 95%		100.00%	119				YES
F.13.2.2	D-2	Directory Listings/GA (%)	>= 95%		100.00%	62				YES
F.13.2.3	D-2	Directory Assistance/GA (%)	>= 95%		100.00%	62				YES
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	GA (%)	100%		64.00%	33				NO
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	GA (minutes)	Parity w Retail							