

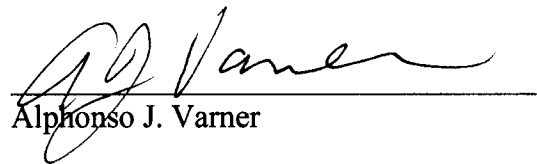
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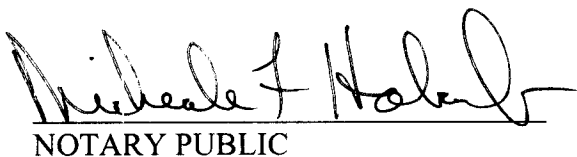
COUNTY OF FULTON

BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared Alphonso J. Varner, BellSouth Telecommunications, Inc., being by me first duly sworn deposed and said that:

He is appearing as a witness before the Kentucky Public Service Commission in "Investigation Concerning the Propriety of InterLATA Services by BellSouth Telecommunications, Inc. Pursuant to the Telecommunications Act of 1996," KY PSC Case No. 2001-105, and if present before the Commission and duly sworn, his testimony would be set forth in the annexed transcript consisting of 2 pages and 1 exhibit(s).

  
Alphonso J. Varner

SWORN TO AND SUBSCRIBED BEFORE ME this  
9<sup>th</sup> day of August, 2001.

  
NOTARY PUBLIC

MICHEALE F. HOLCOMB  
Notary Public, Douglas County, Georgia  
My Commission Expires November 3, 2001

BELLSOUTH TELECOMMUNICATIONS, INC.  
SUPPLEMENTAL DIRECT TESTIMONY OF ALPHONSO J. VARNER  
BEFORE THE KENTUCKY PUBLIC SERVICE COMMISSION  
CASE NO. 2001-105  
August 10, 2001

Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC. ("BELLSOUTH") AND YOUR BUSINESS ADDRESS.

A. My name is Alphonso J. Varner. I am employed by BellSouth as Senior Director in Interconnection Services. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

Q. ARE YOU THE SAME ALPHONSO J. VARNER WHO FILED DIRECT TESTIMONY IN THIS PROCEEDING?

A. Yes, I am.

Q. WHAT IS THE PURPOSE OF YOUR SUPPLEMENTAL TESTIMONY?

A. The purpose of my supplemental testimony is to provide data specific to BellSouth's operations in Kentucky in the FCC format in this proceeding. As stated in my direct testimony filed with this Commission on May 18, 2001, this filing reflects performance for the month of June 2001. Supplemental Exhibit AJV-6 and Attachments 1A through 3A that

accompany this filing describe the data and explain the conclusions that can be drawn from it.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes

**DISCUSSION OF PERFORMANCE MEASUREMENTS DATA**

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1        **DISCUSSION OF PERFORMANCE MEASUREMENTS DATA**

2  
3                                **I. INTRODUCTION**

4  
5        This Supplemental Exhibit presents BellSouth's performance measurements  
6        data in Kentucky for June 2001. The performance data for Kentucky is  
7        provided in Attachment 1A. In addition, Attachments 2 and 3 to Exhibit AJV-  
8        6, filed on July 10, 2001, have been updated for June 2001 data and are  
9        attached to this supplemental exhibit as Attachments 2A and 3A.  
10       Attachments 4, 5 and 6 to Exhibit AJV-6 have not been modified, and are,  
11       therefore, not included in this supplemental exhibit.

12  
13                                **II. ANALYSIS OF PERFORMANCE MEASUREMENTS**

14  
15                                **A. Introduction**

16  
17        Attachment 1A is the Monthly State Summary (MSS) for Kentucky for June  
18        2001. The May and June MSS contains 2,250 sub-metrics. BellSouth met or  
19        exceeded the comparison criteria for 414 of these 487 sub-metrics, or 85% in  
20        May 2001 that had CLEC activity. All measures and sub-metrics were  
21        included in the May calculations. BellSouth has identified three measures  
22        that are currently under investigation that have known deficiencies in their  
23        calculations. They are Average Jeopardy Notice Interval, FOC & Reject  
24        Completeness, and LNP Disconnect Timeliness. The calculations for these

1 three measures are not included in the June numbers. BellSouth met or  
2 exceeded the benchmark / retail analogue for 368 of the 425 sub-metrics, or  
3 87% that had CLEC activity in June 2001.

4

5 Other than for the three items listed above, each sub-metric designated as  
6 having not satisfied the benchmark or BellSouth retail analogue requirement  
7 for May and/or June 2001 is included in this exhibit. Each sub-metric  
8 discussed is labeled as being missed in either one or both of the months.

9

10 The following paragraphs will address specific performance measurements  
11 associated with each checklist item.

12

13 **B. CHECKLIST ITEM 1 – INTERCONNECTION**

14

15 **1. Collocation**

16 BellSouth provides three separate collocation reports: 1) Average Response  
17 Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed.  
18 Section E in Attachment 1A, Items E.1.1.1 through E.1.3.3, provides these  
19 results. BellSouth met the approved benchmarks for all of the sub-metrics  
20 with CLEC activity in May and June 2001.

21

22 **2. Local Interconnection Trunking**

23 Trunking Reports

1 Attachment 1A, Section C, Items C.1.1 to C.4.2 of the MSS contains data for  
2 ordering, provisioning, maintenance and repair, and billing associated with  
3 Local Interconnection Trunks.

4

5 In May and June 2001, BellSouth met 11 of 12 sub-metrics or 92% of the  
6 applicable benchmarks/analogues for all local interconnection trunking  
7 measures having CLEC activity. The trunk blockage measurement was the  
8 only sub-metric that appears to have been missed in May 2001. As I explain  
9 later, the data does not indicate disparate treatment between blockage for  
10 BellSouth versus the CLECs. The sub-metric that did not meet the retail  
11 analogue comparison in June 2001 is as follows:

12

13 Order Completion Interval / Local Interoffice Trunking (C.2.1) (June)

14 There were a total of 24 orders completed in June 2001 with an average  
15 interval of 34.67 days compared with 20.48 days for the retail analogue. Of  
16 the 24 orders that completed, the CLEC requested extended due dates for 11  
17 and was not ready for 3 others. The exclusion of the 14 orders with extended  
18 due dates would have allowed this sub-metric to have met or exceeded the  
19 retail analogue in June.

20

21 Trunk Blockage

22 BellSouth has developed a trunk blocking report that compares BellSouth  
23 retail's trunk blockage rates to those of CLECs. The report, Trunk Group  
24 Performance Report (TGP), Attachment 3A, displays trunk blocking in a

1 manner that accurately represents the customer experience. The TGP report  
2 tabulates actual call blocking as a percentage of call attempts for all  
3 comparable trunk groups administered by BellSouth that handle CLEC and  
4 BellSouth traffic. Time consistent busy hour blocking data for each trunk  
5 group is provided to each CLEC for its trunk groups. In order to ensure that  
6 all possible trunks in the network were considered for inclusion and exclusion  
7 in the trunk blocking comparison process, BellSouth has analyzed all trunks,  
8 their roles in the network according to use and their interconnection  
9 arrangements. Additionally, the TGP report provides a direct comparison of  
10 hour-by-hour blocking between CLEC and BellSouth trunk groups. The Trunk  
11 Group Categories included in the Blocking Comparison are as follows:

12  
13 For Traffic Terminating at CLEC End Offices:

- 14 • Category 1 (BellSouth End-Office to BellSouth Access Tandem)
- 15 • Category 3 (BellSouth End-Office to CLEC Switch)
- 16 • Category 4 (BellSouth Local Tandem to CLEC Switch)
- 17 • Category 5 (BellSouth Access Tandem to CLEC Switch)
- 18 • Category 10 (BellSouth End-Office to BellSouth Local Tandem)
- 19 • Category 16 (BellSouth Inter-Tandem Trunk Groups)

20  
21 For Traffic Terminating at BellSouth End Offices:

- 22 • Category 9 (BellSouth End-Office to BellSouth End-Office)

23



1 BellSouth's approach ensures the inclusion of comparative data that will  
2 permit a more complete comparative analysis. The new measurement  
3 method provides direct and clear comparison of blocking levels for all relevant  
4 trunk groups. BellSouth's proposed Interim SQM, Exhibit AJV-1 filed with my  
5 May 20th Affidavit, also describes how BellSouth derives and calculates its  
6 performance data, including trunk blockage data. In addition, Section C.5.1,  
7 TGP (Attachment 3A to this Exhibit) shows the actual blocking percentages  
8 by hour. The Self Effectuating Enforcement Mechanism (SEEM)  
9 Analogue/Benchmark for the Trunk Group Performance measure is any two  
10 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage  
11 by more than 0.5%. In May 2001, the CLEC blockage exceeded BellSouth  
12 retail by more than 0.5% for the eight and nine o'clock hours. A detailed  
13 analysis indicated that one entire trunk group was out of service from just  
14 before 9:00 am until a few minutes after nine on May 26, 2001. As confirmed  
15 by the CLEC, the CLEC had scheduled a maintenance event without notifying  
16 BellSouth and took the entire trunk group out of service. Without this outage,  
17 the trunk blockage would have met the measurement criteria for May 2001.  
18 BellSouth met or exceeded the retail analogue for this sub-metric in June  
19 2001.

20  
21 **C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)**

22  
23 This section addresses the measures associated with UNEs under checklist  
24 item 2. Attachment 1A, Sections B1 – B3, provides data that is divided into

1 Ordering, Provisioning and Maintenance & Repair operations. The Ordering  
2 function is disaggregated into 17 sub-metrics. The Provisioning function has  
3 19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair  
4 function. All Ordering measures will be included in this checklist item  
5 because of the overall relationship of the mechanized, partially mechanized  
6 and manual processing of Local Service Requests (LSRs). The Provisioning  
7 and Maintenance & Repair measures for the following products are included  
8 in the checklist item as shown below:

9 <u>Product</u>	<u>Checklist Item:</u>
10 Combo (Loop & Port)	#2 – Unbundled Network Elements
11 Combo (Other)	#2 – Unbundled Network Elements
12 Other Design	#2 – Unbundled Network Elements
13 Other Non-Design	#2 – Unbundled Network Elements
14 xDSL Loop	#4 – Unbundled Local Loops
15 UNE ISDN Loop	#4 – Unbundled Local Loops
16 Line Sharing	#4 – Unbundled Local Loops
17 2w Analog Loop Design	#4 – Unbundled Local Loops
18 2w Analog Loop Non Design	#4 – Unbundled Local Loops
19 2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
20 2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
21 2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
22 2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
23 Digital Loop < DS1	#4 – Unbundled Local Loops

1	Digital Loop => DS1	#4 – Unbundled Local Loops
2	Local Interoffice Transport	#5 – Unbundled Local Transport
3	Switch Ports	#6 – Unbundled Local Switching
4	INP Standalone	#11 – Local Number Portability
5	LNP Standalone	#11 – Local Number Portability

6

7 An overall review of the UNE sub-metrics for Ordering, Provisioning,  
8 Maintenance & Repair and Billing indicates that BellSouth met the  
9 benchmark/analogue for 86% of the sub-metrics during May and June 2001.

10

11 **1. UNE Ordering Measures**

12

13 Items B.1.1 – B.1.19 in Attachment 1A show data for Percent Rejected  
14 Service Requests, Reject Interval, FOC Timeliness and FOC & Reject  
15 Response Completeness. These reports are disaggregated by interface type  
16 (electronic, partial electronic and manual), as well as product type.

17

18 **Percent Rejected Service Requests**

19 Results for individual CLECs in this measure vary. Some CLECs have few  
20 rejected service requests, while some CLECs have many. Of the CLECs  
21 submitting LSRs in May 2001, five of the seven CLECs that submitted the  
22 largest volumes of fully mechanized LSRs had rejection rates ranging from

1 5% to 11%. In June 2001, three of the five CLECs that submitted the largest  
2 volumes had rejection rates ranging from 5% to 7%.

3

4 **Reject Interval**

5 Items B.1.4 - B.1.8 in Attachment 1A examine the Reject Interval for the  
6 month of June 2001. For orders submitted electronically, the benchmark is  
7 97% within one hour. In May, 62% of the rejected service requests were  
8 delivered within the one-hour time period. 95% of the rejected service  
9 requests met the one-hour benchmark in June 2001.

10

11 For partially mechanized orders, which are LSRs submitted electronically and  
12 requiring service representative intervention, the current benchmark is 85%  
13 within 18 hours. In May, BellSouth exceeded this benchmark, with over 99%  
14 of partially mechanized rejects being returned to the CLECs within the 18-  
15 hour time period. BellSouth exceeded the benchmark in June 2001 with over  
16 97% of the partially mechanized rejects being returned to the CLECs with the  
17 18-hour time frame.

18

19 For manual orders, the current benchmark is 85% within 24 hours. BellSouth  
20 also exceeded this requirement, with over 92% of the LSRs submitted  
21 manually being returned to the CLECs within the 24-hour time period in May  
22 2001 and over 99% in June 2001.

23

1 The following sub-metrics did not meet the established benchmarks in May  
2 and/or June 2001:

3

4 Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3) (May/June)

5 Reject Interval / Other Non-Design / Electronic (B.1.4.15) (May/June)

6 The current benchmark for these two sub-metrics is  $\geq 97\%$  within one hour.  
7 BellSouth is conducting a detailed root cause analysis of the process for  
8 electronic rejects. This analysis addresses the ordering systems (EDI, TAG,  
9 and LENS) used by the CLECs and the back-end legacy applications, such  
10 as SOCS, that are accessed by the ordering systems.

11

12 Thus far, the analysis has determined that many of the LSRs that did not  
13 meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.  
14 Between these hours the system is unable to process LSRs because of the  
15 back-end legacy systems are out of service. Such hours should be excluded  
16 from the measurement. BellSouth is currently reviewing the scheduled down  
17 time for all systems and how that down time affects the ordering capability of  
18 the CLECs.

19

20 With the implementation of May data BellSouth was directed to change the  
21 time stamp identification for the start and complete times of the interval for  
22 this measurement from the Local Exchange Ordering (LEO) System to the  
23 CLEC ordering interface system (TAG or EDI). With this change BellSouth

1 was unable to identify multiple issues of the same version of the LSRs that  
2 may be rejected (fatal rejects), which should be excluded from the  
3 measurement. If there are multiple issues of the same version, the measure  
4 currently calculates the interval from the initial issue to the final issue of the  
5 LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's  
6 performance level is inappropriately understated. BellSouth is currently  
7 working to determine a fix for this issue.

8

9 With the May update, the data for the UNE Loop & Port Combination is being  
10 included in the UNE Other Non-Design sub-metric. BellSouth is currently  
11 reviewing the programming for these products to determine their correctness.

12

13 Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (May)

14 BellSouth met the one hour benchmark for 54 of the 56 LSRs (96.43%)  
15 rejected in this sub-metric for May 2001. The 97% benchmark allowed for  
16 only one miss with this volume of LSRs.

17

18 Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (June)

19 Reject Interval / LNP (Standalone) / Partially Electronic (B.1.6.17) (June)

20 On June 2, 2001 an update was loaded in the LNP Gateway software. Due to  
21 problems associated with this release, it had to be removed on June 10,  
22 2001. Basically for the first 10 days of the month, this sub-metric had very  
23 few of the LSRs rejected within the 18 hour benchmark. After the removal of

1 the software release, the majority of the LSRs that were rejected in this sub-  
2 metric met the 18 hour benchmark. BellSouth continues to investigate this  
3 sub-metric.

4

5 Reject Interval / Local Interoffice Transport / Partially Mechanized (B.1.6.2)  
6 (May)

7 There were only six orders in this sub-metric for May 2001 with BellSouth  
8 meeting the benchmark for five of them. Such a small universe does not  
9 produce a statistically conclusive benchmark comparison.

10

11 Reject Interval / Other Design / Partially Mechanized (B.1.6.14) (May)

12 There were only six orders in this sub-metric for May 2001 with BellSouth  
13 meeting the benchmark for five of them. Such a small universe does not  
14 produce a statistically conclusive benchmark comparison.

15

16 Reject Interval / xDSL / Manual (B.1.8.5) (May)

17 There were only three orders in this sub-metric for May 2001 with BellSouth  
18 meeting the benchmark for two of them. Such a small universe does not  
19 produce a statistically conclusive benchmark comparison.

20

21 FOC Timeliness

22 For LSRs submitted electronically, the benchmark is 95% of the FOCs  
23 returned within 3 hours. For partially mechanized LSRs, the benchmark is

1 85% returned within 18 hours. For LSRs submitted manually, the benchmark  
2 is 85% returned within 36 hours. The sub-metrics that did not meet the  
3 benchmark in May and/or June are as follows:

4

5 FOC Timeliness / LNP (Standalone) / Electronic (B.1.9.17) (May/June)

6 BellSouth met the benchmark for 305 of the 350 LSRs for this sub-metric in  
7 May 2001. In June 2001, BellSouth met the benchmark for 267 of the 321  
8 LSRs. With the implementation of May data BellSouth was directed to  
9 change the time stamp identification for the start and complete time of the  
10 interval for this measurement from the Local Exchange Ordering (LEO)  
11 System to the CLEC ordering interface system (TAG or EDI). With this  
12 change BellSouth is unable to identify multiple issues of the same version of  
13 the LSRs that may be rejected (fatal rejects), which should be excluded from  
14 the measurement. If there are multiple issues of the same version, the  
15 measure currently calculates the interval from the initial issue to the final  
16 issue of the LSR returned to the CLEC, Reject or FOC. Consequently,  
17 BellSouth's performance level is inappropriately understated. BellSouth is  
18 currently working to determine a fix for this issue.

19

20 FOC Timeliness / LNP (Standalone) / Manual (B.1.13.17) (June)

21 On June 2, 2001 an update was loaded in the LNP Gateway software. Due to  
22 problems associated with this release, it had to be removed on June 10,  
23 2001. Basically for the first 10 days of the month, this sub-metric had very



1 few of the LSRs confirmed within the 36 hour benchmark. After the removal  
2 of the software release, the majority of the LSRs that were confirmed in this  
3 sub-metric met the 36 hour benchmark. BellSouth continues to investigate  
4 this sub-metric.

5

6 FOC & Reject Response Completeness

7 This measurement was introduced with the March 2001 data month. The  
8 benchmark is 95%. In this sub-metric, BellSouth did not meet the benchmark  
9 in May and June 2001 for the FOC and Reject Response Completeness  
10 metrics listed below:

11

12 FOC & Reject Response Completeness / Combo (Loop + Port) / Electronic

13 (B.1.14.3) (May/June)

14 FOC & Reject Response Completeness / xDSL / Electronic (B.1.14.5)

15 (May/June)

16 FOC & Reject Response Completeness / 2w Analog Loop Design /

17 Electronic (B.1.14.8) (May/June)

18 FOC & Reject Response Completeness / Other Non-Design / Electronic

19 (B.1.14.15) (May/June)

20 FOC & Reject Response Completeness / Line Sharing / Manual (B.1.16.7)

21 (June)

22 FOC & Reject Response Completeness (Multiple Responses) / Local

23 Interoffice Transport / Partial Electronic (B.1.18.2) (May)

1 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop  
2 + Port) / Partial Electronic (B.1.18.3) (June)

3 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog  
4 Loop Design / Partial Electronic (B.1.18.8) (June)

5 FOC & Reject Response Completeness (Multiple Responses) / Other Design  
6 / Partial Electronic (B.1.18.14) (May)

7 FOC & Reject Response Completeness (Multiple Responses) / Other Non  
8 Design / Partial Electronic (B.1.18.15) (June)

9 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop  
10 + Port) / Manual (B.1.19.3) (June)

11 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog  
12 Loop Design / Manual (B.1.19.8) (May/June)

13 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog  
14 Loop Non Design / Manual (B.1.19.9) (May)

15 FOC & Reject Response Completeness (Multiple Responses) / Other Non  
16 Design / Manual (B.1.19.15) (June)

17 BellSouth has determined that the coding for the FOC and Reject  
18 Completeness measures failed to include rejections that were classified as  
19 "auto clarifications." This coding change will impact all FOC and Reject  
20 Completeness measures that include auto clarification rejects.

21

22 Flow-Through

23

1 Attachment 1A, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated  
2 by customer type and for the Summary/Aggregate. Detailed flow-through  
3 results for individual CLECs are included in Attachment 2A. The following  
4 table shows the Regional Flow-Through results for May 2001 as compared  
5 with the Interim SQM benchmarks.

6

7 % Flow-through Service Requests (F.1.1.1 – F.1.3.4)

8

<u>Customer Type</u>	<u>May 2001</u>	<u>June 2001</u>	<u>Benchmark</u>
Residence	90.25%	92.21%	95%
Business	61.15%	57.26%	90%
UNE	74.80%	78.33%	85%
LNP	90.65%	91.83%	85%

9

10 The table above excludes those LSRs designed to “fall out” for manual  
11 handling. Business flow-through rate is well below the 90% objective.  
12 Business LSRs are more complex than the typical LSRs and, as a result,  
13 there is a greater probability for error. For example, an LSR requesting 10  
14 lines with series completion hunting that are located over multiple floors and  
15 have a variation of features on the lines presents many more opportunities for  
16 system mismatches than one that adds just lines and features.

17

1 BellSouth's flow-through rates will continue to improve. BellSouth has formed  
2 a joint BellSouth/CLEC Flow-Through Improvement Task Force to specifically  
3 address this issue. The Task Force will operate as a subcommittee of the  
4 existing Change Control Process. The first meeting was held on February 28,  
5 2001. The objective of the Task Force is to work jointly to identify potential  
6 enhancements to electronic order flow-through, document those  
7 enhancements, and develop an implementation schedule. Fifteen CLECs  
8 and BellSouth were represented at the initial meeting.

9

10 On March 19, 2001, the Flow-Through Improvement Task Force met at the  
11 BellSouth Conference Center (BSCC). Fourteen CLECs and BellSouth were  
12 represented. The Task Force agreed upon a definition for flow-through for  
13 purposes of the Task Force. In addition, the Task Force discussed further the  
14 role of the Task Force and status of the existing flow-through changes.  
15 BellSouth expects the work of the Task Force to improve the process of flow-  
16 through.

17

18 The Flow-Through Task Force met on May 24, 2001, with agreement being  
19 reached to identify specific areas of concentration for the team. All attendees  
20 agreed that the Task Force would be better focused on the areas it was  
21 created to examine with this identification. The team prioritized eight items  
22 that had previously been identified. Action items were assigned with follow-  
23 up meetings to be scheduled based on status of the prioritized items.

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The Flow-Through Task Force met on June 26, 2001, by Conference Call with 13 CLECs in attendance. Action items were reviewed with follow-up meetings to be scheduled based on status of the prioritized items.

BellSouth has established a Flow-Through Improvement Program Management process that includes seven different internal organizations. Ongoing analysis is being done to determine trends and identify flow-through problems. To date, fifteen system enhancements have been identified and are targeted for Encore releases. These releases are being implemented in July and August 2001.

**2. UNE Provisioning Measures**

BellSouth met 88% of the overall UNE Provisioning measurements in May 2001 and 78% in June 2001. The following sub-metrics did not meet the applicable retail analogues in the month of May and June 2001:

% Jeopardy Notice Interval >= 48 hours / Combo (Loop & Port) / < 10 Circuits (B.2.10.3) (May)

The calculations for this measure have been determined to be incorrect.

% Provisioning Troubles w/l 30 Days / Combo (Loop & Port) / < 10 Circuits / Dispatch (B.2.19.3.1.1) (June)

1 There were a total of 9 reports for the 66 orders that completed in the 30 days  
2 prior to June 2001 for this sub-metric. There were no systemic problems  
3 identified for this sub-metric in June.

4

5 **Completion Notice Interval**

6 Item B.2.21 – B.2.22 of Attachment 1A provides data for the “Average  
7 Completion Notice Interval” measurements. BellSouth did not meet the  
8 required benchmarks/analogues on the following specific sub-metrics:

9

10 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /

11 Dispatch (B.2.21.3.1.1) (June)

12 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /

13 Non-Dispatch (B.2.21.3.1.2) (May)

14 The root cause analysis of these measures indicated that the only differences  
15 between the performance between BellSouth retail and CLECs are the  
16 mismatches found when the orders are compared with the original LSRs.  
17 The start of the completion interval is the point at which the technician  
18 completes the order, and the interval ends when the completion notice is  
19 sent. Any change to a name, number of items, etc., occurring during the  
20 provisioning process will generate inconsistencies with the original LSRs that  
21 must be resolved before a final completion notice can be sent. Any time to  
22 resolve these inconsistencies with the original LSRs is included in the  
23 average. Because of numerous CLEC changes and order updates,

1 mismatches on CLECs orders exceed those for BellSouth retail orders.  
2 Combining this with the smaller base for the CLECs' measurement raises the  
3 average, which results in a miss.

4

5 Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch  
6 (B.2.34.1.1.1) (May/June)

7 BellSouth met the standard for 28 of the 31 orders reviewed in this sub-metric  
8 for May 2001 and 30 of the 33 orders in June 2001. The 95% benchmark set  
9 a requirement of 29 in May and 31 in June based on the quantity of orders for  
10 this sub-metric. BellSouth continues to focus on this measurement.

11

12 Service Order Accuracy / Loops Non Design / < 10 Circuits / Dispatch  
13 (B.2.34.2.1.1) (May/June)

14 BellSouth met the standard for 46 of the 51 orders reviewed in this sub-metric  
15 for May 2001. The 95% benchmark set a requirement of 48 based on the  
16 quantity of orders for this sub-metric. BellSouth continues to focus on this  
17 measurement. In June 2001 there were only 8 orders with BellSouth meeting  
18 the criteria for 6 of them. Such a small universe does not produce a  
19 statistically conclusive benchmark comparison.

20

21 Service Order Accuracy / Loops Non Design / < 10 Circuits / Non Dispatch  
22 (B.2.34.2.1.2) (June)

1 BellSouth met 25 of the 40 orders reviewed for this sub-metric in June 2001.  
2 BellSouth continues to focus its efforts on meeting this measure.

3  
4 BellSouth met all other UNE provisioning measures for the sub-metrics  
5 included in this checklist item for May and June 2001.

6

7 **3. UNE Maintenance and Repair (M&R) Measures**

8 BellSouth met the applicable performance standard for 88% for May and 86%  
9 for June 2001 of the overall UNE M&R measurements. The sub-metrics that  
10 did not meet the fixed critical value for this checklist item are as follows:

11

12 Missed Repair Appointments / Other Design / Non Dispatch (B.3.1.10.2)  
13 (June)

14 BellSouth missed one of the eleven scheduled repair appointments for this  
15 sub-metric in June 2001. Such a small universe does not produce a  
16 statistically conclusive comparison with the retail analogue.

17

18 Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1)  
19 (May/June)

20 The difference between the retail analogue and the CLEC aggregate was less  
21 than 2% for this sub-metric in May and June 2001. Both the CLECs and  
22 BellSouth retail had greater than 98% trouble free service for all in service  
23 lines in this sub-metric in May. In May 2001, eleven of the twenty CLEC



1 troubles reported were due to a defective card problem within the central  
2 office. There were 24 reports out of the 1,163 in service lines for this sub-  
3 metric in June 2001. Nineteen of the 24 reports were due to facility problems  
4 with the five remaining reports closed as no trouble found.

5

6 Customer Trouble Report Rate / Other Design / Non Dispatch (B.3.2.10.2)

7 (May/June)

8 The difference between the retail analogue and the CLEC aggregate was less  
9 than 2% for this sub-metric in May 2001 and less than 1% in June. Both the  
10 CLECs and BellSouth retail had greater than 98% trouble free service for all  
11 in service lines in this sub-metric in May and greater than 99% trouble free  
12 service in June 2001. In May, seven of the seventeen troubles were closed as  
13 test OK. Seven of the remaining ten troubles were due to the CLEC internally  
14 changing the disconnect date but not sending in a change to BellSouth. All  
15 seven orders had to be reestablished. In June 2001, there were a total of 11  
16 reports for the 1,163 in service lines. Nine of the eleven reports were closed  
17 as central office issues with the remaining two reports testing OK.

18

19 Customer Trouble Report Rate / Other Non Design / Non Dispatch

20 (B.3.2.11.2) (May/June)

21 The difference between the retail analogue and the CLEC aggregate was less  
22 than 3% for this sub-metric in May 2001 and less than 2% in June 2001. Both  
23 the CLECs and BellSouth retail had greater than 97% trouble free service for

1 all in service lines in this sub-metric in May and June. In May, four of the  
2 fourteen troubles were closed as test OK. The repair personnel are being  
3 instructed to do more definitive testing before referring these troubles to the  
4 field. In June 2001, there were 12 total reports with 6 being closed as test  
5 OK. The remaining 6 reports did not indicate any systemic pattern.

6

7 Maintenance Average Duration / Other Design / Non Dispatch (B.3.3.10.2)  
8 (June)

9 There were a total of 11 reports included in this sub-metric for June 2001. No  
10 systemic problem was identified in the analysis.

11

12 Out of Service > 24 hours / Other Design / Non Dispatch (B.3.5.10.2) (June)

13 There was only one trouble that was out of service greater than 24 hours for  
14 this sub-metric in June 2001. Such a small universe does not produce a  
15 statistically conclusive comparison with the retail analogue.

16

17 Out of Service > 24 hours / Other Non-Design / Non Dispatch (B.3.5.11.2)

18 (May)

19 There were only two reports in this sub-metric for May 2001 with one of them  
20 being out of service greater than 24 hours. Such a small universe does not  
21 produce a statistically conclusive comparison with the retail analogue.  
22 BellSouth met or exceeded the retail analogue for this sub-metric in June  
23 2001.

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**4. Other UNE Measures**

**Pre-Ordering**

Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1.1) and Loop Makeup Electronic (F.2.2.1) are included in the Pre-Ordering measurements. All measures met the established benchmarks for May and June 2001.

The remainder of the UNE measurements for which BellSouth did not meet the applicable analogue or benchmark in May and/or June 2001 are as follows:

**Operations Support Systems**

The OSS/Preordering measures for which BellSouth did not meet the benchmark/retail analogue in May and/or June 2001 were:

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / < 4 seconds (D.1.3.5.1) (May/June)

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / < 10 seconds (D.1.3.5.2) (May/June)

1 A detailed analysis has identified a problem in the LENS software that deals  
2 with response times from HAL/CRIS. This was corrected in an update  
3 released on July 28, 2001.

4

5 Average Response Interval / CRIS / Region (D.2.4.1.1) (May/June)

6 The average response interval for this sub-metric is measured in three  
7 separate disaggregations. The percentage of queries that are responded to  
8 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

9 The average response interval for the CLEC requests did not meet the retail  
10 analogue intervals for the less than 4-second disaggregation but exceeded  
11 both the less than 10 and greater than 10 seconds responses. The CLEC  
12 response interval was 94.25% within 4 seconds as compared with 95.65% for  
13 the retail analogue. For the less than 10 second response, the CLECs  
14 received 99.03% of their responses and the retail analogue received 98.82%.

15 In June the response intervals was 94.76% within 4 seconds compared with  
16 95.81% for the retail analogue. For the less than 10 second response, the  
17 CLECs received 99.13% of their responses and the retail analogue received  
18 98.89%. The one percent difference for both of these intervals indicates  
19 equivalent service levels for the CLECs and BellSouth retail.

20

21 Average Response Interval / DLETH / Region (D.2.4.2.1) (June)

22 The average response interval for this sub-metric is measured in three  
23 separate intervals. The percentage of queries that are responded to in less

1 than 4 seconds, less than 10 seconds and greater than 10 seconds. In June  
2 2001, the average response interval for the CLEC requests did not meet the  
3 retail analogue intervals for the less than 4-second disaggregation but  
4 exceeded both the less than 10 and greater than 10 seconds responses.

5

6 Average Response Interval / LMOSupd / Region (D.2.4.5.1, D.2.4.5.2,  
7 D.2.4.5.3) (May/June)

8 The average response interval for this sub-metric is measured in three  
9 separate disaggregations. The percentage of queries that are responded to  
10 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

11 The average response interval for the CLEC requests did not meet the retail  
12 analogue intervals for all three of these sub-metrics in May and June 2001.  
13 For each of the three sub-metrics, there was less than a 1% difference in the  
14 responses received by the CLECs and BellSouth retail. The one percent  
15 difference for all of these intervals indicates equivalent service levels for both  
16 the CLECs and BellSouth retail.

17

18 Average Response Interval / LNP/ Region (D.2.4.6.1) (May/June)

19 The average response interval for this sub-metric is measured in three  
20 separate disaggregations. The percentage of queries that are responded to  
21 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

22 The average response interval for the CLEC requests did not meet the retail  
23 analogue intervals for the less than 4second disaggregation but exceeded

1 both the less than 10 and greater than 10 seconds responses. In May 2001,  
2 the CLEC response interval was 99.28% within 4 seconds as compared with  
3 99.62% for the retail analogue. For the less than 10 second response, the  
4 CLECs received 99.84% of their responses and the retail analogue received  
5 99.84%. In June 2001, the CLEC response interval was 99.78% within 4  
6 seconds as compared with 99.35% for the retail analogue. For the less than  
7 10 second response, the CLECs received 99.67% of their responses and the  
8 retail analogue received 99.67%. The less than one-half percent difference  
9 for these intervals indicates equivalent service levels for the CLECs and  
10 BellSouth retail.

11  
12 **General - Change Management**

13 % Software Release Notices sent on time (F.10.1) (May)

14 There were only four releases in this sub-metric for May 2001 with BellSouth  
15 meeting the benchmark for three of them. Such a small universe does not  
16 produce a statistically conclusive benchmark comparison. BellSouth met or  
17 exceeded the benchmark for this sub-metric in June 2001.

18  
19 **General – Billing**

20 Usage Data Delivery Accuracy (F.9.1) (May)

21 This measure compares the rate at which usage data is sent accurately to  
22 CLECs with the same measure for the BellSouth retail analogue. In May  
23 2001, a software problem caused an error for one CLEC which dropped the

1 results to 99.99% compared to BellSouth's 100%. Out of approximately  
2 14,000 packs (or groupings) of usage data sent to CLECs in May, only one of  
3 the packs was impacted by the problem. Once the software was fixed, the  
4 corrected pack data was resent successfully to the CLEC. BellSouth met or  
5 exceeded the retail analogue for this sub-metric in June 2001.

6

7 Mean Time to Deliver Usage (F.9.4) (May)

8 This measure compares the average number of days to deliver usage to  
9 CLECs with the BellSouth retail analogue. In May 2001, the CLEC result was  
10 3.76 days compared to BellSouth's 3.73 days. While the CLEC measurement  
11 is slightly greater than the BellSouth results, the CLECs are provided with  
12 substantially the same opportunity to bill end users as is BellSouth. BellSouth  
13 met or exceeded the retail analogue for this sub-metric in June 2001.

14

15 **General – Ordering**

16 % Acknowledgement Message Timeliness / EDI (F.12.1.1) (May)

17 A root cause analysis has identified 8,856 of 10,010 (88%) failed EDI  
18 acknowledgements were submitted by the Florida Third Party Test CLEC and  
19 are not being filtered out of the acknowledgement calculations. With the  
20 removal of these test messages the results would have been 98.8%, well  
21 above the 90% benchmark for this sub-metric in May 2001. BellSouth met or  
22 exceeded the retail analogue for this sub-metric in June 2001.

23

1     % Acknowledgement Message Completeness / EDI (F.12.2.1) (May/June)

2     BellSouth experienced EDI outages in May and June that caused less than  
3     3% of the acknowledgement messages not be returned. A Stability Plan to  
4     improve EDI availability has been put into effect. This plan includes  
5     implementing both a manual application monitoring schedule (24 / 7) and  
6     increased mechanized application alarms to more adequately monitor and  
7     react to application outages. The database parameters have also been  
8     adjusted to allow for maximum processing in the EDI system.

9

10    % Acknowledgement Message Completeness / TAG (F.12.2.2) (May/June)

11    BellSouth failed to deliver 16 of the 183,966 messages in May 2001 and 51 of  
12    the 127,390 messages in June for this sub-metric. Analysis continues to  
13    identify any issues in this process. However, such a small number of failed  
14    records have not revealed any systemic process problems

15

16    **General – New Business Requests**

17    % Quotes Provided in 10 Business Days (F.11.2.1) (June)

18    In June 2001, there were only two requests in sub-metric F.11.2.1. Such a  
19    small universe does not provide a statistically conclusive benchmark  
20    comparison. This is a regional measure and none of the requests were  
21    processed in Kentucky.

22

23    **General – Network Outage Notification**



1 Mean Time to Notify CLEC of Network Outage (F.14.1) (June)  
2 BellSouth did not meet the retail analogue for this sub-metric in June 2001.  
3 Due to an undetected Email failure, one of the three CLEC notifications did  
4 not get delivered. This interval was over 6000 minutes that ran from June  
5 26<sup>th</sup> when the outage occurred, until the end of the data month. BellSouth is  
6 reviewing its procedures to eliminate this type of occurrence.

7

8 **D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS**

9 As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1A  
10 provide data for provisioning and maintenance & repair measures for  
11 unbundled local loops.

12

13 For purposes of discussion in this checklist item, the local loop sub-metrics  
14 have been separated into two mode-of-entry groups, xDSL and  
15 SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN  
16 and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design  
17 and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital  
18 loop sub-metrics.

19

20 **xDSL Group**

21

22 **1. Provisioning Measures**

1 BellSouth met all the provisioning sub-metrics in this checklist item for the  
2 month of May 2001. In June 2001, there was one sub-metric that did not  
3 meet the retail analogue and it is as follows:

4

5 % Provisioning Troubles w/l 30 Days / ISDN Loops / < 10 Circuits / Dispatch  
6 (B.2.19.6.1.1) (June)

7 There were 2 troubles reported for the 26 orders that completed in the 30  
8 days prior to June 2001 for this sub-metric. There was no systemic problem  
9 identified for the two troubles that were analyzed in June.

10

11 The xDSL group sub-metrics that did not meet the fixed critical value  
12 comparison requirements for May and/or June 2001 are as follows:

13

14 **2. Maintenance & Repair Measures**

15

16 Customer Trouble Report Rate / xDSL Loops / Non Dispatch (B.3.2.5.2) (May  
17 /June)

18 The CLEC aggregate only reported three troubles for this sub-metric in May  
19 and June 2001. Both the CLECs and BellSouth retail had greater than 99%  
20 trouble free service for all in service lines in this sub-metric in May and June.

21

22 Customer Trouble Report Rate / ISDN Loops / Dispatch (B.3.2.6.1) (May)

1 The CLEC aggregate only reported two troubles for this sub-metric in May  
2 2001. Both the CLECs and BellSouth retail had greater than 99% trouble free  
3 service for all in service lines in this sub-metric in May. BellSouth met or  
4 exceeded the retail analogue for this sub-metric in June 2001.

5

6 Customer Trouble Report Rate / Line Sharing / Non Dispatch (B.3.2.7.2)  
7 (May/June)

8 The CLEC aggregate only reported one trouble for this sub-metric in May  
9 2001 and three in June 2001. Both the CLECs and BellSouth retail had  
10 greater than 99% trouble free service for all in service lines in this sub-metric  
11 in May and June.

12

13 Maintenance Average Duration / ISDN Loops / Non Dispatch (B.3.3.6.2)  
14 (June)

15 There were only a total of three troubles reported for this sub-metric in June  
16 2001. Such a small universe does not produce a statistically conclusive  
17 comparison with the retail analogue.

18

19 % Repeat Troubles in 30 Days / ISDN Loops / Non Dispatch (B.3.4.6.2)  
20 (June)

21 There were only a total of three troubles reported for this sub-metric in June  
22 2001. Such a small universe does not produce a statistically conclusive  
23 comparison with the retail analogue.

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**SL1/SL2/Digital Loop Group**

BellSouth met all sub-metrics for this group in May 2001. There were a total of three provisioning sub-metrics that did not meet the retail analogue for this group in June 2001. Those sub-metrics are as follows:

% Missed Installation Appointments / Digital Loops < DS1 / < 10 Circuits / Dispatch (B.2.18.18.1.1) (June)

There were 2 missed appointments for the 36 scheduled orders for this sub-metric in June 2001. There was no systemic pattern for either of these two items.

% Provisioning Troubles w/l 30 Days / Digital Loops < DS 1 / < 10 Circuits / Dispatch (B.2.19.18.1.1) (June)

There were 2 troubles reported for the 26 orders that completed in the 30 days prior to June 2001 for this sub-metric. There was no systemic problem identified for the two troubles that were analyzed in June.

% Provisioning Troubles w/l 30 Days / Digital Loops >= DS1 / < 10 Circuits / Dispatch (B.2.19.19.1.1) (June)

1 There was 1 trouble reported for the 40 orders that completed in the 30 days  
2 prior to June 2001 for this sub-metric. There was no systemic problem  
3 identified for the one trouble that was analyzed in June.  
4

5 **E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT**

6  
7 The data in these measures indicate that BellSouth met the  
8 benchmark/analogous requirements for all measurements in Checklist Item 5  
9 for May and June 2001.  
10

11  
12 **F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING**

13  
14 The data in these measures indicate that BellSouth met the  
15 benchmark/analogous requirements for all measurements in Checklist Item 6  
16 for May and June 2001.  
17

18 **G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES**

19 **H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR**  
20 **SERVICES**

21  
22 As indicated in Attachment 1A, Sections F.6, F.7 and F.8, BellSouth met the  
23 benchmark/analogous requirements of Checklist Items 7a and 7b in June  
24 2001. Even though BellSouth tracks and reports these measures, the

1 processes used in providing these services are designed to provide parity for  
2 all users.

3

4 **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**

5 **SIGNALING**

6 BellSouth made three of the four sub-metrics associated with this checklist  
7 item in May 2001. See items F.13.3.1 through F.13.3 in Attachment 1A for  
8 further details. The one item that did not meet the appropriate benchmark in  
9 May 2001 is as follows:

10

11 **% NXXs / LRNs Loaded by LERG Effective Date (Region) (F.13.3) (May)**

12 The measure indicates that only 21 of the 33 NXXs were loaded by their  
13 effective date for the entire BellSouth region. There were no missed dates in  
14 Kentucky for this sub-metric in May 2001. BellSouth met or exceeded the  
15 benchmark for this sub-metric in June 2001.

16

17 **I. CHECKLIST ITEM 11 – NUMBER PORTABILITY**

18

19 All the measurements in this Checklist Item were met or exceeded for May  
20 and/or June 2001 except for the following:

21

22 **Order Completion Interval / LNP (Standalone) / < 10 Circuits / Non Dispatch**

23 **(B.2.1.17.1.2) (May/June)**

1 The unadjusted order completion interval for May was 2.40 days compared to  
2 the retail analogue of 1.03 days. In June 2001, the unadjusted order  
3 completion interval was 2.32 days compared to the retail analogue of 0.86  
4 days. A root cause analysis for OCI for non-dispatched orders revealed that  
5 BellSouth was offering the same interval as “dispatched” orders for resale  
6 POTS. The programming for this correction is in the process of being  
7 updated.

8  
9 In addition to the appointment interval issue, OCI is adversely affected by  
10 LSRs for which CLECs request intervals beyond the offered interval and do  
11 not enter an “L” code on the order. When a CLEC requests an interval  
12 beyond the interval offered by BellSouth, the CLEC is supposed to enter an  
13 “L” code on the LSR. “L” coded orders are excluded from the OCI metrics.

14  
15 % Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non  
16 Dispatch (B.2.18.17.1.2) (June)

17 BellSouth missed 2 of the 1,126 orders scheduled for this sub-metric in June  
18 2001. The CLECs and BellSouth retail had over 99.8% of all orders  
19 completed as scheduled in June.

20  
21 Average Completion Notice Interval / LNP(Standalone) / < 10 Circuits / Non-  
22 Dispatch (B.2.21.17.1.2) (May/June)

1 The root cause analysis of these measures indicated that the only differences  
2 between the performance between BellSouth retail and CLECs are the  
3 mismatches found when the orders are compared with the original LSRs.  
4 The start of the completion interval is the point at which the technician  
5 completes the order, and the interval ends when the completion notice is  
6 sent. Any change to a name, number of items, etc., occurring during the  
7 provisioning process will generate inconsistencies with the original LSRs that  
8 must be resolved before a final completion notice can be sent. Any time to  
9 resolve these inconsistencies with the original LSRs is included in the  
10 average. Because of numerous CLEC changes and order updates,  
11 mismatches on CLECs orders exceed those for BellSouth retail orders.  
12 Combining this with the smaller base for the CLECs' measurement raises the  
13 average, which results in a miss.

14  
15 Disconnect Timeliness / LNP / < 10 Circuits (B.2.31.1) (May/June)

16 The Disconnect Timeliness measure is supposed to track the time it takes to  
17 disconnect a number in the central office switch after the message has been  
18 received from the Local Number Portability (LNP) Gateway that it is ready.  
19 However, this measurement does not track the relevant time to perform this  
20 function.

21  
22 On a great majority of LNP orders, BellSouth creates what is referred to as a  
23 "trigger" in conjunction with the order. This trigger gives the end user



1 customer the ability to make and receive calls from other customers who are  
2 served by the customer's host switch at the time of the LNP activation. This  
3 ability is not dependent upon BellSouth working a disconnect order in the  
4 central office switch. In other words, when a trigger is involved, an end user  
5 customer can receive calls from other customers served by the same host  
6 switch before the disconnect order is ever worked.

7

8 As it currently exists, Performance Measure P-11 does not recognize the  
9 importance of triggers and their effect on the LNP process. Rather, the  
10 current measure calculates the end time of the LNP activity as the processing  
11 of the actual disconnect order in the host switch, even though, from a  
12 customer's perspective, this activity is totally meaningless on most LNP  
13 orders. It is the activation of the LNP and the routing function accomplished  
14 by the LSMS that ultimately determines whether the end user is back in full  
15 service and is able to make and receive calls when a trigger is used in porting  
16 a telephone number. So, while BellSouth may be missing this measure, the  
17 actual impact on CLECs and their end users, for a great majority of the orders  
18 is minimal, or nonexistent.

19

20 BellSouth is pursuing a change in this measure that more accurately reflects  
21 the LNP process and its impacts on end users.

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**K. CHECKLIST ITEM 14 – RESALE**

BellSouth has met or exceeded the benchmarks/analogues for 82% of the resale metrics for May 2001 and 90% for June 2001. The details are delineated in Attachment 1A, Items A.1.1.1.1 through A.4.2.

**1. Resale Ordering Measures**

**FOC Timeliness**

For the month of May 2001, BellSouth processed approximately 9,972 Resale LSRs in Kentucky and met the relevant benchmark on 99% of all FOCs. Of the 9,972 LSRs, 8,842 were fully mechanized with 99% meeting the 3-hour benchmark, clearly exceeding the 95% target. In June 2001, BellSouth processed approximately 8,351 Resale LSRs and met the relevant benchmark on 99% of all FOCs. Of the 8,351 LSRs, 7,123 were fully mechanized with 99% meeting the 3-hour benchmark, clearly exceeding the 95% target. See Attachment 1A, Sections A.1.9 through A.1.13 for further details.

**Reject Interval**

During the month of May 2001, there were 1,411 rejected LSRs, either mechanically or manually processed, with 92% meeting the benchmark. The benchmark for electronic rejects is 97% within 1 hour. 62% of all orders were processed electronically, and 88% met the 1-hour benchmark. In June 2001, there were 1,155 rejected LSRs, either mechanically or manually processed,

1 with 97% meeting the benchmark. The benchmark for electronic rejects is  
2 97% within 1 hour. 56% of all orders were processed electronically, and 97%  
3 met the 1-hour benchmark. See Attachment 1A, Items A.1.4 through A.1.8 for  
4 further details.

5

6 The Ordering sub-metrics for which BellSouth did not meet the  
7 benchmarks/analogues for May and/or June 2001 were:

8

9 Reject Interval / Residence / Electronic (A.1.4.1) (May/June)

10 Reject Interval / Business / Electronic (A.1.4.2) (May)

11 The current benchmark for these two sub-metrics is  $\geq 97\%$  within one hour.  
12 With the implementation of May data BellSouth was directed to change the  
13 time stamp identification for the start and complete times of the interval for  
14 this measurement from the Local Exchange Ordering (LEO) System to the  
15 CLEC ordering interface system (TAG or EDI). With this change BellSouth  
16 was unable to identify multiple issues of the same version of the LSRs that  
17 may be rejected (fatal rejects), which should be excluded from the  
18 measurement. If there are multiple issues of the same version, the measure  
19 currently calculates the interval from the initial issue to the final issue of the  
20 LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's  
21 performance level is inappropriately understated. BellSouth is currently  
22 working to determine a fix for this issue.

23

1 BellSouth is conducting a detailed root cause analysis of the process for  
2 electronic rejects. This analysis addresses the ordering systems (EDI, TAG,  
3 and LENS) used by the CLECs and the back-end legacy applications, such  
4 as SOCS, that are accessed by the ordering systems.

5

6 Thus far, the analysis has determined that many of the LSRs that did not  
7 meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.

8 Between these hours the system is unable to process LSRs because of the  
9 back-end legacy systems are out of service. Such hours should be excluded  
10 from the measurement. BellSouth is currently reviewing the scheduled down  
11 time for all systems and how that down time affects the ordering capability of  
12 the CLECs.

13

14 FOC Timeliness / ISDN / Manual (A.1.13.6) (May)

15 There were only four orders in this sub-metric for May 2001 with BellSouth  
16 meeting the benchmark for three of them. Such a small universe does not  
17 produce a statistically conclusive benchmark comparison. BellSouth met or  
18 exceeded the benchmark for this sub-metric in June 2001.

19

20 FOC Reject & Response Completeness / Business / Electronic (A.1.14.2)

21 (May/June)

22 FOC Reject & Response Completeness / Design / Electronic (A.1.14.3)

23 (June)

- 1 FOC Reject & Response Completeness / Residence / Manual (A.1.16.1)  
2 (May)
- 3 FOC Reject & Response Completeness / Business / Manual (A.1.16.2)  
4 (May/June)
- 5 FOC Reject & Response Completeness / Business / Manual (A.1.16.3) (June)  
6 FOC Reject & Response Completeness / ISDN / Manual (A.1.16.6) (May)
- 7 FOC Reject & Response Completeness (Multiple Responses) / Residence /  
8 Partially Electronic (A.1.18.1) (May)
- 9 FOC Reject & Response Completeness (Multiple Responses) / Business /  
10 Partially Electronic (A.1.18.2) (May/June)
- 11 FOC Reject & Response Completeness (Multiple Responses) / Residence /  
12 Manual (A.1.19.1) (May/June)
- 13 FOC Reject & Response Completeness (Multiple Responses) / Business /  
14 Manual (A.1.19.2) (May/June)
- 15 FOC Reject & Response Completeness (Multiple Responses) / Design /  
16 Manual (A.1.19.3) (June)
- 17 FOC Reject & Response Completeness (Multiple Responses) / PBX / Manual  
18 (A.1.19.4) (June)
- 19 FOC Reject & Response Completeness (Multiple Responses) / ISDN /  
20 Manual (A.1.19.6) (June)
- 21 As indicated in Checklist Item 2, BellSouth has identified a coding issue for all  
22 rejections coded as “auto clarification.” This change will impact all FOC and

1 Reject Completeness measures that include auto clarification rejects.  
2 BellSouth continues to review the coding for this measure.

3

4 **2. Resale Provisioning Measures**

5

6 For the month of May 2001, BellSouth met or exceeded the benchmark or  
7 retail analogue for 86% of all resale provisioning measures. In June 2001,  
8 BellSouth met or exceeded the benchmark or retail analogue for 85% of all  
9 resale provisioning measures. The details supporting this percentage are  
10 delineated in Items A.2.1.1.1 through A.2.20.6.2.2 of Attachment 1A.

11

12 **Order Completion Interval**

13 As discussed Checklist Item 11, the failure to properly “L” code appropriate  
14 orders and the missed appointments for customer reasons negatively impacts  
15 the OCI measurements. The following are the sub-metrics for which  
16 BellSouth did not meet the retail analogue in May and/or June 2001:

17

18 Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch  
19 (A.2.1.1.1.2) (May/June)

20 The unadjusted order completion interval for May was 1.69 days compared to  
21 the retail analogue of 1.02 days. In June the unadjusted order completion  
22 interval was 0.97 days compared to the retail analogue of 0.85 days. As  
23 explained in the Order Completion Interval section for Checklist Item 11,

1 BellSouth has determined that non-dispatched orders were given the  
2 dispatched interval in error.

3

4 Order Completion Interval / Centrex / < 10 Circuits / Non-Dispatch  
5 (A.2.1.5.2.2) (May)

6 There were only three orders in this sub-metric for May 2001. The small  
7 universe for this measurement does not provide a statistically conclusive  
8 comparison to the retail analogue. BellSouth met or exceeded the retail  
9 analogue for this sub-metric in June 2001.

10

11 Other resale provisioning sub-metrics for which BellSouth did not meet the  
12 benchmark/retail analogue in May and/or June 2001 were:

13

14 % Jeopardy Notice >= 48 hours / Business / Mechanized (A.2.9.2) (May)

15 The calculations for this measure have been determined to be incorrect.

16

17 % Missed Installation Appointments / Design (Specials) / < 10 Circuits /  
18 Dispatch (A.2.11.3.1.1) (May)

19 There was only one order in this sub-metric for May 2001. The small  
20 universe for this measurement does not provide a statistically conclusive  
21 comparison with the retail analogue. BellSouth met or exceeded the retail  
22 analogue for this sub-metric in June 2001.

23

1 % Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch  
2 (A.2.12.2.1.1) (June)

3 There were a total of ten troubles reported for the 106 orders that completed  
4 in the 30 days prior to June 2001 for this sub-metric. Six of the ten reports  
5 were closed as either test OK or found OK. There was no systemic pattern to  
6 the remaining four troubles for June.

7

8 % Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Non Dispatch  
9 (A.2.12.5.1.2) (May)

10 There were only two orders in this sub-metric for May 2001. The small  
11 universe for this measurement does not provide a statistically conclusive  
12 comparison with the retail analogue. BellSouth met or exceeded the retail  
13 analogue for this sub-metric in June 2001.

14

15 Average Completion Notice Interval / Residence / < 10 Circuits / Dispatch  
16 Electronic (A.2.14.1.1.1) (May)

17 Average Completion Notice Interval / Residence / < 10 Circuits / Non-  
18 Dispatch Electronic (A.2.14.1.1.2) (May/June)

19 Average Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch  
20 Electronic (A.2.14.2.1.2) (June)

21 Average Completion Notice Interval / Centrex / >= 10 Circuits / Non-Dispatch  
22 Electronic (A.2.14.5.2.2) (June)



1 The root cause analysis of this measure indicated that the only differences  
2 between the BellSouth retail and CLEC data are the mismatches found when  
3 the orders are compared with the original LSRs. Any change to a name,  
4 number of items, etc., occurring during the provisioning process will generate  
5 inconsistencies with the original LSRs that must be resolved before a final  
6 completion notice can be sent. The start of the interval is the point at which  
7 the technician completes the order and the interval ends when the completion  
8 notice is sent. Any time to resolve these inconsistencies with the original  
9 LSRs is included in the average. Because of numerous CLEC changes and  
10 order updates, mismatches on CLEC orders exceed those for BellSouth retail  
11 orders. Combining this with the smaller base for the CLECs' measurement  
12 raises the average, which results in a miss.

13  
14 Service Order Accuracy / Residence / < 10 Circuits / Non Dispatch  
15 (A.2.25.1.1.2) (June)

16 BellSouth met the standard for 43 of the 48 orders reviewed in this sub-metric  
17 for June 2001. The 95% benchmark set a requirement of 46 based on the  
18 quantity of orders for this sub-metric. BellSouth continues to focus on this  
19 measurement.

20  
21 Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1)  
22 (May)

1 BellSouth met the standard for 39 of the 45 orders reviewed in this sub-metric  
2 for May 2001. The 95% benchmark set a requirement of 43 based on the  
3 quantity of orders for this sub-metric. BellSouth continues to focus on this  
4 measurement. BellSouth met or exceeded the benchmark for this sub-metric  
5 in June 2001.

6

7 Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1)  
8 (June)

9 BellSouth met the standard for 3 of the 5 orders reviewed in this sub-metric  
10 for June 2001. The small universe for this measurement does not provide a  
11 statistically conclusive comparison to the retail analogue.

12

13 Service Order Accuracy / Business / >= 10 Circuits / Non Dispatch  
14 (A.2.25.2.2.2) (June)

15 BellSouth met the standard for 3 of the 4 orders reviewed in this sub-metric  
16 for June 2001. The small universe for this measurement does not provide a  
17 statistically conclusive comparison to the retail analogue.

18

19 Service Order Accuracy / Design / < 10 Circuits / Dispatch (A.2.25.3.1.1)  
20 (June)

21 BellSouth met the standard for 1 of the 2 orders reviewed in this sub-metric  
22 for June 2001. . The small universe for this measurement does not provide a  
23 statistically conclusive comparison to the retail analogue.

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23

BellSouth met all other UNE provisioning measures for the sub-metrics included in this checklist item for May and June 2001.

**3. Resale Maintenance and Repair (M&R) Measures**

BellSouth met the relevant retail analogues for 86% of all the Resale Maintenance & Repair measurements in May 2001 and 93% in June 2001.

The sub-metrics for which BellSouth did not meet the retail analogues in May and/or June 2001 were:

% Missed Repair Appointments / Business / Non Dispatch (A.3.1.2.2) (May)

BellSouth missed 11 of the 50 appointments scheduled for this sub-metric in May 2001. All eleven of the appointments were associated with one customer's move to a new location that was scheduled as a non-dispatch move. Once the orders were completed, the customer reported problems with all eleven lines. Resolution turned out to be a multitude of issues at the premise location. BellSouth met or exceeded the retail analogue for this sub-metric in June 2001.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1) (June)

There were 537 reports out of an in service base of 19,449 or 2.76% for this sub-metric compared with 2.40% for the retail analogue in June 2001. There

1 were 80 reports associated with drop wires that either had not been buried  
2 after cutover or had not been cutover. Additional training for handling of  
3 requests and associated follow-up for drop wire procedures is being  
4 implemented. Also, 90 troubles were closed as found OK. Customer  
5 representatives will be covered on the proper screening techniques for CLEC  
6 troubles.

7

8 Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (May/June)

9 There were only 6 trouble reports for the 869 in service lines for this sub-  
10 metric in May 2001 and only 2 reports out of 807 lines in June 2001.  
11 BellSouth provided over 99.3% trouble free service for both retail and the  
12 CLECs for this sub-metric for the month of May and 99.75% in June. When  
13 BellSouth provisions high quality service coupled with very large universe  
14 sizes, it can cause an apparent out of equity condition from a quantitative  
15 viewpoint. In these cases, there is very little variation and the universe size  
16 is so large that the Z-test becomes overly sensitive to any difference. In other  
17 words, the statistical test shows that the measurement does not meet the  
18 fixed critical value when compared with the retail analogue, but BellSouth's  
19 actual performance for both CLECs and its own retail operations is at a very  
20 high level – often 98% or 99%. From a practical point of view, the CLECs'  
21 ability to compete has not been hindered even though the statistical results  
22 may technically show that BellSouth failed to meet the benchmark/analogue.

23

1 Customer Trouble Report Rate / PBX / Non Dispatch (A.3.2.4.2) (May)

2 There were only 4 trouble reports for the 869 in service lines for this sub-  
3 metric in May 2001. BellSouth provided over 99.5% trouble free service for  
4 both retail and the CLECs for this sub-metric for the month of May. When  
5 BellSouth provisions high quality service coupled with very large universe  
6 sizes, it can cause an apparent out of equity condition from a quantitative  
7 viewpoint. In these cases, there is very little variation and the universe size  
8 is so large that the Z-test becomes overly sensitive to any difference. In other  
9 words, the statistical test shows that the measurement does not meet the  
10 fixed critical value when compared with the retail analogue, but BellSouth's  
11 actual performance for both CLECs and its own retail operations is at a very  
12 high level – often 98% or 99%. From a practical point of view, the CLECs'  
13 ability to compete has not been hindered even though the statistical results  
14 may technically show that BellSouth failed to meet the benchmark/analogue.

15  
16 Maintenance Average Duration / Centrex / Non Dispatch (A.3.3.5.2) (May)

17 There was only one trouble report for this sub-metric in May 2001. The small  
18 universe for this measurement does not provide a statistically conclusive  
19 comparison with the retail analogue.

20  
21 % Repeat Troubles within 30 days / Business / Non Dispatch (A.3.4.2.2)

22 (June)

1 There were a total of 15 repeat reports out of the 57 troubles reported for this  
2 sub-metric in June 2001. Of the 15 repeat reports, 9 were closed as test OK.  
3 There were 5 reports closed to line translation issues and 1 was a follow-up  
4 report within the same day. No patterns to the original reports were found  
5 during this analysis.

6

7 % Repeat Troubles within 30 days / PBX / Dispatch (A.3.4.4.1) (May)

8 There were only six trouble reports for this sub-metric in May 2001. The  
9 small universe for this measurement does not provide a statistically  
10 conclusive comparison with the retail analogue. BellSouth met or exceeded  
11 the retail analogue for this sub-metric in June 2001.

12

13 % Repeat Troubles within 30 days / PBX / Non Dispatch (A.3.4.4.2) (May)

14 There were four trouble reports for this sub-metric in May 2001. The small  
15 universe for this measurement does not provide a statistically conclusive  
16 comparison with the retail analogue.

17

18 % Repeat Troubles within 30 days / Centrex / Non Dispatch (A.3.4.5.2) (May)

19 There was only one trouble report for this sub-metric in May 2001. The small  
20 universe for this measurement does not provide a statistically conclusive  
21 comparison with the retail analogue.

22

23

**III. Summary**

1 As stated in the Introduction to the Analysis of Performance Measurements  
2 section, BellSouth met or exceeded the criteria for 414 of the 487 sub-metrics  
3 (85%) for which there was CLEC activity in May 2001 and 368 of 425 sub-  
4 metrics (87%) in June 2001.

5

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>Resale - Ordering</b>									
<b>% Rejected Service Requests - Mechanized</b>									
A.1.1.1	O-7 Residence/KY (%)	Diagnostic		7.52%	7,676				Diagnostic
A.1.1.2	O-7 Business/KY (%)	Diagnostic		22.01%	318				Diagnostic
A.1.1.3	O-7 Design (Specials)/KY (%)	Diagnostic		0.00%	2				Diagnostic
A.1.1.4	O-7 PBX/KY (%)	Diagnostic							Diagnostic
A.1.1.5	O-7 Centrex/KY (%)	Diagnostic							Diagnostic
A.1.1.6	O-7 ISDN/KY (%)	Diagnostic							Diagnostic
<b>% Rejected Service Requests - Partially Mechanized</b>									
A.1.2.1	O-7 Residence/KY (%)	Diagnostic		27.79%	1,112				Diagnostic
A.1.2.2	O-7 Business/KY (%)	Diagnostic		34.52%	336				Diagnostic
A.1.2.3	O-7 Design (Specials)/KY (%)	Diagnostic		25.00%	4				Diagnostic
A.1.2.4	O-7 PBX/KY (%)	Diagnostic							Diagnostic
A.1.2.5	O-7 Centrex/KY (%)	Diagnostic							Diagnostic
A.1.2.6	O-7 ISDN/KY (%)	Diagnostic							Diagnostic
<b>% Rejected Service Requests - Non-Mechanized</b>									
A.1.3.1	O-7 Residence/KY (%)	Diagnostic		35.63%	87				Diagnostic
A.1.3.2	O-7 Business/KY (%)	Diagnostic		54.93%	71				Diagnostic
A.1.3.3	O-7 Design (Specials)/KY (%)	Diagnostic		35.71%	14				Diagnostic
A.1.3.4	O-7 PBX/KY (%)	Diagnostic		75.00%	4				Diagnostic
A.1.3.5	O-7 Centrex/KY (%)	Diagnostic		33.33%	3				Diagnostic
A.1.3.6	O-7 ISDN/KY (%)	Diagnostic		60.00%	5				Diagnostic
<b>Reject Interval - Mechanized</b>									
A.1.4.1	O-8 Residence/KY (%)	>= 97% w in 1 hr		96.36%	577				NO
A.1.4.2	O-8 Business/KY (%)	>= 97% w in 1 hr		98.57%	70				YES
A.1.4.3	O-8 Design (Specials)/KY (%)	>= 97% w in 1 hr							
A.1.4.4	O-8 PBX/KY (%)	>= 97% w in 1 hr							
A.1.4.5	O-8 Centrex/KY (%)	>= 97% w in 1 hr							
A.1.4.6	O-8 ISDN/KY (%)	>= 97% w in 1 hr							
<b>Reject Interval - Partially Mechanized - 24 hours</b>									
A.1.5.1	O-8 Residence/KY (%)	>= 85% w in 24 hrs		<i>This data not applicable after 5-1-2001, see below</i>					
A.1.5.2	O-8 Business/KY (%)	>= 85% w in 24 hrs		<i>This data not applicable after 5-1-2001, see below</i>					
A.1.5.3	O-8 Design (Specials)/KY (%)	>= 85% w in 24 hrs		<i>This data not applicable after 5-1-2001, see below</i>					
A.1.5.4	O-8 PBX/KY (%)	>= 85% w in 24 hrs		<i>This data not applicable after 5-1-2001, see below</i>					
A.1.5.5	O-8 Centrex/KY (%)	>= 85% w in 24 hrs		<i>This data not applicable after 5-1-2001, see below</i>					
A.1.5.6	O-8 ISDN/KY (%)	>= 85% w in 24 hrs		<i>This data not applicable after 5-1-2001, see below</i>					
<b>Reject Interval - Partially Mechanized - 18 hours</b>									
A.1.6.1	O-8 Residence/KY (%)	>= 85% w in 18 hrs		97.41%	309				YES
A.1.6.2	O-8 Business/KY (%)	>= 85% w in 18 hrs		100.00%	116				YES
A.1.6.3	O-8 Design (Specials)/KY (%)	>= 85% w in 18 hrs		100.00%	1				YES
A.1.6.4	O-8 PBX/KY (%)	>= 85% w in 18 hrs							
A.1.6.5	O-8 Centrex/KY (%)	>= 85% w in 18 hrs							
A.1.6.6	O-8 ISDN/KY (%)	>= 85% w in 18 hrs							
<b>Reject Interval - Non-Mechanized</b>									
A.1.8.1	O-8 Residence/KY (%)	>= 85% w in 24 hrs		100.00%	31				YES
A.1.8.2	O-8 Business/KY (%)	>= 85% w in 24 hrs		100.00%	39				YES
A.1.8.3	O-8 Design (Specials)/KY (%)	>= 85% w in 24 hrs		100.00%	5				YES
A.1.8.4	O-8 PBX/KY (%)	>= 85% w in 24 hrs		100.00%	3				YES
A.1.8.5	O-8 Centrex/KY (%)	>= 85% w in 24 hrs		100.00%	1				YES
A.1.8.6	O-8 ISDN/KY (%)	>= 85% w in 24 hrs		100.00%	3				YES
<b>FOC Timeliness - Mechanized</b>									
A.1.9.1	O-9 Residence/KY (%)	>= 95% w in 3 hrs		99.37%	6,937				YES
A.1.9.2	O-9 Business/KY (%)	>= 95% w in 3 hrs		100.00%	186				YES



**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.9.3	O-9 Design (Specials)/KY (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9 PBX/KY (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9 Centrex/KY (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9 ISDN/KY (%)	>= 95% w in 3 hrs								
<b>FOC Timeliness - Partially Mechanized</b>										
A.1.10.1	O-9 Residence/KY (%)	>= 85% w in 36 hrs	<i>This data not applicable after 5-1-2001, see below</i>							
A.1.10.2	O-9 Business/KY (%)	>= 85% w in 36 hrs	<i>This data not applicable after 5-1-2001, see below</i>							
A.1.10.3	O-9 Design (Specials)/KY (%)	>= 85% w in 36 hrs	<i>This data not applicable after 5-1-2001, see below</i>							
A.1.10.4	O-9 PBX/KY (%)	>= 85% w in 36 hrs	<i>This data not applicable after 5-1-2001, see below</i>							
A.1.10.5	O-9 Centrex/KY (%)	>= 85% w in 36 hrs	<i>This data not applicable after 5-1-2001, see below</i>							
A.1.10.6	O-9 ISDN/KY (%)	>= 85% w in 36 hrs	<i>This data not applicable after 5-1-2001, see below</i>							
<b>FOC Timeliness - Partially Mechanized - 18 hours</b>										
A.1.11.1	O-9 Residence/KY (%)	>= 85% w in 18 hrs			94.77%	879				YES
A.1.11.2	O-9 Business/KY (%)	>= 85% w in 18 hrs			96.27%	241				YES
A.1.11.3	O-9 Design (Specials)/KY (%)	>= 85% w in 18 hrs			100.00%	3				YES
A.1.11.4	O-9 PBX/KY (%)	>= 85% w in 18 hrs								
A.1.11.5	O-9 Centrex/KY (%)	>= 85% w in 18 hrs								
A.1.11.6	O-9 ISDN/KY (%)	>= 85% w in 18 hrs								
<b>FOC Timeliness - Non-Mechanized</b>										
A.1.13.1	O-9 Residence/KY (%)	>= 85% w in 36 hrs			98.15%	54				YES
A.1.13.2	O-9 Business/KY (%)	>= 85% w in 36 hrs			100.00%	37				YES
A.1.13.3	O-9 Design (Specials)/KY (%)	>= 85% w in 36 hrs			100.00%	5				YES
A.1.13.4	O-9 PBX/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.5	O-9 Centrex/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.6	O-9 ISDN/KY (%)	>= 85% w in 36 hrs			100.00%	7				YES
<b>FOC &amp; Reject Response Completeness - Mechanized</b>										
A.1.14.1	O-11 Residence/KY (%)	>= 95%			97.86%	7,676				YES
A.1.14.2	O-11 Business/KY (%)	>= 95%			80.50%	318				NO
A.1.14.3	O-11 Design (Specials)/KY (%)	>= 95%			0.00%	2				NO
A.1.14.4	O-11 PBX/KY (%)	>= 95%								
A.1.14.5	O-11 Centrex/KY (%)	>= 95%								
A.1.14.6	O-11 ISDN/KY (%)	>= 95%								
<b>FOC &amp; Reject Response Completeness - Partially Mechanized</b>										
A.1.15.1	O-11 Residence/KY (%)	>= 95%			100.00%	1,112				YES
A.1.15.2	O-11 Business/KY (%)	>= 95%			100.00%	336				YES
A.1.15.3	O-11 Design (Specials)/KY (%)	>= 95%			100.00%	4				YES
A.1.15.4	O-11 PBX/KY (%)	>= 95%								
A.1.15.5	O-11 Centrex/KY (%)	>= 95%								
A.1.15.6	O-11 ISDN/KY (%)	>= 95%								
<b>FOC &amp; Reject Response Completeness - Non-Mechanized</b>										
A.1.16.1	O-11 Residence/KY (%)	>= 95%			98.20%	111				YES
A.1.16.2	O-11 Business/KY (%)	>= 95%			94.25%	87				NO
A.1.16.3	O-11 Design (Specials)/KY (%)	>= 95%			89.47%	19				NO
A.1.16.4	O-11 PBX/KY (%)	>= 95%			100.00%	6				YES
A.1.16.5	O-11 Centrex/KY (%)	>= 95%			100.00%	2				YES
A.1.16.6	O-11 ISDN/KY (%)	>= 95%			100.00%	10				YES
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Mechanized</b>										
A.1.17.1	O-11 Residence/KY (%)	>= 95%			100.00%	7,512				YES
A.1.17.2	O-11 Business/KY (%)	>= 95%			100.00%	256				YES
A.1.17.3	O-11 Design (Specials)/KY (%)	>= 95%								
A.1.17.4	O-11 PBX/KY (%)	>= 95%								
A.1.17.5	O-11 Centrex/KY (%)	>= 95%								
A.1.17.6	O-11 ISDN/KY (%)	>= 95%								
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Partially Mechanized</b>										
A.1.18.1	O-11 Residence/KY (%)	>= 95%			96.22%	1,112				YES
A.1.18.2	O-11 Business/KY (%)	>= 95%			94.64%	336				NO

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.3	O-11 Design (Specials)/KY (%)	>= 95%			100.00%	4				YES
A.1.18.4	O-11 PBX/KY (%)	>= 95%								
A.1.18.5	O-11 Centrex/KY (%)	>= 95%								
A.1.18.6	O-11 ISDN/KY (%)	>= 95%								

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

A.1.19.1	O-11 Residence/KY (%)	>= 95%			90.83%	109				NO
A.1.19.2	O-11 Business/KY (%)	>= 95%			91.46%	82				NO
A.1.19.3	O-11 Design (Specials)/KY (%)	>= 95%			88.24%	17				NO
A.1.19.4	O-11 PBX/KY (%)	>= 95%			83.33%	6				NO
A.1.19.5	O-11 Centrex/KY (%)	>= 95%			100.00%	2				YES
A.1.19.6	O-11 ISDN/KY (%)	>= 95%			90.00%	10				NO

**Resale - Provisioning**

**Order Completion Interval**

A.2.1.1.1.1	P-4 Residence/<10 circuits/Dispatch/KY (days)	Res	6.58	4,859	5.43	257	8.654	0.55390	2.0731	YES
A.2.1.1.1.2	P-4 Residence/<10 circuits/Non-Dispatch/KY (days)	Res	0.85	106,605	0.97	4,539	0.974	0.01476	-8.5535	NO
A.2.1.1.2.1	P-4 Residence/>=10 circuits/Dispatch/KY (days)	Res	4.31	14	5.00	1	1.681	1.73959	-0.3971	YES
A.2.1.1.2.2	P-4 Residence/>=10 circuits/Non-Dispatch/KY (days)	Res								
A.2.1.2.1.1	P-4 Business/<10 circuits/Dispatch/KY (days)	Bus	3.17	3,522	1.75	57	8.139	1.08674	1.3001	YES
A.2.1.2.1.2	P-4 Business/<10 circuits/Non-Dispatch/KY (days)	Bus	1.23	4,921	0.73	187	3.104	0.23127	2.1591	YES
A.2.1.2.2.1	P-4 Business/>=10 circuits/Dispatch/KY (days)	Bus	12.29	34			14.440			
A.2.1.2.2.2	P-4 Business/>=10 circuits/Non-Dispatch/KY (days)	Bus								
A.2.1.3.1.1	P-4 Design (Specials)/<10 circuits/Dispatch/KY (days)	Design	22.85	877	0.33	2	28.270	20.01276	1.1253	YES
A.2.1.3.1.2	P-4 Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design	2.96	1,464	0.65	173	8.659	0.69615	3.3286	YES
A.2.1.3.2.1	P-4 Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design	3.00	2			2.309			
A.2.1.3.2.2	P-4 Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Design	0.33	1			0.000			
A.2.1.4.1.1	P-4 PBX/<10 circuits/Dispatch/KY (days)	PBX	25.08	13			51.388			
A.2.1.4.1.2	P-4 PBX/<10 circuits/Non-Dispatch/KY (days)	PBX	2.99	74	3.58	4	4.091	2.10026	-0.2800	YES
A.2.1.4.2.1	P-4 PBX/>=10 circuits/Dispatch/KY (days)	PBX								
A.2.1.4.2.2	P-4 PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX	2.50	8			4.891			
A.2.1.5.1.1	P-4 Centrex/<10 circuits/Dispatch/KY (days)	Centrex	33.79	239			39.656			
A.2.1.5.1.2	P-4 Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex	4.92	367	1.78	3	15.778	9.14676	0.3441	YES
A.2.1.5.2.1	P-4 Centrex/>=10 circuits/Dispatch/KY (days)	Centrex	4.89	19			4.171			
A.2.1.5.2.2	P-4 Centrex/>=10 circuits/Non-Dispatch/KY (days)	Centrex	5.20	10	2.50	2	4.764	3.69010	0.7317	YES
A.2.1.6.1.1	P-4 ISDN/<10 circuits/Dispatch/KY (days)	ISDN	33.99	182	3.00	1	31.647	31.73422	0.9767	YES
A.2.1.6.1.2	P-4 ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN	3.31	76	1.67	5	9.236	4.26422	0.3865	YES
A.2.1.6.2.1	P-4 ISDN/>=10 circuits/Dispatch/KY (days)	ISDN								
A.2.1.6.2.2	P-4 ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN								

**Held Orders**

A.2.2.1.1.1	P-1 Residence/<10 circuits/Facility/KY (days)	Res	24.82	110			27.536			
A.2.2.1.1.2	P-1 Residence/<10 circuits/Equipment/KY (days)	Res								
A.2.2.1.1.3	P-1 Residence/<10 circuits/Other/KY (days)	Res	2.22	9			0.833			
A.2.2.1.2.1	P-1 Residence/>=10 circuits/Facility/KY (days)	Res								
A.2.2.1.2.2	P-1 Residence/>=10 circuits/Equipment/KY (days)	Res								
A.2.2.1.2.3	P-1 Residence/>=10 circuits/Other/KY (days)	Res								
A.2.2.2.1.1	P-1 Business/<10 circuits/Facility/KY (days)	Bus	30.06	16	46.00	1	56.507	58.24567	-0.2736	YES
A.2.2.2.1.2	P-1 Business/<10 circuits/Equipment/KY (days)	Bus								
A.2.2.2.1.3	P-1 Business/<10 circuits/Other/KY (days)	Bus								
A.2.2.2.2.1	P-1 Business/>=10 circuits/Facility/KY (days)	Bus	117.00	1			0.000			
A.2.2.2.2.2	P-1 Business/>=10 circuits/Equipment/KY (days)	Bus								
A.2.2.2.2.3	P-1 Business/>=10 circuits/Other/KY (days)	Bus								
A.2.2.3.1.1	P-1 Design (Specials)/<10 circuits/Facility/KY (days)	Design	33.00	1			0.000			
A.2.2.3.1.2	P-1 Design (Specials)/<10 circuits/Equipment/KY (days)	Design								
A.2.2.3.1.3	P-1 Design (Specials)/<10 circuits/Other/KY (days)	Design	26.50	8			23.531			
A.2.2.3.2.1	P-1 Design (Specials)/>=10 circuits/Facility/KY (days)	Design								
A.2.2.3.2.2	P-1 Design (Specials)/>=10 circuits/Equipment/KY (days)	Design								
A.2.2.3.2.3	P-1 Design (Specials)/>=10 circuits/Other/KY (days)	Design								
A.2.2.4.1.1	P-1 PBX/<10 circuits/Facility/KY (days)	PBX								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.4.1.2	P-1 PBX/<10 circuits/Equipment/KY (days)	PBX								
A.2.2.4.1.3	P-1 PBX/<10 circuits/Other/KY (days)	PBX								
A.2.2.4.2.1	P-1 PBX/>=10 circuits/Facility/KY (days)	PBX								
A.2.2.4.2.2	P-1 PBX/>=10 circuits/Equipment/KY (days)	PBX								
A.2.2.4.2.3	P-1 PBX/>=10 circuits/Other/KY (days)	PBX								
A.2.2.5.1.1	P-1 Centrex/<10 circuits/Facility/KY (days)	Centrex								
A.2.2.5.1.2	P-1 Centrex/<10 circuits/Equipment/KY (days)	Centrex								
A.2.2.5.1.3	P-1 Centrex/<10 circuits/Other/KY (days)	Centrex								
A.2.2.5.2.1	P-1 Centrex/>=10 circuits/Facility/KY (days)	Centrex								
A.2.2.5.2.2	P-1 Centrex/>=10 circuits/Equipment/KY (days)	Centrex								
A.2.2.5.2.3	P-1 Centrex/>=10 circuits/Other/KY (days)	Centrex								
A.2.2.6.1.1	P-1 ISDN/<10 circuits/Facility/KY (days)	ISDN								
A.2.2.6.1.2	P-1 ISDN/<10 circuits/Equipment/KY (days)	ISDN								
A.2.2.6.1.3	P-1 ISDN/<10 circuits/Other/KY (days)	ISDN								
A.2.2.6.2.1	P-1 ISDN/>=10 circuits/Facility/KY (days)	ISDN								
A.2.2.6.2.2	P-1 ISDN/>=10 circuits/Equipment/KY (days)	ISDN								
A.2.2.6.2.3	P-1 ISDN/>=10 circuits/Other/KY (days)	ISDN								
<b>% Jeopardies - Mechanized</b>										
A.2.4.1	P-2 Residence/KY (%)	Res	0.53%	118,912	0.32%	5,310		0.00101	2.0257	YES
A.2.4.2	P-2 Business/KY (%)	Bus	2.21%	8,701	0.62%	322		0.00834	1.9019	YES
A.2.4.3	P-2 Design (Specials)/KY (%)	Design	7.72%	2,682	0.00%	199		0.01961	3.9362	YES
A.2.4.4	P-2 PBX/KY (%)	PBX	3.74%	107	0.00%	2		0.13539	0.2761	YES
A.2.4.5	P-2 Centrex/KY (%)	Centrex	1.38%	654	0.00%	2		0.08250	0.1668	YES
A.2.4.6	P-2 ISDN/KY (%)	ISDN	4.61%	803	16.67%	6		0.08591	-1.4037	YES
<b>% Jeopardies - Non-Mechanized</b>										
A.2.5.1	P-2 Residence/KY (%)	Diagnostic			2.94%	68				Diagnostic
A.2.5.2	P-2 Business/KY (%)	Diagnostic			0.00%	21				Diagnostic
A.2.5.3	P-2 Design (Specials)/KY (%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.4	P-2 PBX/KY (%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.5	P-2 Centrex/KY (%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.6	P-2 ISDN/KY (%)	Diagnostic			0.00%	1				Diagnostic
<b>Average Jeopardy Notice Interval - Mechanized</b>										
A.2.7.1	P-2 Residence/KY (hours)	>= 48 hrs			256.94	17				YES
A.2.7.2	P-2 Business/KY (hours)	>= 48 hrs			96.00	2				YES
A.2.7.3	P-2 Design (Specials)/KY (hours)	>= 48 hrs								
A.2.7.4	P-2 PBX/KY (hours)	>= 48 hrs								
A.2.7.5	P-2 Centrex/KY (hours)	>= 48 hrs								
A.2.7.6	P-2 ISDN/KY (hours)	>= 48 hrs			72.00	1				YES
<b>Average Jeopardy Notice Interval - Non-Mechanized</b>										
A.2.8.1	P-2 Residence/KY (hours)	Diagnostic			60.00	2				Diagnostic
A.2.8.2	P-2 Business/KY (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2 Design (Specials)/KY (hours)	Diagnostic								Diagnostic
A.2.8.4	P-2 PBX/KY (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2 Centrex/KY (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2 ISDN/KY (hours)	Diagnostic								Diagnostic
<b>% Jeopardy Notice &gt;= 48 hours - Mechanized</b>										
A.2.9.1	P-2 Residence/KY (%)	95% >= 48 hrs								
A.2.9.2	P-2 Business/KY (%)	95% >= 48 hrs			100.00%	2				YES
A.2.9.3	P-2 Design (Specials)/KY (%)	95% >= 48 hrs								
A.2.9.4	P-2 PBX/KY (%)	95% >= 48 hrs								
A.2.9.5	P-2 Centrex/KY (%)	95% >= 48 hrs								
A.2.9.6	P-2 ISDN/KY (%)	95% >= 48 hrs								
<b>% Jeopardy Notice &gt;= 48 hours - Non-Mechanized</b>										
A.2.10.1	P-2 Residence/KY (%)	Diagnostic			94.12%	17				Diagnostic
A.2.10.2	P-2 Business/KY (%)	Diagnostic								Diagnostic
A.2.10.3	P-2 Design (Specials)/KY (%)	Diagnostic								Diagnostic
A.2.10.4	P-2 PBX/KY (%)	Diagnostic								Diagnostic

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A.2.10.5	P-2	Centrex/KY (%)
A.2.10.6	P-2	ISDN/KY (%)

**% Missed Installation Appointments**

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY (%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY (%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY (%)
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/KY (%)
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY (%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY (%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY (%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY (%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)

**% Provisioning Troubles within 30 Days**

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY (%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY (%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY (%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY (%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY (%)
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/KY (%)
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY (%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY (%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY (%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY (%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY (%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY (%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY (%)
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)

**Average Completion Notice Interval - Mechanized**

A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)

**Benchmark / Analog**

Diagnostic  
Diagnostic

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

Res	12.45%	5,741	4.86%	288		0.01994	3.8081	YES
Res	0.04%	112,894	0.06%	5,098		0.00028	-0.7031	YES
Res	0.00%	15	0.00%	1		0.00000		YES
Res								
Bus	2.80%	3,649	3.75%	80		0.01863	-0.5125	YES
Bus	0.20%	4,950	0.00%	260		0.00286	0.7071	YES
Bus	5.13%	39						
Bus								
Design	5.30%	886	0.00%	27		0.04379	1.2115	YES
Design	0.00%	1,467	0.00%	174		0.00000		YES
Design	0.00%	2						
Design	0.00%	2						
PBX	6.25%	16						
PBX	0.00%	77	0.00%	5		0.00000		YES
PBX								
PBX	0.00%	9	0.00%	2		0.00000		YES
Centrex	1.66%	241						
Centrex	0.26%	379	0.00%	3		0.02973	0.0887	YES
Centrex	5.00%	20						
Centrex	0.00%	14	0.00%	3		0.00000		YES
ISDN	3.14%	191	0.00%	1		0.17489	0.1796	YES
ISDN	1.30%	77	0.00%	7		0.04470	0.2906	YES
ISDN								
ISDN								

Res	9.60%	6,023	10.69%	290		0.01771	-0.6173	YES
Res	3.47%	111,303	3.42%	6,411		0.00235	0.2213	YES
Res	7.69%	13						
Res	0.00%	2						
Bus	3.90%	3,970	9.43%	106		0.01906	-2.9007	NO
Bus	3.81%	6,117	4.62%	238		0.01265	-0.6427	YES
Bus	0.00%	21						
Bus	0.00%	5						
Design	2.72%	771	0.00%	1		0.16288	0.1672	YES
Design	0.00%	99	0.00%	1		0.00000		YES
Design								
Design								
PBX	0.00%	27	0.00%	1		0.00000		YES
PBX	1.20%	83	0.00%	8		0.04039	0.2983	YES
PBX	0.00%	2						
PBX	0.00%	9	0.00%	2		0.00000		YES
Centrex	0.78%	129						
Centrex	1.56%	256	0.00%	2		0.08804	0.1775	YES
Centrex	0.00%	15						
Centrex	0.00%	10	0.00%	3		0.00000		YES
ISDN	0.00%	109	0.00%	2		0.00000		YES
ISDN	0.00%	90	0.00%	4		0.00000		YES
ISDN								
ISDN								

Res	2.85	4,337	2.97	270	14.500	0.90951	-0.1304	YES
Res	1.17	92,183	1.54	4,540	7.267	0.11047	-3.3265	NO
Res	0.01	13	0.00	1	0.013	0.01339	0.9768	YES
Res								
Bus	3.23	1,301	2.72	71	21.179	2.58118	0.2003	YES
Bus	1.21	3,403	5.11	189	12.014	0.89784	-4.3434	NO







**BellSouth Monthly State Summary**  
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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)			3.75	4				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)			5.50	2				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)								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)			3.00	1				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)								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)			10.00	1				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)			6.50	2				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic

**Service Order Accuracy**

A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY (%)	>= 95%							
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY (%)	>= 95%		89.58%	48				NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY (%)	>= 95%							
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY (%)	>= 95%							
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY (%)	>= 95%		100.00%	5				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY (%)	>= 95%		100.00%	60				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY (%)	>= 95%		60.00%	5				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY (%)	>= 95%		75.00%	4				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%		50.00%	2				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%							
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%							
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%							

**Resale - Maintenance and Repair**

**Missed Repair Appointments**

A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)	Res	10.28%	19,906	8.94%	537	0.01328	1.0124	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)	Res	1.94%	8,888	0.75%	133	0.01203	0.9833	YES
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)	Bus	8.24%	2,755	3.97%	126	0.02505	1.7051	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)	Bus	2.59%	1,351	1.75%	57	0.02148	0.3893	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)	Design	1.74%	516	0.00%	8	0.04664	0.3740	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)	Design	0.37%	545	0.00%	1	0.06052	0.0606	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)	PBX	9.09%	11	0.00%	2	0.22099	0.4114	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)	PBX	0.00%	22					
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)	Centrex	7.60%	171	0.00%	3	0.15435	0.4925	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex	2.20%	91					
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)	ISDN	5.26%	57					
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN	1.06%	94					

**Customer Trouble Report Rate**

A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)	Res	2.40%	830,150	2.76%	19,449	0.00112	-3.2332	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)	Res	1.07%	830,150	0.68%	19,449	0.00075	5.1534	YES
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)	Bus	1.33%	207,465	1.35%	9,345	0.00122	-0.1672	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)	Bus	0.65%	207,465	0.61%	9,345	0.00085	0.4833	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)	Design	0.35%	147,494	0.56%	1,428	0.00157	-1.3376	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)	Design	0.37%	147,494	0.07%	1,428	0.00162	1.8528	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)	PBX	0.05%	24,279	0.25%	807	0.00076	-2.6591	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)	PBX	0.09%	24,279					
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)	Centrex	0.32%	53,012	0.44%	685	0.00218	-0.5283	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex	0.17%	53,012					
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)	ISDN	1.00%	5,705	0.00%	177	0.00763	1.3097	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN	1.65%	5,705					

**Maintenance Average Duration**



**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)	Res	27.53	19,906	23.54	537	31.420	1.37403	2.9009	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)	Res	11.62	8,888	6.31	133	19.589	1.71123	3.1059	YES
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)	Bus	10.93	2,755	9.37	126	14.152	1.28925	1.2043	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)	Bus	4.69	1,351	3.03	57	10.920	1.47664	1.1219	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)	Design	5.53	516	5.51	8	22.720	8.09483	0.0033	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)	Design	2.08	545	16.00	1	11.650	11.66038	-1.1939	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)	PBX	7.63	11	13.63	2	6.763	5.19838	-1.1551	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)	PBX	3.79	22			6.284			
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)	Centrex	9.89	171	8.41	3	12.790	7.44869	0.1981	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex	4.99	91			6.844			
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)	ISDN	9.20	57			10.670			
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN	2.30	94			3.727			
<b>% Repeat Troubles within 30 Days</b>											
A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)	Res	23.17%	19,906	19.74%	537		0.01845	1.8588	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)	Res	18.64%	8,888	22.56%	133		0.03402	-1.1502	YES
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)	Bus	19.09%	2,755	16.67%	126		0.03581	0.6775	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)	Bus	15.62%	1,351	26.32%	57		0.04909	-2.1793	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)	Design	43.80%	516	50.00%	8		0.17677	-0.3508	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)	Design	48.07%	545	0.00%	1		0.50009	0.9613	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)	PBX	27.27%	11	0.00%	2		0.34235	0.7966	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)	PBX	0.00%	22						
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)	Centrex	18.13%	171	0.00%	3		0.22437	0.8080	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex	12.09%	91						
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)	ISDN	31.58%	57						
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	24.47%	94						
<b>Out of Service &gt; 24 hours</b>											
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res	13.16%	13,238	9.84%	376		0.01768	1.8772	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res	4.61%	2,714	4.88%	41		0.03298	-0.0826	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus	5.45%	1,559	0.00%	69		0.02793	1.9520	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus	2.71%	479	0.00%	18		0.03901	0.6957	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design	1.74%	516	0.00%	8		0.04664	0.3740	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design	0.37%	545	0.00%	1		0.06052	0.0606	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX	0.00%	5						
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX	0.00%	7						
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex	7.45%	94	0.00%	1		0.26392	0.2822	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex	0.00%	52						
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	ISDN	5.26%	57						
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	ISDN	1.06%	94						
<b>Resale - Billing</b>											
<b>Invoice Accuracy</b>											
A.4.1	B-1	KY (%)	BST - State	99.30%	\$95,363,982	99.64%	\$1,631,123		0.00007	-51.6929	YES
<b>Mean Time to Deliver Invoices - CRIS</b>											
A.4.2	RG	Region (business days)	BST - Region	3.72	1	3.18	1,791				YES





**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

B.1.8.2	O-8	Local Interoffice Transport/KY (%)
B.1.8.3	O-8	Loop + Port Combinations/KY (%)
B.1.8.4	O-8	Combo Other/KY (%)
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/KY (%)
B.1.8.7	O-8	Line Sharing/KY (%)
B.1.8.8	O-8	2W Analog Loop Design/KY (%)
B.1.8.9	O-8	2W Analog Loop Non-Design/KY (%)
B.1.8.10	O-8	2W Analog Loop w/INP Design/KY (%)
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)
B.1.8.12	O-14	2W Analog Loop w/LNP Design/KY (%)
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.8.14	O-8	Other Design/KY (%)
B.1.8.15	O-8	Other Non-Design/KY (%)
B.1.8.16	O-8	INP Standalone/KY (%)
B.1.8.17	O-14	LNP (Standalone)/KY (%)
B.1.8.18	O-8	Loops Non-Design/KY (%)
B.1.8.19	O-8	Loops Non-Design w/INP/KY (%)
B.1.8.20	O-14	Loops Non-Design w/LNP/KY (%)

**Benchmark / Analog**

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>= 85% w in 24 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	26				YES
		100.00%	4				YES
		100.00%	1				YES
		96.67%	30				YES
<i>Data included in B.1.8.19</i>							
		100.00%	1				YES
<i>Data included in B.1.8.20</i>							
		100.00%	26				YES
		92.31%	13				YES
		100.00%	29				YES
		100.00%	2				YES
		100.00%	6				YES

**FOC Timeliness - Mechanized**

B.1.9.1	O-9	Switch Ports/KY (%)
B.1.9.2	O-9	Local Interoffice Transport/KY (%)
B.1.9.3	O-9	Loop + Port Combinations/KY (%)
B.1.9.4	O-9	Combo Other/KY (%)
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/KY (%)
B.1.9.7	O-9	Line Sharing/KY (%)
B.1.9.8	O-9	2W Analog Loop Design/KY (%)
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.9.14	O-9	Other Design/KY (%)
B.1.9.15	O-9	Other Non-Design/KY (%)
B.1.9.16	O-9	INP Standalone/KY (%)
B.1.9.17	O-15	LNP Standalone/KY (%)

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		100.00%	1				YES
		99.84%	1,253				YES
		95.65%	23				YES
		100.00%	62				YES
		100.00%	1				YES
		99.84%	1,253				YES
		83.18%	321				NO

**FOC Timeliness - Partially Mechanized**

B.1.10.1	O-9	Switch Ports/KY (%)
B.1.10.2	O-9	Local Interoffice Transport/KY (%)
B.1.10.3	O-9	Loop + Port Combinations/KY (%)
B.1.10.4	O-9	Combo Other/KY (%)
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/KY (%)
B.1.10.7	O-9	Line Sharing/KY (%)
B.1.10.8	O-9	2W Analog Loop Design/KY (%)
B.1.10.9	O-9	2W Analog Loop Non-Design/KY (%)
B.1.10.10	O-9	2W Analog Loop w/INP Design/KY (%)
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)
B.1.10.12	O-15	2W Analog Loop w/LNP Design/KY (%)
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)
B.1.10.14	O-9	Other Design/KY (%)
B.1.10.15	O-9	Other Non-Design/KY (%)
B.1.10.16	O-9	INP Standalone/KY (%)
B.1.10.17	O-15	LNP Standalone/KY (%)

>= 85% w in 36 hrs  
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<i>This data not applicable after 5-1-2001, see below</i>							

**FOC Timeliness - Partially Mechanized - 18 hours**

B.1.11.1	O-9	Switch Ports/KY (%)
B.1.11.2	O-9	Local Interoffice Transport/KY (%)
B.1.11.3	O-9	Loop + Port Combinations/KY (%)

>= 85% w in 18 hrs  
>= 85% w in 18 hrs  
>= 85% w in 18 hrs

		97.68%	948				YES

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.11.4	O-9 Combo Other/KY (%)	>= 85% w in 18 hrs								
B.1.11.5	O-9 xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 18 hrs								
B.1.11.6	O-9 ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 18 hrs								
B.1.11.7	O-9 Line Sharing/KY (%)	>= 85% w in 18 hrs								
B.1.11.8	O-9 2W Analog Loop Design/KY (%)	>= 85% w in 18 hrs			87.50%	24				YES
B.1.11.9	O-9 2W Analog Loop Non-Design/KY (%)	>= 85% w in 18 hrs								
B.1.11.10	O-9 2W Analog Loop w/INP Design/KY (%)	>= 85% w in 18 hrs								
B.1.11.11	O-9 2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 18 hrs								
B.1.11.12	O-15 2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 18 hrs								
B.1.11.13	O-15 2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 18 hrs								
B.1.11.14	O-9 Other Design/KY (%)	>= 85% w in 18 hrs								
B.1.11.15	O-9 Other Non-Design/KY (%)	>= 85% w in 18 hrs			97.68%	948				YES
B.1.11.16	O-9 INP Standalone/KY (%)	>= 85% w in 18 hrs								
B.1.11.17	O-15 LNP Standalone/KY (%)	>= 85% w in 18 hrs			92.96%	341				YES
<b>FOC Timeliness - Non-Mechanized</b>										
B.1.13.1	O-9 Switch Ports/KY (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9 Local Interoffice Transport/KY (%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.3	O-9 Loop + Port Combinations/KY (%)	>= 85% w in 36 hrs			100.00%	48				YES
B.1.13.4	O-9 Combo Other/KY (%)	>= 85% w in 36 hrs								
B.1.13.5	O-9 xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 36 hrs			100.00%	26				YES
B.1.13.6	O-9 ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.7	O-9 Line Sharing/KY (%)	>= 85% w in 36 hrs			100.00%	11				YES
B.1.13.8	O-9 2W Analog Loop Design/KY (%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.9	O-9 2W Analog Loop Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	20				YES
B.1.13.10	O-9 2W Analog Loop w/INP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9 2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15 2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.13	O-15 2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.14	O-9 Other Design/KY (%)	>= 85% w in 36 hrs			100.00%	13				YES
B.1.13.15	O-9 Other Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	48				YES
B.1.13.16	O-9 INP Standalone/KY (%)	>= 85% w in 36 hrs								
B.1.13.17	O-15 LNP Standalone/KY (%)	>= 85% w in 36 hrs			84.87%	119				NO
<b>FOC &amp; Reject Response Completeness - Mechanized</b>										
B.1.14.1	O-11 Switch Ports/KY (%)	>= 95%								
B.1.14.2	O-11 Local Interoffice Transport/KY (%)	>= 95%			100.00%	1				YES
B.1.14.3	O-11 Loop + Port Combinations/KY (%)	>= 95%			89.13%	1,830				NO
B.1.14.4	O-11 Combo Other/KY (%)	>= 95%								
B.1.14.5	O-11 xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			83.33%	18				NO
B.1.14.6	O-11 ISDN Loop (UDN, UDC)/KY (%)	>= 95%								
B.1.14.7	O-11 Line Sharing/KY (%)	>= 95%								
B.1.14.8	O-11 2W Analog Loop Design/KY (%)	>= 95%			91.43%	105				NO
B.1.14.9	O-11 2W Analog Loop Non-Design/KY (%)	>= 95%								
B.1.14.10	O-11 2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.14.11	O-11 2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.14.12	O-11 2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.14.13	O-11 2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.14.14	O-11 Other Design/KY (%)	>= 95%			100.00%	1				YES
B.1.14.15	O-11 Other Non-Design/KY (%)	>= 95%			89.13%	1,830				NO
B.1.14.16	O-11 INP Standalone/KY (%)	>= 95%								
B.1.14.17	O-11 LNP Standalone/KY (%)	>= 95%			100.00%	49				YES
<b>FOC &amp; Reject Response Completeness - Partially Mechanized</b>										
B.1.15.1	O-11 Switch Ports/KY (%)	>= 95%								
B.1.15.2	O-11 Local Interoffice Transport/KY (%)	>= 95%								
B.1.15.3	O-11 Loop + Port Combinations/KY (%)	>= 95%			100.00%	1,317				YES
B.1.15.4	O-11 Combo Other/KY (%)	>= 95%								
B.1.15.5	O-11 xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%								
B.1.15.6	O-11 ISDN Loop (UDN, UDC)/KY (%)	>= 95%								
B.1.15.7	O-11 Line Sharing/KY (%)	>= 95%								
B.1.15.8	O-11 2W Analog Loop Design/KY (%)	>= 95%			100.00%	56				YES

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.15.9	O-11	2W Analog Loop Non-Design/KY (%)								
B.1.15.10	O-11	2W Analog Loop w/INP Design/KY (%)								
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)								
B.1.15.12	O-11	2W Analog Loop w/LNP Design/KY (%)								
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)								
B.1.15.14	O-11	Other Design/KY (%)								
B.1.15.15	O-11	Other Non-Design/KY (%)			100.00%	1,317				YES
B.1.15.16	O-11	INP Standalone/KY (%)								
B.1.15.17	O-11	LNP Standalone/KY (%)			100.00%	648				YES
<b>FOC &amp; Reject Response Completeness - Non-Mechanized</b>										
B.1.16.1	O-11	Switch Ports/KY (%)								
B.1.16.2	O-11	Local Interoffice Transport/KY (%)			100.00%	9				YES
B.1.16.3	O-11	Loop + Port Combinations/KY (%)			98.81%	84				YES
B.1.16.4	O-11	Combo Other/KY (%)								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)								
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)			100.00%	4				YES
B.1.16.7	O-11	Line Sharing/KY (%)			84.21%	19				NO
B.1.16.8	O-11	2W Analog Loop Design/KY (%)			100.00%	10				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)			100.00%	59				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/KY (%)								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/KY (%)			100.00%	4				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)								
B.1.16.14	O-11	Other Design/KY (%)			100.00%	13				YES
B.1.16.15	O-11	Other Non-Design/KY (%)			98.81%	84				YES
B.1.16.16	O-11	INP Standalone/KY (%)								
B.1.16.17	O-11	LNP Standalone/KY (%)			100.00%	146				YES
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Mechanized</b>										
B.1.17.1	O-11	Switch Ports/KY (%)								
B.1.17.2	O-11	Local Interoffice Transport/KY (%)			100.00%	1				YES
B.1.17.3	O-11	Loop + Port Combinations/KY (%)			100.00%	1,631				YES
B.1.17.4	O-11	Combo Other/KY (%)								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)			100.00%	15				YES
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/KY (%)								
B.1.17.7	O-11	Line Sharing/KY (%)								
B.1.17.8	O-11	2W Analog Loop Design/KY (%)			100.00%	96				YES
B.1.17.9	O-11	2W Analog Loop Non-Design/KY (%)								
B.1.17.10	O-11	2W Analog Loop w/INP Design/KY (%)								
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)								
B.1.17.12	O-11	2W Analog Loop w/LNP Design/KY (%)								
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)								
B.1.17.14	O-11	Other Design/KY (%)			100.00%	1				YES
B.1.17.15	O-11	Other Non-Design/KY (%)			100.00%	1,631				YES
B.1.17.16	O-11	INP Standalone/KY (%)								
B.1.17.17	O-11	LNP Standalone/KY (%)			100.00%	49				YES
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Partially Mechanized</b>										
B.1.18.1	O-11	Switch Ports/KY (%)								
B.1.18.2	O-11	Local Interoffice Transport/KY (%)								
B.1.18.3	O-11	Loop + Port Combinations/KY (%)			94.68%	1,317				NO
B.1.18.4	O-11	Combo Other/KY (%)								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)								
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/KY (%)								
B.1.18.7	O-11	Line Sharing/KY (%)								
B.1.18.8	O-11	2W Analog Loop Design/KY (%)			92.86%	56				NO
B.1.18.9	O-11	2W Analog Loop Non-Design/KY (%)								
B.1.18.10	O-11	2W Analog Loop w/INP Design/KY (%)								
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)								
B.1.18.12	O-11	2W Analog Loop w/LNP Design/KY (%)								
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.14	O-11 Other Design/KY (%)	>= 95%								
B.1.18.15	O-11 Other Non-Design/KY (%)	>= 95%			94.68%	1,317				NO
B.1.18.16	O-11 INP Standalone/KY (%)	>= 95%								
B.1.18.17	O-11 LNP Standalone/KY (%)	>= 95%			100.00%	648				YES

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

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.19.1	O-11 Switch Ports/KY (%)	>= 95%								
B.1.19.2	O-11 Local Interoffice Transport/KY (%)	>= 95%			100.00%	9				YES
B.1.19.3	O-11 Loop + Port Combinations/KY (%)	>= 95%			89.16%	83				NO
B.1.19.4	O-11 Combo Other/KY (%)	>= 95%								
B.1.19.5	O-11 xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%								
B.1.19.6	O-11 ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	4				YES
B.1.19.7	O-11 Line Sharing/KY (%)	>= 95%			100.00%	16				YES
B.1.19.8	O-11 2W Analog Loop Design/KY (%)	>= 95%			90.00%	10				NO
B.1.19.9	O-11 2W Analog Loop Non-Design/KY (%)	>= 95%			96.61%	59				YES
B.1.19.10	O-11 2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.19.11	O-11 2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.19.12	O-11 2W Analog Loop w/LNP Design/KY (%)	>= 95%			100.00%	4				YES
B.1.19.13	O-11 2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.19.14	O-11 Other Design/KY (%)	>= 95%			100.00%	13				YES
B.1.19.15	O-11 Other Non-Design/KY (%)	>= 95%			89.16%	83				NO
B.1.19.16	O-11 INP Standalone/KY (%)	>= 95%								
B.1.19.17	O-11 LNP Standalone/KY (%)	>= 95%			100.00%	146				YES

**Unbundled Network Elements - Provisioning**

**Order Completion Interval**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.1.1.1	P-4 Switch Ports/<10 circuits/Dispatch/KY (days)	R&B (POTS)	5.15	8,381			8.608			
B.2.1.1.1.2	P-4 Switch Ports/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.86	111,526			1.157			
B.2.1.1.2.1	P-4 Switch Ports/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	9.97	48			12.695			
B.2.1.1.2.2	P-4 Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)								
B.2.1.2.1.1	P-4 Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	DS1/DS3			23.00	1				
B.2.1.2.1.2	P-4 Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B.2.1.2.2.1	P-4 Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	DS1/DS3								
B.2.1.2.2.2	P-4 Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B.2.1.3.1.1	P-4 Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	R&B	5.94	8,604	2.61	52	11.740	1.63299	2.0369	YES
B.2.1.3.1.2	P-4 Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	R&B	0.88	112,022	0.33	625	1.487	0.05965	9.1828	YES
B.2.1.3.1.3	P-4 Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (days)	R&B								
B.2.1.3.1.4	P-4 Loop + Port Combinations/<10 circuits/Dispatch In/KY (days)	R&B								
B.2.1.3.2.1	P-4 Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	R&B	8.53	67			11.190			
B.2.1.3.2.2	P-4 Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	R&B	4.00	18			4.942			
B.2.1.3.2.3	P-4 Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (days)	R&B								
B.2.1.3.2.4	P-4 Loop + Port Combinations/>=10 circuits/Dispatch In/KY (days)	R&B								
B.2.1.4.1.1	P-4 Combo Other/<10 circuits/Dispatch/KY (days)	R&B&D - Disp	8.02	9,692			15.928			
B.2.1.4.1.4	P-4 Combo Other/<10 circuits/Dispatch In/KY (days)	R&B&D - Disp								
B.2.1.4.2.1	P-4 Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	8.37	69			11.070			
B.2.1.4.2.4	P-4 Combo Other/>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp								
B.2.1.5.3.1	P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/KY (days)	ADSL to Retail	10.49	121	4.00	8	25.639	9.35944	0.6934	YES
B.2.1.5.3.2	P-4 xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail	3.26	89			1.269			
B.2.1.5.4.1	P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.5.4.2	P-4 xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.5.5.1	P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.5.5.2	P-4 xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.6.3.1	P-4 UNE ISDN/<6 circuits/Dispatch/KY (days)	ISDN - BRI	11.61	64	9.44	25	7.837	1.84833	1.1740	YES
B.2.1.6.3.2	P-4 UNE ISDN/<6 circuits/Non-Dispatch/KY (days)	ISDN - BRI	2.50	74			5.950			
B.2.1.6.4.1	P-4 UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.4.2	P-4 UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.1	P-4 UNE ISDN/>=14 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.2	P-4 UNE ISDN/>=14 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.7.3.1	P-4 Line Sharing/<6 circuits/Dispatch/KY (days)	ADSL to Retail	10.49	121			25.639			
B.2.1.7.3.2	P-4 Line Sharing/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail	3.26	89	3.38	8	1.269	0.46854	-0.2561	YES

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
B.2.1.7.4.1	P-4 Line Sharing/6-13 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.4.2	P-4 Line Sharing/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.1	P-4 Line Sharing/>=14 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.2	P-4 Line Sharing/>=14 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.8.1.1	P-4 2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	5.94	8,604	4.33	13	11.740	3.25860	0.4943	YES
B.2.1.8.1.2	P-4 2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	5.94	8,604			11.740			
B.2.1.8.2.1	P-4 2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	8.53	67			11.190			
B.2.1.8.2.2	P-4 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	8.53	67			11.190			
B.2.1.9.1.1	P-4 2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	5.15	8,381			8.608			
B.2.1.9.1.4	P-4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.28	62,528			1.411			
B.2.1.9.2.1	P-4 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	9.97	48			12.695			
B.2.1.9.2.4	P-4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.10.1.1	P-4 2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	5.94	8,604			11.740			
B.2.1.10.1.2	P-4 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	5.94	8,604			11.740			
B.2.1.10.2.1	P-4 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	8.53	67			11.190			
B.2.1.10.2.2	P-4 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	8.53	67			11.190			
B.2.1.11.1.1	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	5.15	8,381			8.608			
B.2.1.11.1.4	P-4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.28	62,528			1.411			
B.2.1.11.2.1	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	9.97	48			12.695			
B.2.1.11.2.4	P-4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.12.1.1	P-4 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	5.94	8,604	5.00	2	11.740	8.30254	0.1133	YES
B.2.1.12.1.2	P-4 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	5.94	8,604			11.740			
B.2.1.12.2.1	P-4 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	8.53	67			11.190			
B.2.1.12.2.2	P-4 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	8.53	67			11.190			
B.2.1.13.1.1	P-4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	5.15	8,381			8.608			
B.2.1.13.1.4	P-4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.28	62,528			1.411			
B.2.1.13.2.1	P-4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	9.97	48			12.695			
B.2.1.13.2.4	P-4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.14.1.1	P-4 Other Design/<10 circuits/Dispatch/KY (days)	Design	24.49	1,088			29.409			
B.2.1.14.1.2	P-4 Other Design/<10 circuits/Non-Dispatch/KY (days)	Design	3.10	1,485			8.841			
B.2.1.14.2.1	P-4 Other Design/>=10 circuits/Dispatch/KY (days)	Design	3.00	2			2.309			
B.2.1.14.2.2	P-4 Other Design/>=10 circuits/Non-Dispatch/KY (days)	Design	0.33	1			0.000			
B.2.1.15.1.1	P-4 Other Non-Design/<10 circuits/Dispatch/KY (days)	R&B	5.94	8,604			11.740			
B.2.1.15.1.2	P-4 Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	R&B	0.88	112,022			1.487			
B.2.1.15.2.1	P-4 Other Non-Design/>=10 circuits/Dispatch/KY (days)	R&B	8.53	67			11.190			
B.2.1.15.2.2	P-4 Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B	4.00	18			4.942			
B.2.1.16.1.1	P-4 INP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	5.15	8,381			8.608			
B.2.1.16.1.2	P-4 INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.86	111,526			1.157			
B.2.1.16.2.1	P-4 INP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	9.97	48			12.695			
B.2.1.16.2.2	P-4 INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)								
B.2.1.17.1.1	P-4 LNP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	5.15	8,381	5.75	4	8.608	4.30493	-0.1403	YES
B.2.1.17.1.2	P-4 LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.86	111,526	2.32	226	1.157	0.07704	-18.9037	NO
B.2.1.17.2.1	P-4 LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	9.97	48			12.695			
B.2.1.17.2.2	P-4 LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)			14.00	1				
B.2.1.18.1.1	P-4 Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	14.86	71	9.44	25	14.882	3.46090	1.5658	YES
B.2.1.18.1.2	P-4 Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1	5.00	1			0.000			
B.2.1.18.2.1	P-4 Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4 Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4 Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	38.79	39	4.58	12	34.223	11.29748	3.0282	YES
B.2.1.19.1.2	P-4 Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1								
B.2.1.19.2.1	P-4 Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1								
B.2.2.1	P-4 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/KY (days)	14 days								
B.2.2.2	P-4 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/KY (days)	7 days		4.00	8					YES
B.2.3.1.1.1	P-1 Switch Ports/<10 circuits/Facility/KY (days)	R&B (POTS)	25.48	126			32.364			
B.2.3.1.1.2	P-1 Switch Ports/<10 circuits/Equipment/KY (days)	R&B (POTS)								
B.2.3.1.1.3	P-1 Switch Ports/<10 circuits/Other/KY (days)	R&B (POTS)	2.22	9			0.833			



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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/KY (days)			R&B (POTS)			0.000		
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/KY (days)			R&B (POTS)					
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/KY (days)			R&B (POTS)					
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/KY (days)			DS1/ DS3 - Interoffice					
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/KY (days)			DS1/ DS3 - Interoffice					
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/KY (days)			DS1/ DS3 - Interoffice					
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/KY (days)			DS1/ DS3 - Interoffice					
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/KY (days)			DS1/ DS3 - Interoffice					
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/KY (days)			DS1/ DS3 - Interoffice					
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/KY (days)			R&B		25.48	126	32.364	
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/KY (days)			R&B					
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/KY (days)			R&B		2.22	9	0.833	
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/KY (days)			R&B		117.00	1	0.000	
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/KY (days)			R&B					
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/KY (days)			R&B					
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/KY (days)			R&B&D - Disp		25.54	127	32.242	
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/KY (days)			R&B&D - Disp					
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/KY (days)			R&B&D - Disp		13.65	17	19.965	
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/KY (days)			R&B&D - Disp		117.00	1	0.000	
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/KY (days)			R&B&D - Disp					
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/KY (days)			R&B&D - Disp					
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Facility/KY (days)			ADSL to Retail		42.50	4	47.620	
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Equipment/KY (days)			ADSL to Retail					
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Other/KY (days)			ADSL to Retail		2.00	1	0.000	
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Facility/KY (days)			ADSL to Retail					
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/KY (days)			ADSL to Retail					
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Other/KY (days)			ADSL to Retail					
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/KY (days)			ISDN - BRI					
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/KY (days)			ISDN - BRI					
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/KY (days)			ISDN - BRI					
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/KY (days)			ISDN - BRI					
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/KY (days)			ISDN - BRI					
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/KY (days)			ISDN - BRI					
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY (days)			ADSL to Retail		42.50	4	47.620	
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/KY (days)			ADSL to Retail					
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/KY (days)			ADSL to Retail		2.00	1	0.000	
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY (days)			ADSL to Retail					
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY (days)			ADSL to Retail					
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY (days)			ADSL to Retail					
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY (days)			R&B - Disp		25.48	126	32.364	
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/KY (days)			R&B - Disp					
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY (days)			R&B - Disp		2.22	9	0.833	
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY (days)			R&B - Disp		117.00	1	0.000	
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/KY (days)			R&B - Disp					
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/KY (days)			R&B - Disp					
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY (days)			R&B (POTS) excl SB Or		25.48	126	32.364	
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/KY (days)			R&B (POTS) excl SB Or					
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY (days)			R&B (POTS) excl SB Or		2.22	9	0.833	
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY (days)			R&B (POTS) excl SB Or		117.00	1	0.000	
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)			R&B (POTS) excl SB Or					
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)			R&B (POTS) excl SB Or					
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY (days)			R&B - Disp		25.48	126	32.364	
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/KY (days)			R&B - Disp					
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY (days)			R&B - Disp		2.22	9	0.833	
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY (days)			R&B - Disp		117.00	1	0.000	
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/KY (days)			R&B - Disp					
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/KY (days)			R&B - Disp					
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY (days)			R&B (POTS) excl SB Or		25.48	126	32.364	
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/KY (days)			R&B (POTS) excl SB Or					
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY (days)			R&B (POTS) excl SB Or		2.22	9	0.833	
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY (days)			R&B (POTS) excl SB Or		117.00	1	0.000	







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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.13.4	P-7A	Non-Time Specific SL2/KY (%)			0.00%	4				YES
<b>Hot Cut Timeliness</b>										
B.2.14.1	P-7A	Time-Specific SL1/KY (%)								
B.2.14.2	P-7A	Time-Specific SL2/KY (%)								
B.2.14.3	P-7A	Non-Time Specific SL1/KY (%)								
B.2.14.4	P-7A	Non-Time Specific SL2/KY (%)			100.00%	4				YES
<b>% Hot Cuts &gt; 15 minutes Late</b>										
B.2.15.1	P-7A	Time-Specific SL1/KY (%)								
B.2.15.2	P-7A	Time-Specific SL2/KY (%)								
B.2.15.3	P-7A	Non-Time Specific SL1/KY (%)								
B.2.15.4	P-7A	Non-Time Specific SL2/KY (%)			0.00%	4				YES
<b>Average Recovery Time - CCC</b>										
B.2.16.1	P-7B	Loops with INP/KY (time units)								Diagnostic
B.2.16.2	P-7B	Loops with LNP/KY (time units)								Diagnostic
<b>% Provisioning Troubles within 7 Days - Hot Cuts</b>										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/KY (%)			0.00%	13				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/KY (%)								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/KY (%)								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/KY (%)								
<b>% Missed Installation Appointments</b>										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	8.70%	9,390					
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.05%	117,844					
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	3.70%	54					
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)							
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3			0.00%	2			
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3							
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3							
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3							
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	8.54%	9,616	8.45%	71	0.03329	0.0262	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	0.05%	118,356	0.00%	655	0.00084	0.5503	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	<b>Data included in B.2.18.3.1.2</b>						
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	<b>Data included in B.2.18.3.1.2</b>						
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	4.05%	74					
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	23					
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	<b>Data included in B.2.18.3.2.2</b>						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	<b>Data included in B.2.18.3.2.2</b>						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	8.16%	10,724					
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp							
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	3.95%	76					
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp							
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail	6.88%	1,498	0.00%	22	0.05434	1.2653	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.00%	115					
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	50.00%	2					
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail							
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	4.23%	71	5.56%	36	0.04116	-0.3232	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	75					
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI							
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI							
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail	6.88%	1,498					
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.00%	115	0.00%	8	0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail	50.00%	2					
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail							
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	8.54%	9,616	0.00%	18	0.06593	1.2950	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	8.54%	9,616					
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	4.05%	74					
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	4.05%	74					
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	8.70%	9,390					
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.08%	68,823					

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.9.2.1	P-3 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	3.70%	54					
B.2.18.9.2.4	P-3 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or							
B.2.18.10.1.1	P-3 2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	8.54%	9,616					
B.2.18.10.1.2	P-3 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	8.54%	9,616					
B.2.18.10.2.1	P-3 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	4.05%	74					
B.2.18.10.2.2	P-3 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	4.05%	74					
B.2.18.11.1.1	P-3 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	8.70%	9,390					
B.2.18.11.1.4	P-3 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.08%	68,823					
B.2.18.11.2.1	P-3 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	3.70%	54					
B.2.18.11.2.4	P-3 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or							
B.2.18.12.1.1	P-12 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	8.54%	9,616	0.00%	2	0.19762	0.4320	YES
B.2.18.12.1.2	P-12 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	8.54%	9,616					
B.2.18.12.2.1	P-12 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	4.05%	74					
B.2.18.12.2.2	P-12 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	4.05%	74					
B.2.18.13.1.1	P-12 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	8.70%	9,390					
B.2.18.13.1.4	P-12 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.08%	68,823					
B.2.18.13.2.1	P-12 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	3.70%	54					
B.2.18.13.2.4	P-12 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or							
B.2.18.14.1.1	P-3 Other Design/<10 circuits/Dispatch/KY (%)	Design	4.87%	1,108					
B.2.18.14.1.2	P-3 Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	0.07%	1,488					
B.2.18.14.2.1	P-3 Other Design/>=10 circuits/Dispatch/KY (%)	Design	0.00%	2					
B.2.18.14.2.2	P-3 Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design	0.00%	2					
B.2.18.15.1.1	P-3 Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	8.54%	9,616					
B.2.18.15.1.2	P-3 Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	0.05%	118,356					
B.2.18.15.2.1	P-3 Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	4.05%	74					
B.2.18.15.2.2	P-3 Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	23					
B.2.18.16.1.1	P-3 INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	8.70%	9,390					
B.2.18.16.1.2	P-3 INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.05%	117,844					
B.2.18.16.2.1	P-3 INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	3.70%	54					
B.2.18.16.2.2	P-3 INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)							
B.2.18.17.1.1	P-12 LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	8.70%	9,390	0.00%	9	0.09399	0.9257	YES
B.2.18.17.1.2	P-12 LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.05%	117,844	0.18%	1,126	0.00064	-2.0938	NO
B.2.18.17.2.1	P-12 LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	3.70%	54					
B.2.18.17.2.2	P-12 LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)							
B.2.18.18.1.1	P-3 Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	1.39%	72	5.56%	36	0.02389	-1.7442	NO
B.2.18.18.1.2	P-3 Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.00%	1					
B.2.18.18.2.1	P-3 Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1							
B.2.18.18.2.2	P-3 Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1							
B.2.18.19.1.1	P-3 Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	23.81%	42	0.00%	35	0.09748	2.4425	YES
B.2.18.19.1.2	P-3 Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1							
B.2.18.19.2.1	P-3 Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1							
B.2.18.19.2.2	P-3 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1							
<b>% Provisioning Troubles within 30 Days</b>									
B.2.19.1.1.1	P-9 Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	7.34%	9,993					
B.2.19.1.1.2	P-9 Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.49%	117,420					
B.2.19.1.2.1	P-9 Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	2.94%	34					
B.2.19.1.2.2	P-9 Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	7					
B.2.19.2.1.1	P-9 Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3							
B.2.19.2.1.2	P-9 Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3							
B.2.19.2.2.1	P-9 Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3							
B.2.19.2.2.2	P-9 Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3							
B.2.19.3.1.1	P-9 Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	7.25%	10,129	13.64%	66	0.03202	-1.9958	NO
B.2.19.3.1.2	P-9 Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	3.48%	117,823	0.83%	2,407	0.00377	7.0169	YES
B.2.19.3.1.3	P-9 Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B							
B.2.19.3.1.4	P-9 Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B							
B.2.19.3.2.1	P-9 Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	1.96%	51	0.00%	1	0.14000	0.1401	YES
B.2.19.3.2.2	P-9 Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	26					
B.2.19.3.2.3	P-9 Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B							
B.2.19.3.2.4	P-9 Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B							
B.2.19.4.1.1	P-9 Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	6.85%	11,029					

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B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY (%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY (%)
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY (%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY (%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/KY (%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY (%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY (%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY (%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY (%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY (%)
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY (%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY (%)
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY (%)
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY (%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY (%)
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)

**Benchmark / Analog**

R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
Design
Design
Design
Design
R&B
R&B
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
1.96%	51						
7.44%	1,545	0.00%	29	0.04920	1.5130	YES	
5.85%	171						
0.00%	53	7.69%	26	0.00000			NO
0.00%	90						
7.44%	1,545	0.00%	1	0.26256	0.2835	YES	
5.85%	171	0.00%	6	0.09746	0.6000	YES	
7.25%	10,129	0.00%	12	0.07489	0.9677	YES	
7.25%	10,129						
1.96%	51						
1.96%	51						
7.34%	9,993						
3.44%	68,997						
2.94%	34						
0.00%	4						
7.25%	10,129						
7.25%	10,129						
1.96%	51						
1.96%	51						
7.34%	9,993						
3.44%	68,997						
2.94%	34						
0.00%	4						
7.25%	10,129						
7.25%	10,129						
1.96%	51						
1.96%	51						
7.34%	9,993						
3.44%	68,997						
2.94%	34						
0.00%	4						
2.33%	900						
0.00%	125						
7.25%	10,129						
3.48%	117,823						
1.96%	51						
0.00%	26						
7.34%	9,993						
3.49%	117,420						
2.94%	34						
0.00%	7						
7.34%	9,993						
3.49%	117,420						
2.94%	34						
0.00%	7						
0.00%	53	7.69%	26	0.00000			NO
0.00%	3						
0.00%	26	2.50%	40	0.00000			NO
0.00%	10						

























**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)								Diagnostic
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)			6.53	87				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)								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)			11.36	22				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)			9.27	11				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>Disconnect Timeliness</b>										
B.2.31.1	P-13	LNP/KY (%)								NO
<b>% Cooperative Test Attempts for xDSL</b>										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY (%)								YES
B.2.33.2	P-8	xDSL Other/KY (%)								YES
<b>Service Order Accuracy</b>										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)								NO
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)								YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)								
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)			75.00%	8				NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)			62.50%	40				NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)			100.00%	1				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)								
<b>Unbundled Network Elements - Maintenance and Repair</b>										
<b>Missed Repair Appointments</b>										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/KY (%)								
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY (%)								
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY (%)								
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY (%)								
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY (%)								
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)								
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY (%)								
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY (%)								
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)								
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)								
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY (%)								
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY (%)								
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY (%)								
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY (%)								
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY (%)								
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)								
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)								

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

10.03%	22,661									
2.02%	10,239									
0.72%	138									
0.00%	88	0.00%	1			0.00000				YES
10.02%	22,843	5.44%	239			0.01952	2.3446			YES
2.02%	10,352	2.60%	154			0.01142	-0.5066			YES
9.82%	23,416									
9.82%	23,416									
8.51%	94	0.00%	7			0.10932	0.7785			YES
0.00%	24	0.00%	3			0.00000				YES
5.88%	34	0.00%	2			0.17120	0.3436			YES
1.43%	70	0.00%	3			0.06996	0.2042			YES
8.51%	94									
0.00%	24	0.00%	3			0.00000				YES
10.02%	22,843	0.00%	13			0.08329	1.2026			YES
10.02%	22,843	0.00%	9			0.10009	1.0007			YES
9.98%	22,599									

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY (%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY (%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY (%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY (%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY (%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)

**Customer Trouble Report Rate**

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

**Maintenance Average Duration**

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

**% Repeat Troubles within 30 Days**

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)
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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS) excl SB FT	1.94%	8,955						
Design	2.09%	573	4.17%	24		0.02983	-0.6946	YES
Design	0.47%	639	9.09%	11		0.02079	-4.1474	NO
R&B	10.02%	22,843	0.00%	10		0.09496	1.0548	YES
R&B	2.02%	10,352	0.00%	12		0.04062	0.4970	YES
R&B (POTS)	10.03%	22,661						
R&B (POTS)	2.02%	10,239						
R&B (POTS)	2.18%	1,037,615						
R&B (POTS)	0.99%	1,037,615						
DS1/DS3	1.78%	7,767	0.00%	33		0.02325	0.7641	YES
DS1/DS3	1.13%	7,767	3.03%	33		0.01857	-1.0218	YES
R&B	2.05%	1,114,906	1.38%	17,290		0.00110	6.0764	YES
R&B	0.93%	1,114,906	0.89%	17,290		0.00074	0.5121	YES
R&B&D - Disp	1.85%	1,268,105						
R&B&D - Disp	1.85%	1,268,105						
ADSL to Retail	0.73%	12,888	1.20%	584		0.00361	-1.2988	YES
ADSL to Retail	0.19%	12,888	0.51%	584		0.00183	-1.7937	NO
ISDN - BRI	0.93%	3,641	0.68%	294		0.00586	0.4327	YES
ISDN - BRI	1.92%	3,641	1.02%	294		0.00841	1.0731	YES
ADSL to Retail	0.73%	12,888	0.00%	166		0.00667	1.0933	YES
ADSL to Retail	0.19%	12,888	1.81%	166		0.00337	-4.8089	NO
R&B - Disp	2.05%	1,114,906	0.40%	3,281		0.00250	6.6037	YES
R&B - Disp	2.05%	1,114,906	0.27%	3,281		0.00250	7.0909	YES
R&B (POTS) excl SB FT	2.18%	1,037,615	0.00%	2		0.10435	0.2087	YES
R&B (POTS) excl SB FT	0.86%	1,037,615						
Design	0.37%	153,199	2.06%	1,163		0.00180	-9.3861	NO
Design	0.42%	153,199	0.95%	1,163		0.00190	-2.7813	NO
R&B	2.05%	1,114,906	1.86%	539		0.00617	0.3139	YES
R&B	0.93%	1,114,906	2.23%	539		0.00415	-3.1262	NO
R&B (POTS)	2.18%	1,037,615						
R&B (POTS)	0.99%	1,037,615						
R&B (POTS)	25.51	22,661			30.326			
R&B (POTS)	10.71	10,239			18.836			
DS1/DS3	4.64	138			3.852			
DS1/DS3	2.25	88	1.83	1	3.165	3.18323	0.1301	YES
R&B	25.38	22,843	15.48	239	30.256	1.96732	5.0354	YES
R&B	10.64	10,352	5.32	154	18.755	1.52252	3.4944	YES
R&B&D - Disp	24.91	23,416			30.157			
R&B&D - Disp	24.91	23,416			30.157			
ADSL to Retail	64.28	94	5.32	7	41.261	16.16560	3.6472	YES
ADSL to Retail	8.07	24	1.59	3	9.335	5.71644	1.1335	YES
ISDN - BRI	9.24	34	9.04	2	11.507	8.37235	0.0242	YES
ISDN - BRI	2.38	70	11.03	3	4.057	2.39198	-3.6149	NO
ADSL to Retail	64.28	94			41.261			
ADSL to Retail	8.07	24	7.78	3	9.335	5.71644	0.0500	YES
R&B - Disp	25.38	22,843	3.91	13	30.256	8.39395	2.5581	YES
R&B - Disp	25.38	22,843	2.99	9	30.256	10.08739	2.2204	YES
R&B (POTS) excl SB FT	25.49	22,599			30.313			
R&B (POTS) excl SB FT	11.19	8,955			19.625			
Design	5.90	573	8.08	24	21.920	4.56721	-0.4770	YES
Design	2.11	639	9.70	11	11.055	3.36165	-2.2569	NO
R&B	25.38	22,843	17.11	10	30.256	9.56994	0.8646	YES
R&B	10.64	10,352	3.50	12	18.755	5.41724	1.3174	YES
R&B (POTS)	25.51	22,661			30.326			
R&B (POTS)	10.71	10,239			18.836			
R&B (POTS)	22.67%	22,661						

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	18.24%	10,239					
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	34.06%	138					
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	34.09%	88	0.00%	1	0.47670	0.7151	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY (%)	R&B	22.64%	22,843	19.25%	239	0.02721	1.2475	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	18.15%	10,352	16.88%	154	0.03129	0.4052	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)	R&B&D - Disp	23.13%	23,416					
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	23.13%	23,416					
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	21.28%	94	14.29%	7	0.16034	0.4360	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	20.83%	24	33.33%	3	0.24869	-0.5026	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	32.35%	34	50.00%	2	0.34039	-0.5184	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	21.43%	70	66.67%	3	0.24192	-1.8699	NO
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY (%)	ADSL to Retail	21.28%	94					
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	20.83%	24	33.33%	3	0.24869	-0.5026	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	22.64%	22,843	7.69%	13	0.11611	1.2875	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	22.64%	22,843	0.00%	9	0.13953	1.6227	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	22.67%	22,599					
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	18.85%	8,955					
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)	Design	42.58%	573	25.00%	24	0.10302	1.7067	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)	Design	44.60%	639	36.36%	11	0.15116	0.5449	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)	R&B	22.64%	22,843	30.00%	10	0.13237	-0.5559	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)	R&B	18.15%	10,352	0.00%	12	0.11133	1.6304	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	22.67%	22,661					
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	18.24%	10,239					
<b>Out of Service &gt; 24 hours</b>										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY (%)	R&B (POTS)	12.35%	14,797					
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	4.32%	3,193					
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	0.72%	138					
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	88	0.00%	1	0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)	R&B	12.31%	14,896	3.95%	152	0.02679	3.1227	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	4.24%	3,252	4.76%	42	0.03130	-0.1656	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)	R&B&D - Disp	11.93%	15,469					
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	11.93%	15,469					
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail			0.00%	7			
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail			0.00%	3			
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	5.88%	34	0.00%	2	0.17120	0.3436	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	1.43%	70	0.00%	3	0.06996	0.2042	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)	ADSL to Retail							
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail							
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	12.31%	14,896	0.00%	13	0.09117	1.3504	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	12.31%	14,896	0.00%	9	0.10956	1.1238	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	12.35%	14,793					
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	4.42%	3,120					
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)	Design	2.09%	573	4.17%	24	0.02983	-0.6946	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)	Design	0.47%	639	9.09%	11	0.02079	-4.1474	NO
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)	R&B	12.31%	14,896	0.00%	5	0.14697	0.8377	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)	R&B	4.24%	3,252	0.00%	2	0.14258	0.2976	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	12.35%	14,797					
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	4.32%	3,193					

**Unbundled Network Elements - Billing**

<b>Invoice Accuracy</b>										
B.4.1	B-1	KY (%)	BST - State	99.30%	\$95,363,982	99.95%	\$591,168	0.00011	-59,5114	YES
<b>Mean Time to Deliver Invoices - CRIS</b>										
B.4.2	B-2	Region (business days)	BST - Region	3.72	1	3.21	1,248			YES

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>Local Interconnection Trunks - Ordering</b>										
C.1.1	% Rejected Service Requests O-7 Local Interconnection Trunks/KY (%)	Diagnostic			82.35%	17				Diagnostic
C.1.2	Reject Interval O-8 Local Interconnection Trunks/KY (%)	>= 85% w in 4 days			100.00%	14				YES
C.1.3	FOC Timeliness O-9 Local Interconnection Trunks/KY (%)	>= 95% w in 10 days			100.00%	36				YES
C.1.4	FOC & Reject Response Completeness O-11 Local Interconnection Trunks/KY (%)	>= 95%			100.00%	7				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses) O-11 Local Interconnection Trunks/KY (%)	>= 95%								
<b>Local Interconnection Trunks - Provisioning</b>										
C.2.1	Order Completion Interval P-4 Local Interconnection Trunks/KY (days)	Parity w Retail	20.48	40	34.67	24	13.132	3.39077	-4.1854	NO
C.2.2	Held Orders P-1 Local Interconnection Trunks/KY (days)	Parity w Retail	Not Applicable for Trunks							
C.2.3	% Jeopardies P-2 Local Interconnection Trunks/KY (%)	Parity w Retail	Not Applicable for Trunks							
C.2.4	Average Jeopardy Notice Interval P-2 Local Interconnection Trunks/KY (hours)	95% >= 48 hrs	Not Applicable for Trunks							
C.2.5	% Missed Installation Appointments P-3 Local Interconnection Trunks/KY (%)	Parity w Retail	2.50%	40	0.00%	25		0.03980	0.6281	YES
C.2.6	% Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	1,136	0.00%	528		0.00000		YES
C.2.7	Average Completion Notice Interval P-5 Local Interconnection Trunks/KY (hours)	Parity w Retail	205.07	22	7.57	14	276.477	94.52243	2.0895	YES
C.2.8	Total Service Order Cycle Time P-10 Local Interconnection Trunks/KY (days)	Diagnostic	Under development							
C.2.9	Total Service Order Cycle Time (offered) P-10 Local Interconnection Trunks/KY (days)	Diagnostic	Under development							
C.2.11.1.1	Service Order Accuracy P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	6				YES
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	6				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%								
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 95%								
<b>Local Interconnection Trunks - Maintenance and Repair</b>										
C.3.1.1	Missed Repair Appointments M&R-1 Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail								
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	39						
C.3.2.1	Customer Trouble Report Rate M&R-2 Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	67,225	0.00%	11,182		0.00000		YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.06%	67,225						
C.3.3.1	Maintenance Average Duration M&R-3 Local Interconnection Trunks/Dispatch/KY (hours)	Parity w Retail								
C.3.3.2	M&R-3 Local Interconnection Trunks/Non-Dispatch/KY (hours)	Parity w Retail	2.42	39			3.298			

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>% Repeat Troubles within 30 Days</b>										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)								
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	28.21%	39						
<b>Out of Service &gt; 24 hours</b>										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)								
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	0.00%	39						
<b>Local Interconnection Trunks - Billing</b>										
<b>Invoice Accuracy</b>										
C.4.1	B-1	KY (%)	99.30%	\$95,363,982	100.00%	\$697,556		0.00010	-70.0373	YES
<b>Mean Time to Deliver Invoices - CABS</b>										
C.4.2	B-2	Region (calendar days)	4.29	1	3.73	3,213				YES
<b>LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING</b>										
<b>Trunk Group Performance - Aggregate</b>										
C.5.1	TGP-1	KY			>0.5% dif 2 consec. Hrs	0				YES

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
<b>Operations Support Systems - Pre-Ordering</b>										
<b>% Interface Availability - CLEC</b>										
D.1.1.1	OSS-2 EDI/Region (%)	>= 99.5%		100.00%					YES	
D.1.1.2	OSS-2 HAL/Region (%)	>= 99.5%		100.00%					YES	
D.1.1.3	OSS-2 LENS/Region (%)	>= 99.5%		99.94%					YES	
D.1.1.4	OSS-2 LEO MAINFRAME/Region (%)	>= 99.5%		99.92%					YES	
D.1.1.5	OSS-2 LEO UNIX/Region (%)	>= 99.5%								
D.1.1.6	OSS-2 LESOG/Region (%)	>= 99.5%		100.00%					YES	
D.1.1.7	OSS-2 TAG/Region (%)	>= 99.5%		99.96%					YES	
D.1.1.8	OSS-2 PSIMS/Region (%)	>= 99.5%		100.00%					YES	
<b>% Interface Availability - BST &amp; CLEC</b>										
D.1.2.1	OSS-2 ATLAS/COFFI/Region (%)	>= 99.5%		99.96%					YES	
D.1.2.2	OSS-2 BOCRIS/Region (%)	>= 99.5%		99.96%					YES	
D.1.2.3	OSS-2 DSAP/Region (%)	>= 99.5%		100.00%					YES	
D.1.2.4	OSS-2 RSAG/Region (%)	>= 99.5%		99.96%					YES	
D.1.2.5	OSS-2 SOCS/Region (%)	>= 99.5%		99.96%					YES	
D.1.2.6	OSS-2 SONGS/Region (%)	>= 99.5%		99.96%					YES	
D.1.2.7	OSS-2 DOE/Region (%)	>= 99.5%		100.00%					YES	
<b>Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)</b>										
D.1.3.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.92	1,212,504	1.66	241,323			YES	
D.1.3.1.2	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.27	7,414	1.66	241,323			YES	
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.04	4,294,956	1.45	169,294			YES	
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.75	612,549	1.45	169,294			YES	
D.1.3.3.1	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	5.12	349,603	1.08	64,940			YES	
D.1.3.3.2	OSS-1 ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.64	293,422	1.08	64,940			YES	
D.1.3.4.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.69	558,850	0.69	604			YES	
D.1.3.4.2	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.70	301,692	0.69	604			YES	
D.1.3.5.1	OSS-1 HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	13.09	583,242			NO	
D.1.3.5.2	OSS-1 HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	13.09	583,242			NO	
D.1.3.6.1	OSS-1 COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	4.09	1,925,182	0.94	35,669			YES	
D.1.3.6.2	OSS-1 COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.36	622,170	0.94	35,669			YES	
D.1.3.7.1	OSS-1 PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	4.09	1,925,182	0.11	69,519			YES	
D.1.3.7.2	OSS-1 PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.36	622,170	0.11	69,519			YES	
<b>Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)</b>										
D.1.4.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.92	1,212,504	1.86	132,711			YES	
D.1.4.1.2	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.27	7,414	1.86	132,711			YES	
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.04	4,294,956	1.83	436,474			YES	
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.75	612,549	1.83	436,474			YES	
D.1.4.3.1	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic	
D.1.4.3.2	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic	
D.1.4.4.1	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic			0.59	7			Diagnostic	
D.1.4.4.2	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic			0.59	7			Diagnostic	
D.1.4.5.1	OSS-1 ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	5.12	349,603	1.30	4,670			YES	
D.1.4.5.2	OSS-1 ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.64	293,422	1.30	4,670			YES	
D.1.4.6.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.69	558,850	2.19	382,836			YES	
D.1.4.6.2	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.70	301,692	2.19	382,836			YES	
D.1.4.7.1	OSS-1 CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	2.07	63,821			YES	
D.1.4.7.2	OSS-1 CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	2.07	63,821			YES	
D.1.4.8.1	OSS-1 CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 Sec	<i>This data not applicable after 5-1-2001, see D.1.4.9.1</i>							
D.1.4.8.2	OSS-1 CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 Sec	<i>This data not applicable after 5-1-2001, see D.1.4.9.2</i>							
D.1.4.9.1	OSS-1 CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.66	2,461,808	1.32	1,805			YES	
D.1.4.9.2	OSS-1 CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.23	472,421	1.32	1,805			YES	

**Operations Support Systems - Maintenance and Repair**

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	
<b>% Interface Availability - BST</b>										
D.2.1.1	OSS-3 TAFI/Region (%)	>= 99.5%	99.99%						YES	
<b>% Interface Availability - CLEC</b>										
D.2.2.1	OSS-3 CLEC TAFI/Region (%)	>= 99.5%		100.00%					YES	
D.2.2.2	OSS-3 CLEC ECTA/Region (%)	>= 99.5%		100.00%					YES	
<b>% Interface Availability - BST &amp; CLEC</b>										
D.2.3.1	OSS-3 CRIS/Region (%)	>= 99.5%		99.96%					YES	
D.2.3.2	OSS-3 LMOS HOST/Region (%)	>= 99.5%		99.99%					YES	
D.2.3.3	OSS-3 LNP/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.4	OSS-3 MARCH/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.5	OSS-3 OSPCM/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.6	OSS-3 Predictor/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.7	OSS-3 SOCS/Region (%)	>= 99.5%		99.96%					YES	
<b>Average Response Interval</b>										
D.2.4.1.1	OSS-4 CRIS/Region (%) <= 4 Seconds	Parity w Retail	95.81%	2,003,035	94.76%	91,414		0.00068	15.5566	NO
D.2.4.1.2	OSS-4 CRIS/Region (%) <= 10 Seconds	Parity w Retail	98.89%	2,003,035	99.13%	91,414		0.00035	-6.8796	YES
D.2.4.1.3	OSS-4 CRIS/Region (%) > 10 Seconds	Parity w Retail	1.11%	2,003,035	0.87%	91,414		0.00035	6.8796	YES
D.2.4.2.1	OSS-4 DLETH/Region (%) <= 4 Seconds	Parity w Retail	11.26%	45,003	7.99%	989		0.01016	3.2176	NO
D.2.4.2.2	OSS-4 DLETH/Region (%) <= 10 Seconds	Parity w Retail	80.56%	45,003	89.08%	989		0.01272	-6.6965	YES
D.2.4.2.3	OSS-4 DLETH/Region (%) > 10 Seconds	Parity w Retail	19.44%	45,003	10.92%	989		0.01272	6.6965	YES
D.2.4.3.1	OSS-4 DLR/Region (%) <= 4 Seconds	Parity w Retail	7.81%	35,412	19.89%	28,159		0.00214	-56.4185	YES
D.2.4.3.2	OSS-4 DLR/Region (%) <= 10 Seconds	Parity w Retail	86.78%	35,412	97.81%	28,159		0.00270	-40.7915	YES
D.2.4.3.3	OSS-4 DLR/Region (%) > 10 Seconds	Parity w Retail	13.22%	35,412	2.19%	28,159		0.00270	40.7915	YES
D.2.4.4.1	OSS-4 LMOS/Region (%) <= 4 Seconds	Parity w Retail	99.84%	2,002,949	99.86%	91,415		0.00013	-1.3633	YES
D.2.4.4.2	OSS-4 LMOS/Region (%) <= 10 Seconds	Parity w Retail	99.96%	2,002,949	99.98%	91,415		0.00007	-2.8228	YES
D.2.4.4.3	OSS-4 LMOS/Region (%) > 10 Seconds	Parity w Retail	0.04%	2,002,949	0.02%	91,415		0.00007	2.8228	YES
D.2.4.5.1	OSS-4 LMOSupd/Region (%) <= 4 Seconds	Parity w Retail	97.01%	1,520,638	96.15%	57,750		0.00072	11.9446	NO
D.2.4.5.2	OSS-4 LMOSupd/Region (%) <= 10 Seconds	Parity w Retail	99.56%	1,520,638	99.33%	57,750		0.00028	8.2120	NO
D.2.4.5.3	OSS-4 LMOSupd/Region (%) > 10 Seconds	Parity w Retail	0.44%	1,520,638	0.67%	57,750		0.00028	-8.2120	NO
D.2.4.6.1	OSS-4 LNP/Region (%) <= 4 Seconds	Parity w Retail	99.35%	141,409	98.78%	5,427		0.00111	5.1220	NO
D.2.4.6.2	OSS-4 LNP/Region (%) <= 10 Seconds	Parity w Retail	99.67%	141,409	99.67%	5,427		0.00079	0.0719	YES
D.2.4.6.3	OSS-4 LNP/Region (%) > 10 Seconds	Parity w Retail	0.33%	141,409	0.33%	5,427		0.00079	-0.0719	YES
D.2.4.7.1	OSS-4 MARCH/Region (%) <= 4 Seconds	Parity w Retail	30.53%	9,777	32.22%	360		0.02472	-0.6843	YES
D.2.4.7.2	OSS-4 MARCH/Region (%) <= 10 Seconds	Parity w Retail	30.53%	9,777	32.22%	360		0.02472	-0.6843	YES
D.2.4.7.3	OSS-4 MARCH/Region (%) > 10 Seconds	Parity w Retail	69.47%	9,777	67.78%	360		0.02472	0.6843	YES
D.2.4.8.1	OSS-4 OSPCM/Region (%) <= 4 Seconds	Parity w Retail	42.22%	7,897	35.53%	76		0.05693	1.1756	YES
D.2.4.8.2	OSS-4 OSPCM/Region (%) <= 10 Seconds	Parity w Retail	96.32%	7,897	94.74%	76		0.02171	0.7268	YES
D.2.4.8.3	OSS-4 OSPCM/Region (%) > 10 Seconds	Parity w Retail	3.68%	7,897	5.26%	76		0.02171	-0.7268	YES
D.2.4.9.1	OSS-4 Predictor/Region (%) <= 4 Seconds	Parity w Retail	16.63%	76,539	24.91%	3,757		0.00622	-13.3141	YES
D.2.4.9.2	OSS-4 Predictor/Region (%) <= 10 Seconds	Parity w Retail	16.63%	76,539	24.91%	3,757		0.00622	-13.3141	YES
D.2.4.9.3	OSS-4 Predictor/Region (%) > 10 Seconds	Parity w Retail	83.37%	76,539	75.09%	3,757		0.00622	13.3141	YES
D.2.4.10.1	OSS-4 SOCS/Region (%) <= 4 Seconds	Parity w Retail	99.80%	253,250	99.88%	13,680		0.00040	-2.2163	YES
D.2.4.10.2	OSS-4 SOCS/Region (%) <= 10 Seconds	Parity w Retail	99.96%	253,250	99.99%	13,680		0.00017	-1.3468	YES
D.2.4.10.3	OSS-4 SOCS/Region (%) > 10 Seconds	Parity w Retail	0.04%	253,250	0.01%	13,680		0.00017	1.3468	YES
D.2.4.11.1	OSS-4 NIW/Region (%) <= 4 Seconds	Parity w Retail	82.70%	79,013	82.44%	3,616		0.00643	0.4080	YES
D.2.4.11.2	OSS-4 NIW/Region (%) <= 10 Seconds	Parity w Retail	99.55%	79,013	99.64%	3,616		0.00114	-0.8094	YES
D.2.4.11.3	OSS-4 NIW/Region (%) > 10 Seconds	Parity w Retail	0.45%	79,013	0.36%	3,616		0.00114	0.8094	YES



**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>COLLOCATION - Collocation</b>										
<b>Average Response Time</b>										
E.1.1.1	C-1	Virtual/KY (calendar days)								
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/KY (business days)	<= 20 days							
E.1.1.3	C-1	Physical-Caged/KY (business days)	<= 23 days							
E.1.1.4	C-1	Physical-Cageless/KY (business days)	<= 23 days		4	9				YES
<b>Average Arrangement Time</b>										
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	Virtual Augments for Line Sharing or Line Splitting/KY (business days)	<= 45 days							
E.1.2.4	C-2	Physical Caged-Ordinary/KY (business days)	<= 76 days		27	2				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/KY (business days)	<= 91 days							
E.1.2.6	C-2	Physical Cageless-Ordinary/KY (business days)	<= 76 days		41	4				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/KY (business days)	<= 91 days							
<b>% Due Dates Missed</b>										
E.1.3.1	C-3	Virtual/KY (%)	< 5% missed							
E.1.3.2	C-3	Physical/KY (%)	< 5% missed		0.00%	6				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/KY (%)	< 5% missed							

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>General - Flow Through</b>										
<b>% Flow Through Service Requests</b>										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic		88.16%	230,255				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic		88.16%	230,255				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%		92.21%	172,960				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%		57.26%	6,507				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%		78.33%	50,788				NO
<b>% Flow Through Service Requests - Achieved</b>										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic		72.88%	278,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic		72.88%	278,519				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic		79.67%	200,170				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic		41.13%	9,059				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic		57.41%	69,290				Diagnostic
<b>% Flow Through Service Requests - LNP</b>										
F.1.3.1	O-3	Summary/Region (%)	>= 85%		91.83%	8,854				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%		91.83%	8,854				YES
F.1.3.3	O-3	Residence/Region (%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic							Diagnostic
<b>General - Pre-Ordering</b>										
<b>Loop Makeup Inquiry (Manual)</b>										
F.2.1.1	PO-1	Loops/KY (%)	>= 95% w in 3 bus days							
<b>Loop Makeup Inquiry (Electronic)</b>										
F.2.2.1	PO-2	Loops/KY (%)	>= 95% w in 5 min		100.00%	118				YES
<b>General - Ordering</b>										
<b>Service Inquiry with Firm Order</b>										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 5 bus days		100.00%	13				YES
F.3.1.2	O-10	Local Interoffice Transport/KY (%)	>= 95% w in 5 bus days							
<b>General - Ordering</b>										
<b>Average Speed of Answer</b>										
F.4.1	O-12	Region (seconds)	Parity w Retail	134.12	6,948,605	65.30	33,796			YES
<b>General - Maintenance Center</b>										
<b>Average Answer Time</b>										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	143.87	1,829,998	28.66	107,969			YES
<b>General - Operator Services (Toll)</b>										
<b>Average Speed to Answer</b>										
F.6.1	OS-1	KY (seconds)	PBD		5.32					PBD
<b>% Answered in 10 seconds</b>										
F.6.2	OS-2	KY (%)	PBD		96.40%					PBD
<b>General - Directory Assistance</b>										
<b>Average Speed to Answer</b>										
F.7.1	DA-1	KY (seconds)	PBD		6.24					PBD
<b>% Answered in 10 seconds</b>										

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2   KY (%)	PBD			92.70%					PBD
<b>General - E911</b>										
<i>Mean Interval</i>										
F.8.1	E-3   KY (hours)	PBD			1.26	1,738				PBD
<i>% Accuracy</i>										
F.8.2	E-2   KY (%)	PBD			98.34%	102,552				PBD
<i>% Timeliness</i>										
F.8.3	E-1   KY (%)	PBD			100.00%	1,738				PBD
<b>General - Billing</b>										
<i>Usage Data Delivery Accuracy</i>										
F.9.1	B-3   Region (%)	Parity w Retail	99.65%	6,064	100.00%	14,967		0.00089	-3.8726	YES
<i>Usage Data Delivery Timeliness</i>										
F.9.2	B-5   Region (%)	Parity w Retail	97.39%	36,844	98.21%	193,986,433		0.00083	-9.8353	YES
<i>Usage Data Delivery Completeness</i>										
F.9.3	B-4   Region (%)	Parity w Retail	99.78%	36,844	99.94%	193,986,433		0.00024	-6.6806	YES
<i>Mean Time to Deliver Usage</i>										
F.9.4	B-6   Region (days)	Parity w Retail	3.76	36,844	3.55	193,986,433				YES
<i>Recurring Charge Completeness</i>										
F.9.5.1	B-7   Resale/KY (%)	Parity w Retail	84.56%	\$3,251,957	96.98%	\$117,145		0.00273	-45.4168	YES
F.9.5.2	B-7   UNE/KY (%)	>= 90%			99.08%	\$34,511				YES
F.9.5.3	B-7   Interconnection/KY (%)	>= 90%			91.67%	\$672				YES
<i>Non-Recurring Charge Completeness</i>										
F.9.6.1	B-8   Resale/KY (%)	Parity w Retail	83.01%	\$3,843,758	98.09%	\$174,283		0.00223	-67.5825	YES
F.9.6.2	B-8   UNE/KY (%)	>= 90%			98.49%	\$95,909				YES
F.9.6.3	B-8   Interconnection/KY (%)	>= 90%			99.32%	\$65,284				YES
<b>General - Change Management</b>										
<i>% Software Release Notices Sent On Time</i>										
F.10.1	CM-1   KY (%)	>= 95% w in 30 days	100.00%	1						YES
<i>Average Software Release Notice Delay Days</i>										
F.10.2	CM-2   KY (average)	>= 22 bus days prior to release								
<i>% Change Management Documentation Sent On Time</i>										
F.10.3	CM-3A   KY (%)	>= 95% w in 30 days								
<i>% Change Management Documentation (Defects, Corrections, etc.) Sent On Time</i>										
F.10.4	CM-3B   KY (%)	>= 95% w in 5 days	100.00%	1						YES
<i>Average Documentation Release Delay Days</i>										
F.10.5	CM-4   KY (average)	>= 22 bus days prior to release								
<i>% CLEC Interface Outages Sent within 15 Minutes</i>										
F.10.6	CM-5   KY (%)	>= 97% w in 15 min			100.00%	29				YES
<b>General - Ordering</b>										
<i>Acknowledgement Message Timeliness</i>										
F.12.1.1	O-1   EDI/Region (%)	>= 90% w in 30 min			96.90%	58,137				YES
F.12.1.2	O-1   TAG/Region (%)	>= 95% w in 30 min			99.96%	127,390				YES
<i>Acknowledgement Message Completeness</i>										
F.12.2.1	O-2   EDI/Region (%)	100%			97.14%	58,137				NO
F.12.2.2	O-2   TAG/Region (%)	100%			99.96%	127,390				NO

**BellSouth Monthly State Summary**  
**Kentucky, June 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>General - Database Updates</b>										
<b>Average Database Update Interval</b>										
F.13.1.1	D-1	LIDB/KY (hours)	PBD	0.32	20	0.32	20			PBD
F.13.1.2	D-1	Directory Listings/KY (hours)	PBD	0.07	26	0.07	26			PBD
F.13.1.3	D-1	Directory Assistance/KY (hours)	PBD	3.68	25	3.68	25			PBD
<b>% Update Accuracy</b>										
F.13.2.1	D-2	LIDB/KY (%)	>= 95%			100.00%	71			YES
F.13.2.2	D-2	Directory Listings/KY (%)	>= 95%			100.00%	32			YES
F.13.2.3	D-2	Directory Assistance/KY (%)	>= 95%			100.00%	32			YES
<b>% NXXs / LRNs Loaded by LERG Effective Date</b>										
F.13.3	D-3	KY (%)	100%			100.00%	46			YES
<b>General - Network Outage Notification</b>										
<b>Mean Time to Notify CLEC of Major Network Outages</b>										
F.14.1	M&R-7	KY (minutes)	Parity w Retail	102	3	4,013	3			NO

**BellSouth Monthly State Summary  
Kentucky, June 2001**

Benchmark /  
Analog

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

**% Completions w/o Notice or < 24 hours (Resale)**

A.2.24.1.1	P-6	Residence/Dispatch/KY (%)
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY (%)
A.2.24.2.1	P-6	Business/Dispatch/KY (%)
A.2.24.2.2	P-6	Business/Non-Dispatch/KY (%)
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY (%)
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY (%)
A.2.24.4.1	P-6	PBX/Dispatch/KY (%)
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY (%)
A.2.24.5.1	P-6	Centrex/Dispatch/KY (%)
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY (%)
A.2.24.6.1	P-6	ISDN/Dispatch/KY (%)
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY (%)

Diagnostic		100.00%	258				Diagnostic
Diagnostic		100.00%	4,539				Diagnostic
Diagnostic		100.00%	57				Diagnostic
Diagnostic		100.00%	197				Diagnostic
Diagnostic		100.00%	3				Diagnostic
Diagnostic		100.00%	177				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	4				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	5				Diagnostic
Diagnostic		100.00%	1				Diagnostic
Diagnostic		100.00%	5				Diagnostic

**% Completions w/o Notice or < 24 hours (UNE)**

B.2.32.1.1	P-6	Switch Ports/Dispatch/KY (%)
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY (%)
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/KY (%)
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/KY (%)
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY (%)
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY (%)
B.2.32.4.1	P-6	Combo Other/Dispatch/KY (%)
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY (%)
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY (%)
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/KY (%)
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY (%)
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY (%)
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY (%)
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY (%)
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY (%)
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY (%)
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY (%)
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)
B.2.32.14.1	P-6	Other Design/Dispatch/KY (%)
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY (%)
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY (%)
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY (%)
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/KY (%)
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/KY (%)
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/KY (%)
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY (%)

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	1				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	54				Diagnostic
Diagnostic		100.00%	1,423				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	8				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	25				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	53				Diagnostic
Diagnostic		100.00%	1,024				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic

B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY (%)	Diagnostic			100.00%	25				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)	Diagnostic			100.00%	12				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
<b>% Completions w/o Notice or &lt; 24 hours (LIT)</b>											
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			100.00%	24				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
<b>% New Business Requests Processed within 30 Business Days</b>											
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	4				YES
<b>% Quotes Provided within X Business Days</b>											
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days			0.00%	2				NO
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%	2				YES

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW- THROUGH %
<b>CLEC AGGREGATE</b>			
REGION ALL SERVICES		72.88%	88.16%
		FLOW-THROUGH %	
<b>BST AGGREGATE</b>			
REGION			
- RETAIL RESIDENCE		94.40%	
- RETAIL BUSINESS**		TBD	
<p><b>**NOTE: BellSouth is reinstating the reporting of business retail flow through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete</b></p>			

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
 REPORT PERIOD: 06/01/2001 - 06/30/2001

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#1		0	115	0	115	32	28	0	55	22	6	16	33	46.48%	60.00%	84.62%	
#2		52	0	0	52	3	8	0	41	11	8	3	30	73.17%	73.17%	78.95%	
#3		0	3454	0	3454	570	666	0	2218	1967	151	1816	251	25.82%	11.32%	62.44%	
#4		976	0	0	976	71	86	16	803	219	107	112	584	76.64%	72.73%	84.52%	
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%	
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%	
#7		0	21	0	21	5	2	0	14	6	3	3	8	50.00%	57.14%	72.73%	
#8		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%	
#9		915	0	0	915	107	112	0	696	38	28	10	658	82.98%	94.54%	95.92%	
#10		164	0	0	164	28	8	2	126	60	51	9	66	45.52%	52.38%	56.41%	
#11		1797	0	0	1797	228	182	3	1384	190	161	29	1194	75.43%	86.27%	88.12%	
#12		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#13		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%	
#14		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#15		0	0	17	17	13	3	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#16		2259	0	0	2259	290	285	36	1648	374	255	119	1274	70.04%	77.31%	83.32%	
#17		359	0	0	359	19	28	1	311	25	23	2	286	87.20%	91.96%	92.56%	
#18		286	0	0	286	36	32	3	215	72	66	6	143	58.37%	66.51%	68.42%	
#19		1382	0	0	1382	136	49	5	1192	76	62	14	1116	84.93%	93.62%	94.74%	
#20		0	0	6	6	0	2	0	4	3	3	0	1	25.00%	25.00%	25.00%	
#21		38	0	0	38	15	7	2	14	9	8	1	5	17.86%	35.71%	38.46%	
#22		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#23		0	0	1477	1477	209	253	8	1007	427	349	78	580	50.97%	57.60%	62.43%	
#24		197	0	0	197	37	15	2	143	9	8	1	134	74.86%	93.71%	94.37%	
#25		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%	
#26		76	0	0	76	5	15	2	54	31	28	3	23	41.07%	42.59%	45.10%	
#27		0	0	900	900	130	133	1	636	256	219	37	380	52.13%	59.75%	63.44%	
#28		0	0	18	18	1	1	0	16	16	7	9	0	0.00%	0.00%	0.00%	
#29		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%	
#30		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%	
#31		54	0	0	54	13	4	0	37	2	2	0	35	70.00%	94.59%	94.59%	
#32		0	0	1287	1287	281	246	11	749	345	242	103	404	43.58%	53.94%	62.54%	
#33		0	212	0	212	163	23	0	26	20	19	1	6	3.19%	23.08%	24.00%	
#34		914	0	0	914	499	114	2	299	110	80	30	189	24.61%	63.21%	70.26%	
#35		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
#36		0	0	780	780	120	155	9	496	222	179	43	274	47.82%	55.24%	60.49%	
#37		0	0	554	554	112	104	11	327	136	115	21	191	45.69%	58.41%	62.42%	



**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#38		273	0	0	273	38	14	0	221	20	15	5	201	79.13%	90.95%	93.06%	
#39		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%	
#40		524	0	0	524	130	25	0	369	15	12	3	354	71.37%	95.93%	96.72%	
#41		479	0	0	479	51	48	9	371	108	79	29	263	66.92%	70.89%	76.90%	
#42		0	198	0	198	25	16	8	149	69	53	16	80	50.63%	53.69%	60.15%	
#43		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#44		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%	
#45		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%	
#46		65	0	0	65	8	13	0	44	5	3	2	39	78.00%	88.64%	92.86%	
#47		333	0	0	333	24	29	1	279	30	20	10	249	84.98%	89.25%	92.57%	
#48		704	0	0	704	175	57	6	466	144	121	23	322	52.10%	69.10%	72.69%	
#49		2090	0	0	2090	440	164	7	1479	403	324	79	1076	58.48%	72.75%	76.86%	
#50		52	0	0	52	12	4	1	35	9	6	3	26	59.09%	74.29%	81.25%	
#51		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%	
#52		571	0	0	571	55	6	0	510	4	4	0	506	89.56%	99.22%	99.22%	
#53		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%	
#54		514	0	0	514	28	25	1	460	28	26	2	432	88.89%	93.91%	94.32%	
#55		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%	
#56		0	0	29	29	11	5	1	12	9	1	8	3	20.00%	25.00%	75.00%	
#57		711	0	0	711	93	115	7	496	84	63	21	412	72.54%	83.06%	86.74%	
#58		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%	
#59		112	0	0	112	8	10	9	85	79	54	25	6	8.82%	7.06%	10.00%	
#60		26	0	0	26	3	2	5	16	13	4	9	3	30.00%	18.75%	42.86%	
#61		1083	0	0	1083	162	88	5	828	79	64	15	749	76.82%	90.46%	92.13%	
#62		29	0	0	29	4	4	0	21	2	2	0	19	76.00%	90.48%	90.48%	
#63		0	0	581	581	93	87	1	400	175	159	16	225	47.17%	56.25%	58.59%	
#64		520	0	0	520	48	43	4	425	82	65	17	343	75.22%	80.71%	84.07%	
#65		2076	0	0	2076	276	131	9	1660	142	121	21	1518	79.27%	91.45%	92.62%	
#66		1548	0	0	1548	67	249	6	1226	253	156	97	973	81.35%	79.36%	86.18%	
#67		184	0	0	184	13	15	0	156	8	7	1	148	88.10%	94.87%	95.48%	
#68		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#69		105	0	0	105	30	18	0	57	16	10	6	41	50.62%	71.93%	80.39%	
#70		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%	
#71		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#72		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
#73		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#74		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#75		44	0	0	44	4	11	2	27	9	8	1	18	60.00%	66.67%	69.23%	
#76		83	0	0	83	9	10	0	64	23	13	10	41	65.08%	64.06%	75.93%	
#77		74	0	0	74	12	10	4	48	18	16	2	30	51.72%	62.50%	65.22%	
#78		72	0	0	72	14	5	0	53	15	14	1	38	57.58%	71.70%	73.08%	
#79		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%	
#80		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%	
#81		86	0	0	86	18	13	5	50	16	13	3	34	52.31%	68.00%	72.34%	
#82		793	0	0	793	130	50	6	607	55	39	16	552	76.56%	90.94%	93.40%	
#83		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%	
#84		129	0	0	129	18	6	1	104	20	17	3	84	70.59%	80.77%	83.17%	
#85		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#86		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#87		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%	
#88		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#89		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%	
#90		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%	
#91		294	0	0	294	32	27	0	235	19	15	4	216	82.13%	91.91%	93.51%	
#92		14	0	0	14	3	2	2	7	5	3	2	2	25.00%	28.57%	40.00%	
#93		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#94		38	0	0	38	6	2	0	30	8	4	4	22	68.75%	73.33%	84.62%	
#95		195	0	0	195	42	8	5	140	50	33	17	90	54.55%	64.29%	73.17%	
#96		0	0	241	241	35	26	1	179	94	67	27	85	45.45%	47.49%	55.92%	
#97		235	0	0	235	17	26	7	185	35	24	11	150	78.53%	81.08%	86.21%	
#98		90	0	0	90	35	12	1	42	16	13	3	26	35.14%	61.90%	66.67%	
#99		93	0	0	93	10	0	0	83	6	6	0	77	82.80%	92.77%	92.77%	
#100		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%	
#101		0	6	0	6	2	0	0	4	4	1	3	0	0.00%	0.00%	0.00%	
#102		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#103		228	0	0	228	30	15	0	183	10	6	4	173	82.78%	94.54%	96.65%	
#104		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%	
#105		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%	
#106		611	0	0	611	83	30	2	496	48	39	9	448	78.60%	90.32%	91.99%	
#107		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%	
#108		332	0	0	332	35	18	0	279	9	7	2	270	86.54%	96.77%	97.47%	
#109		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%	
#110		468	0	0	468	49	66	2	351	26	21	5	325	82.28%	92.59%	93.93%	
#111		172	0	0	172	25	74	1	72	9	5	4	63	67.74%	87.50%	92.65%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
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**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#112		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%	
#113		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%	
#114		1000	0	0	1000	103	88	2	807	43	32	11	764	84.98%	94.67%	95.98%	
#115		293	0	0	293	41	8	0	244	23	20	3	221	78.37%	90.57%	91.70%	
#116		163	0	0	163	37	8	2	116	18	16	2	98	64.90%	84.48%	85.96%	
#117		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%	
#118		36	0	0	36	1	3	0	32	3	2	1	29	90.63%	90.63%	93.55%	
#119		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%	
#120		449	0	0	449	124	85	2	238	36	27	9	202	57.22%	84.87%	88.21%	
#121		212	0	0	212	28	13	1	170	15	15	0	155	78.28%	91.18%	91.18%	
#122		440	0	0	440	47	24	0	369	10	5	5	359	87.35%	97.29%	98.63%	
#123		686	0	0	686	17	115	0	554	65	58	7	489	86.70%	88.27%	89.40%	
#124		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%	
#125		0	114	0	114	31	9	0	74	27	20	7	47	47.96%	63.51%	70.15%	
#126		49	0	0	49	9	3	0	37	12	4	8	25	65.79%	67.57%	86.21%	
#127		72	0	0	72	10	2	2	58	17	17	0	41	60.29%	70.69%	70.69%	
#128		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%	
#129		250	0	0	250	48	29	0	173	36	32	4	137	63.13%	79.19%	81.07%	
#130		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%	
#131		33	0	0	33	3	2	0	28	5	2	3	23	82.14%	82.14%	92.00%	
#132		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
#133		0	58	0	58	14	7	0	37	10	3	7	27	61.36%	72.97%	90.00%	
#134		26	0	0	26	7	4	0	15	6	0	6	9	56.25%	60.00%	100.00%	
#135		135	0	0	135	11	1	0	123	2	2	0	121	90.30%	98.37%	98.37%	
#136		237	0	0	237	56	9	0	172	8	8	0	164	71.93%	95.35%	95.35%	
#137		1561	0	0	1561	132	47	0	1382	72	58	14	1310	87.33%	94.79%	95.76%	
#138		0	0	882	882	143	13	78	648	489	433	56	159	21.63%	24.54%	26.86%	
#139		880	0	0	880	82	28	1	769	71	66	5	698	82.51%	90.77%	91.36%	
#140		1646	0	0	1646	133	95	5	1413	79	53	26	1334	87.76%	94.41%	96.18%	
#141		3805	0	0	3805	536	193	37	3039	201	162	39	2838	80.26%	93.39%	94.60%	
#142		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%	
#143		41	0	0	41	4	9	0	28	2	2	0	26	81.25%	92.86%	92.86%	
#144		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%	
#145		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#146		34	0	0	34	5	4	2	23	11	5	6	12	54.55%	52.17%	70.59%	
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#148		33	0	0	33	16	6	0	11	7	6	1	4	15.38%	36.36%	40.00%	

**ORDERING**

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Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#149		213	0	0	213	16	9	0	188	8	8	0	180	88.24%	95.74%	95.74%	
#150		196	0	0	196	19	20	0	157	9	7	2	148	85.06%	94.27%	95.48%	
#151		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#152		506	0	0	506	66	41	3	396	26	15	11	370	82.04%	93.43%	96.10%	
#153		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%	
#154		106	0	0	106	21	11	0	74	20	13	7	54	61.36%	72.97%	80.60%	
#155		0	0	397	397	70	30	4	293	70	61	9	223	62.99%	76.11%	78.52%	
#156		966	0	0	966	138	74	10	744	131	105	26	613	71.61%	82.39%	85.38%	
#157		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#158		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%	
#159		230	0	0	230	28	21	0	181	6	3	3	175	84.95%	96.69%	98.31%	
#160		424	0	0	424	203	30	8	183	89	68	21	94	25.75%	51.37%	58.02%	
#161		55	0	0	55	1	1	0	53	5	5	0	48	88.89%	90.57%	90.57%	
#162		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%	
#163		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%	
#164		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%	
#165		1441	0	0	1441	215	109	1	1116	57	44	13	1059	80.35%	94.89%	96.01%	
#166		214	0	0	214	42	23	5	144	49	40	9	95	53.67%	65.97%	70.37%	
#167		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%	
#168		111	0	0	111	23	6	4	78	38	31	7	40	42.55%	51.28%	56.34%	
#169		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%	
#170		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%	
#171		952	0	0	952	65	61	0	826	19	16	3	807	90.88%	97.70%	98.06%	
#172		780	0	0	780	84	129	1	566	68	60	8	498	77.57%	87.99%	89.25%	
#173		75	0	0	75	20	10	2	43	14	13	1	29	46.77%	67.44%	69.05%	
#174		128	0	0	128	18	15	0	95	11	9	2	84	75.68%	88.42%	90.32%	
#175		7236	0	0	7236	486	572	10	6168	401	311	90	5767	87.86%	93.50%	94.88%	
#176		342	0	0	342	30	27	1	284	37	36	1	247	78.91%	86.97%	87.28%	
#177		1272	0	0	1272	112	76	3	1081	82	80	2	999	83.88%	92.41%	92.59%	
#178		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%	
#179		213	0	0	213	95	26	0	92	5	4	1	87	46.77%	94.57%	95.60%	
#180		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%	
#181		32	0	0	32	2	4	0	26	2	2	0	24	85.71%	92.31%	92.31%	
#182		203	0	0	203	32	2	1	168	8	6	2	160	80.81%	95.24%	96.39%	
#183		414	0	0	414	103	61	0	250	26	13	13	224	65.88%	89.60%	94.51%	
#184		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#185		147	0	0	147	25	9	0	113	6	6	0	107	77.54%	94.69%	94.69%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#186		0	0	9999	9999	5052	1320	96	3531	1548	1105	443	1983	24.36%	56.16%	64.22%	
#187		8434	0	0	8434	447	820	38	7129	735	565	170	6394	86.34%	89.69%	91.88%	
#188		2069	0	0	2069	281	105	6	1677	163	107	56	1514	79.60%	90.28%	93.40%	
#189		77	0	0	77	2	20	2	53	39	22	17	14	36.84%	26.42%	38.89%	
#190		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%	
#191		43	0	0	43	2	7	0	34	14	7	7	20	68.97%	58.82%	74.07%	
#192		2403	0	0	2403	145	250	2	2006	137	77	60	1869	89.38%	93.17%	96.04%	
#193		1215	0	0	1215	86	75	1	1053	59	44	15	994	88.43%	94.40%	95.76%	
#194		96	0	0	96	5	16	0	75	4	4	0	71	88.75%	94.67%	94.67%	
#195		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#196		120	0	0	120	52	9	1	58	18	16	2	40	37.04%	68.97%	71.43%	
#197		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%	
#198		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#199		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#200		65	0	0	65	19	15	0	31	12	12	0	19	38.00%	61.29%	61.29%	
#201		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#202		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#203		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%	
#204		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%	
#205		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%	
#206		74	0	0	74	7	5	0	62	5	4	1	57	83.82%	91.94%	93.44%	
#207		10	0	0	10	0	2	3	5	3	3	0	2	40.00%	40.00%	40.00%	
#208		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#209		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%	
#210		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#211		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%	
#212		333	0	0	333	92	34	1	206	81	70	11	125	43.55%	60.68%	64.10%	
#213		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%	
#214		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#215		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%	
#216		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#217		135	0	0	135	35	16	2	82	44	35	9	38	35.19%	46.34%	52.05%	
#218		47	0	0	47	9	4	0	34	30	25	5	4	10.53%	11.76%	13.79%	
#219		96	0	0	96	24	5	0	67	5	4	1	62	68.89%	92.54%	93.94%	
#220		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%	
#221		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%	
#222		0	0	982	982	126	58	15	783	82	42	40	701	80.67%	89.53%	94.35%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#223		422	0	0	422	19	30	0	373	8	7	1	365	93.35%	97.86%	98.12%	
#224		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%	
#225		13	0	0	13	1	2	0	10	4	2	2	6	66.67%	60.00%	75.00%	
#226		692	0	0	692	23	38	3	628	21	18	3	607	93.67%	96.66%	97.12%	
#227		0	0	4028	4028	116	68	15	3829	277	221	56	3552	91.33%	92.77%	94.14%	
#228		8803	0	0	8803	658	388	5	7752	278	243	35	7474	89.24%	96.41%	96.85%	
#229		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%	
#230		0	0	3341	3341	56	454	29	2802	1182	822	360	1620	64.85%	57.82%	66.34%	
#231		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%	
#232		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#233		30	0	0	30	14	9	0	7	3	2	1	4	20.00%	57.14%	66.67%	
#234		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%	
#235		779	0	0	779	87	31	7	654	43	34	9	611	83.47%	93.43%	94.73%	
#236		45	0	0	45	6	7	0	32	8	8	0	24	63.16%	75.00%	75.00%	
#237		735	0	0	735	65	16	1	653	17	15	2	636	88.83%	97.40%	97.70%	
#238		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%	
#239		831	0	0	831	58	62	0	711	46	36	10	665	87.62%	93.53%	94.86%	
#240		242	0	0	242	22	39	9	172	75	52	23	97	56.73%	56.40%	65.10%	
#241		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%	
#242		914	0	0	914	95	79	8	732	93	82	11	639	78.31%	87.30%	88.63%	
#243		177	0	0	177	18	46	2	111	69	53	16	42	37.17%	37.84%	44.21%	
#244		49	0	0	49	0	2	2	45	44	28	16	1	3.45%	2.22%	3.45%	
#245		0	0	929	929	20	95	1	813	11	8	3	802	96.63%	98.65%	99.01%	
#246		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%	
#247		338	0	0	338	47	13	1	277	27	15	12	250	80.13%	90.25%	94.34%	
#248		65	0	0	65	34	9	0	22	15	11	4	7	13.46%	31.82%	38.89%	
#249		24305	0	0	24305	7393	3409	108	13395	4104	3046	1058	9291	47.09%	69.36%	75.31%	
#250		373	0	0	373	31	24	0	318	22	19	3	296	85.55%	93.08%	93.97%	
#251		0	0	251	251	46	59	1	145	33	29	4	112	59.89%	77.24%	79.43%	
#252		392	0	0	392	55	82	1	254	81	70	11	173	58.05%	68.11%	71.19%	
#253		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%	
#254		69	0	0	69	13	13	0	43	4	4	0	39	69.64%	90.70%	90.70%	
#255		0	0	7	7	1	1	0	5	1	1	0	4	66.67%	80.00%	80.00%	
#256		26	0	0	26	8	3	0	15	7	6	1	8	36.36%	53.33%	57.14%	
#257		38	0	0	38	3	6	0	29	1	1	0	28	87.50%	96.55%	96.55%	
#258		24	0	0	24	1	7	2	14	7	6	1	7	50.00%	50.00%	53.85%	
#259		283	0	0	283	21	3	0	259	7	6	1	252	90.32%	97.30%	97.67%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#260		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%	
#261		124	0	0	124	26	6	3	89	27	22	5	62	56.36%	69.66%	73.81%	
#262		3070	0	0	3070	226	358	2	2484	103	90	13	2381	88.28%	95.85%	96.36%	
#263		0	520	0	520	384	56	0	80	48	30	18	32	7.17%	40.00%	51.61%	
#264		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#265		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%	
#266		0	0	14	14	7	3	0	4	1	1	0	3	27.27%	75.00%	75.00%	
#267		36	0	0	36	8	2	1	25	6	4	2	19	61.29%	76.00%	82.61%	
#268		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%	
#269		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#270		0	0	61	61	30	7	0	24	14	11	3	10	19.61%	41.67%	47.62%	
#271		49	0	0	49	6	4	0	39	14	13	1	25	56.82%	64.10%	65.79%	
#272		0	18760	0	18760	3338	2248	7	13167	1960	1518	442	11207	69.77%	85.11%	88.07%	
#273		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%	
#274		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%	
#275		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#276		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#277		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%	
#278		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#279		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
#280		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%	
#281		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#282		17	0	0	17	4	0	1	12	5	3	2	7	50.00%	58.33%	70.00%	
#283		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%	
#284		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%	
#285		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%	
#286		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%	
#287		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%	
#288		108	0	0	108	23	8	3	74	17	10	7	57	63.33%	77.03%	85.07%	
#289		0	6225	0	6225	746	1222	3	4254	159	66	93	4095	83.45%	96.26%	98.41%	
#290		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%	
#291		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%	
#292		0	9087	0	9087	1496	1807	5	5779	301	134	167	5478	77.07%	94.79%	97.61%	
#293		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%	
#294		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%	
#295		0	0	267	267	101	53	7	106	45	34	11	61	31.12%	57.55%	64.21%	
#296		792	0	0	792	167	105	15	505	204	149	55	301	48.78%	59.60%	66.89%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#297		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#298		8	0	0	8	5	1	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#299		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#300		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#301		482	0	0	482	31	32	4	415	62	50	12	353	81.34%	85.06%	87.59%	
#302		184	0	0	184	28	13	1	142	24	20	4	118	71.08%	83.10%	85.51%	
#303		848	0	0	848	69	84	10	685	377	181	196	308	55.20%	44.96%	62.99%	
#304		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%	
#305		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%	
#306		25	0	0	25	0	5	4	16	14	12	2	2	14.29%	12.50%	14.29%	
#307		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#308		279	0	0	279	13	38	0	228	24	22	2	204	85.36%	89.47%	90.27%	
#309		35	0	0	35	5	7	1	22	12	7	5	10	45.45%	45.45%	58.82%	
#310		0	0	25	25	2	4	0	19	5	1	4	14	82.35%	73.68%	93.33%	
#311		35	0	0	35	14	0	0	21	15	11	4	6	19.35%	28.57%	35.29%	
#312		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%	
#313		26	0	0	26	10	2	2	12	7	6	1	5	23.81%	41.67%	45.45%	
#314		491	0	0	491	18	27	0	446	18	14	4	428	93.04%	95.96%	96.83%	
#315		36	0	0	36	4	4	0	28	2	2	0	26	81.25%	92.86%	92.86%	
#316		5	0	0	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%	
#317		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%	
#318		18	0	0	18	5	3	1	9	4	1	3	5	45.45%	55.56%	83.33%	
#319		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%	
#320		916	0	0	916	216	174	6	520	243	190	53	277	40.56%	53.27%	59.31%	
#321		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#322		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%	
#323		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#324		3386	0	0	3386	427	224	8	2727	224	193	31	2503	80.15%	91.79%	92.84%	
#325		0	0	3412	3412	520	321	55	2516	339	220	119	2177	74.63%	86.53%	90.82%	
#326		15101	0	0	15101	385	979	10	13727	253	198	55	13474	95.85%	98.16%	98.55%	
#327		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%	
#328		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%	
#329		494	0	0	494	19	73	2	400	5	4	1	395	94.50%	98.75%	99.00%	
#330		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#331		190	0	0	190	35	23	1	131	27	23	4	104	64.20%	79.39%	81.89%	
#332		0	2192	0	2192	1076	260	11	845	235	129	106	610	33.61%	72.19%	82.54%	
#333		221	0	0	221	75	20	1	125	53	44	9	72	37.70%	57.60%	62.07%	



**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#334		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%	
#335		59	0	0	59	17	12	1	29	13	8	5	16	39.02%	55.17%	66.67%	
#336		0	0	9555	9555	277	701	16	8561	245	191	54	8316	94.67%	97.14%	97.75%	
#337		3146	0	0	3146	408	211	19	2508	261	202	59	2247	78.65%	89.59%	91.75%	
#338		706	0	0	706	75	63	13	555	146	124	22	409	67.27%	73.69%	76.74%	
#339		135	0	0	135	19	7	2	107	42	31	11	65	56.52%	60.75%	67.71%	
#340		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%	
#341		615	0	0	615	99	38	5	473	120	100	20	353	63.95%	74.63%	77.92%	
#342		1061	0	0	1061	222	165	14	660	305	241	64	355	43.40%	53.79%	59.56%	
#343		45	0	0	45	27	3	0	15	12	10	2	3	7.50%	20.00%	23.08%	
#344		1038	0	0	1038	147	39	1	851	46	30	16	805	81.98%	94.59%	96.41%	
#345		345	0	0	345	7	28	0	310	15	10	5	295	94.55%	95.16%	96.72%	
#346		0	0	1370	1370	38	122	1	1209	23	19	4	1186	95.41%	98.10%	98.42%	
#347		105	0	0	105	5	2	0	98	5	5	0	93	90.29%	94.90%	94.90%	
#348		374	0	0	374	52	44	5	273	85	68	17	188	61.04%	68.86%	73.44%	
#349		41	0	0	41	4	5	0	32	12	12	0	20	55.56%	62.50%	62.50%	
#350		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%	
#351		129	0	0	129	7	14	1	107	9	8	1	98	86.73%	91.59%	92.45%	
#352		1007	0	0	1007	88	57	1	861	82	74	8	779	82.78%	90.48%	91.32%	
#353		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%	
#354		0	0	1527	1527	167	99	5	1256	148	118	30	1108	79.54%	88.22%	90.38%	
#355		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%	
#356		0	2447	0	2447	854	195	1	1397	212	162	50	1185	53.84%	84.82%	87.97%	
#357		3176	0	0	3176	440	173	17	2546	581	495	86	1965	67.76%	77.18%	79.88%	
#358		24	0	0	24	2	9	3	10	8	5	3	2	22.22%	20.00%	28.57%	
#359		0	0	1787	1787	35	330	4	1418	14	12	2	1404	96.76%	99.01%	99.15%	
#360		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%	
#361		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%	
#362		579	0	0	579	39	38	1	501	23	16	7	478	89.68%	95.41%	96.76%	
#363		100	0	0	100	22	11	0	67	29	25	4	38	44.71%	56.72%	60.32%	
#364		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%	
#365		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#366		0	0	13	13	6	0	0	7	1	1	0	6	46.15%	85.71%	85.71%	
#367		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%	
#368		0	0	485	485	10	76	0	399	4	3	1	395	96.81%	99.00%	99.25%	
#369		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%	
#370		67	0	0	67	8	10	3	46	10	8	2	36	69.23%	78.26%	81.82%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#371		2418	0	0	2418	487	266	9	1656	688	566	122	968	47.90%	58.45%	63.10%	
#372		463	0	0	463	82	24	1	356	34	31	3	322	74.02%	90.45%	91.22%	
#373		53	0	0	53	12	2	0	39	0	0	0	39	76.47%	100.00%	100.00%	
#374		136	0	0	136	2	24	4	106	39	12	27	67	82.72%	63.21%	84.81%	
#375		323	0	0	323	22	10	1	290	17	13	4	273	88.64%	94.14%	95.45%	
#376		46	0	0	46	7	0	0	39	8	7	1	31	68.89%	79.49%	81.58%	
#377		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%	
#378		101	0	0	101	16	3	0	82	3	3	0	79	80.61%	96.34%	96.34%	
#379		0	4162	0	4162	547	804	2	2809	115	57	58	2694	81.69%	95.91%	97.93%	
#380		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%	
#381		0	0	186	186	62	49	6	69	49	41	8	20	16.26%	28.99%	32.79%	
#382		9347	0	0	9347	1178	641	106	7422	1863	1646	217	5559	66.31%	74.90%	77.15%	
#383		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%	
#384		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%	
#385		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%	
#386		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%	
#387		71	0	0	71	6	12	2	51	22	18	4	29	54.72%	56.86%	61.70%	
#388		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%	
#389		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%	
#390		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%	
#391		448	0	0	448	37	15	1	395	31	25	6	364	85.45%	92.15%	93.57%	
#392		3028	0	0	3028	518	230	7	2273	297	224	73	1976	72.70%	86.93%	89.82%	
#393		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#394		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%	
#395		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%	
#396		27110	0	0	27110	3811	2479	63	20757	1618	1364	254	19139	78.72%	92.21%	93.35%	
#397		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%	
#398		82	0	0	82	51	10	0	21	6	3	3	15	21.74%	71.43%	83.33%	
#399		549	0	0	549	55	62	4	428	44	34	10	384	81.18%	89.72%	91.87%	
#400		387	0	0	387	44	22	2	319	61	37	24	258	76.11%	80.88%	87.46%	
#401		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%	
#402		168	0	0	168	39	10	2	117	47	36	11	70	48.28%	59.83%	66.04%	
#403		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%	
#404		272	0	0	272	9	26	0	237	12	9	3	225	92.59%	94.94%	96.15%	
#405		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%	
#406		167	0	0	167	17	11	3	136	19	18	1	117	76.97%	86.03%	86.67%	
#407		89	0	0	89	5	11	0	73	4	3	1	69	89.61%	94.52%	95.83%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING												FLOWTHROUGH		
LESOG																
Mechanized Interface Used					Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#408		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#409		523	0	0	523	77	59	20	367	156	125	31	211	51.09%	57.49%	62.80%
#410		0	560	0	560	109	61	2	388	128	101	27	260	55.32%	67.01%	72.02%
#411		664	0	0	664	108	110	8	438	146	125	21	292	55.62%	66.67%	70.02%
#412		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#413		2229	0	0	2229	116	177	6	1930	153	136	17	1777	87.58%	92.07%	92.89%
#414		400	0	0	400	50	17	1	332	29	21	8	303	81.02%	91.27%	93.52%
#415		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#416		701	0	0	701	43	42	1	615	27	18	9	588	90.60%	95.61%	97.03%
#417		1036	0	0	1036	131	134	8	763	183	167	16	580	66.06%	76.02%	77.64%
#418		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%
#419		0	0	21	21	9	8	0	4	0	0	0	4	30.77%	100.00%	100.00%
#420		42	0	0	42	4	9	0	29	5	5	0	24	72.73%	82.76%	82.76%
#421		123	0	0	123	22	12	2	87	27	27	0	60	55.05%	68.97%	68.97%
#422		0	152	0	152	52	20	3	77	43	38	5	34	27.42%	44.16%	47.22%
#423		1385	0	0	1385	222	166	35	962	528	448	80	434	39.31%	45.11%	49.21%
#424		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#425		2075	0	0	2075	221	218	25	1611	847	696	151	764	45.45%	47.42%	52.33%
#426		367	0	0	367	27	26	0	314	19	17	2	295	87.02%	93.95%	94.55%
#427		85	0	0	85	13	12	2	58	26	24	2	32	46.38%	55.17%	57.14%
#428		3281	0	0	3281	325	254	9	2693	164	112	52	2529	85.27%	93.91%	95.76%
#429		226	0	0	226	147	22	7	50	29	21	8	21	11.11%	42.00%	50.00%
#430		207	0	0	207	3	1	4	199	39	36	3	160	80.40%	80.40%	81.63%
#431		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#432		7	0	0	7	1	0	0	6	1	0	1	5	83.33%	83.33%	100.00%
#433		1397	0	0	1397	125	91	8	1173	111	81	30	1062	83.75%	90.54%	92.91%
#434		48	0	0	48	2	6	0	40	12	9	3	28	71.79%	70.00%	75.68%
#435		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%
#436		7	0	0	7	1	0	0	6	1	1	0	5	71.43%	83.33%	83.33%
#437		1221	0	0	1221	173	48	7	993	173	154	19	820	71.49%	82.58%	84.19%
#438		608	0	0	608	134	114	15	345	197	150	47	148	34.26%	42.90%	49.66%
<i>LENS Subtotal</i>		215175	0	0	215175	29256	19129	1058	165732	23344	18359	4985	142388	74.94%	85.91%	88.58%
<i>EDI Subtotal</i>		0	61313	0	61313	10966	9731	68	40548	7619	4045	3574	32929	68.69%	81.21%	89.06%
<i>TAG Subtotal</i>		0	0	47859	47859	8042	5284	387	34146	6472	4860	1612	27674	68.20%	81.05%	85.06%
<b>TOTAL INTERFACES</b>		<b>215175</b>	<b>61313</b>	<b>47859</b>	<b>324347</b>	<b>48264</b>	<b>34144</b>	<b>1513</b>	<b>240426</b>	<b>37435</b>	<b>27264</b>	<b>10171</b>	<b>202991</b>	<b>72.88%</b>	<b>84.43%</b>	<b>88.16%</b>

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING										FLOWTHROUGH				
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#1		0	8	0	8	1	0	0	7	0	0	0	7	87.50%	100.00%	100.00%
#2		0	34	0	34	1	4	0	29	12	0	12	17	94.44%	58.62%	100.00%
#3		8	0	0	8	2	4	0	2	1	1	0	1	25.00%	50.00%	50.00%
#4		0	4	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%
#5		914	0	0	914	107	112	0	695	38	28	10	657	82.95%	94.53%	95.91%
#6		164	0	0	164	28	8	2	126	60	51	9	66	45.52%	52.38%	56.41%
#7		458	0	0	458	56	66	2	334	53	45	8	281	73.56%	84.13%	86.20%
#8		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#9		29	0	0	29	2	7	0	20	14	11	3	6	31.58%	30.00%	35.29%
#10		358	0	0	358	19	28	1	310	25	23	2	285	87.16%	91.94%	92.53%
#11		267	0	0	267	36	26	3	202	61	56	5	141	60.52%	69.80%	71.57%
#12		1382	0	0	1382	136	49	5	1192	76	62	14	1116	84.93%	93.62%	94.74%
#13		0	0	4	4	0	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#14		196	0	0	196	37	15	2	142	9	8	1	133	74.72%	93.66%	94.33%
#15		17	0	0	17	2	3	1	11	2	2	0	9	69.23%	81.82%	81.82%
#16		54	0	0	54	13	4	0	37	2	2	0	35	70.00%	94.59%	94.59%
#17		0	8	0	8	0	5	0	3	0	0	0	3	100.00%	100.00%	100.00%
#18		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#19		273	0	0	273	38	14	0	221	20	15	5	201	79.13%	90.95%	93.06%
#20		524	0	0	524	130	25	0	369	15	12	3	354	71.37%	95.93%	96.72%
#21		17	0	0	17	1	1	0	15	1	1	0	14	87.50%	93.33%	93.33%
#22		333	0	0	333	24	29	1	279	30	20	10	249	84.98%	89.25%	92.57%
#23		4	0	0	4	1	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#24		17	0	0	17	0	11	1	5	3	2	1	2	50.00%	40.00%	50.00%
#25		51	0	0	51	12	4	1	34	9	6	3	25	58.14%	73.53%	80.65%
#26		65	0	0	65	15	12	0	38	9	9	0	29	54.72%	76.32%	76.32%
#27		571	0	0	571	55	6	0	510	4	4	0	506	89.56%	99.22%	99.22%
#28		513	0	0	513	28	25	1	459	28	26	2	431	88.87%	93.90%	94.31%
#29		36	0	0	36	3	1	1	31	4	2	2	27	84.38%	87.10%	93.10%
#30		0	0	14	14	0	3	1	10	8	1	7	2	66.67%	20.00%	66.67%
#31		673	0	0	673	90	102	5	476	77	58	19	399	72.94%	83.82%	87.31%
#32		17	0	0	17	3	4	0	10	9	6	3	1	10.00%	10.00%	14.29%
#33		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#34		1079	0	0	1079	162	85	5	827	79	64	15	748	76.80%	90.45%	92.12%
#35		29	0	0	29	4	4	0	21	2	2	0	19	76.00%	90.48%	90.48%
#36		6	0	0	6	0	4	0	2	2	2	0	0	0.00%	0.00%	0.00%
#37		2066	0	0	2066	273	130	9	1654	140	119	21	1514	79.43%	91.54%	92.71%

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING										FLOWTHROUGH					
LESOG																	
Mechanized Interface Used																	
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
#38		1548	0	0	1548	67	249	6	1226	253	156	97	973	81.35%	79.36%	86.18%	
#39		182	0	0	182	13	15	0	154	8	7	1	146	87.95%	94.81%	95.42%	
#40		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#41		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#42		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#43		66	0	0	66	6	6	0	54	18	10	8	36	69.23%	66.67%	78.26%	
#44		2	0	0	2	0	0	1	1	1	1	0	0	0.00%	0.00%	0.00%	
#45		49	0	0	49	13	5	1	30	6	5	1	24	57.14%	80.00%	82.76%	
#46		793	0	0	793	130	50	6	607	55	39	16	552	76.56%	90.94%	93.40%	
#47		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#48		11	0	0	11	1	1	0	9	0	0	0	9	90.00%	100.00%	100.00%	
#49		281	0	0	281	31	21	0	229	18	14	4	211	82.42%	92.14%	93.78%	
#50		13	0	0	13	3	2	2	6	4	2	2	2	28.57%	33.33%	50.00%	
#51		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#52		4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%	
#53		83	0	0	83	35	11	1	36	14	12	2	22	31.88%	61.11%	64.71%	
#54		93	0	0	93	10	0	0	83	6	6	0	77	82.80%	92.77%	92.77%	
#55		228	0	0	228	30	15	0	183	10	6	4	173	82.78%	94.54%	96.65%	
#56		26	0	0	26	3	3	0	20	5	3	2	15	71.43%	75.00%	83.33%	
#57		611	0	0	611	83	30	2	496	48	39	9	448	78.60%	90.32%	91.99%	
#58		332	0	0	332	35	18	0	279	9	7	2	270	86.54%	96.77%	97.47%	
#59		0	0	604	604	27	74	0	503	19	14	5	484	92.19%	96.22%	97.19%	
#60		468	0	0	468	49	66	2	351	26	21	5	325	82.28%	92.59%	93.93%	
#61		172	0	0	172	25	74	1	72	9	5	4	63	67.74%	87.50%	92.65%	
#62		97	0	0	97	9	0	0	88	2	2	0	86	88.66%	97.73%	97.73%	
#63		998	0	0	998	103	88	2	805	43	32	11	762	84.95%	94.66%	95.97%	
#64		293	0	0	293	41	8	0	244	23	20	3	221	78.37%	90.57%	91.70%	
#65		163	0	0	163	37	8	2	116	18	16	2	98	64.90%	84.48%	85.96%	
#66		0	0	777	777	11	63	0	703	25	16	9	678	96.17%	96.44%	97.69%	
#67		449	0	0	449	124	85	2	238	36	27	9	202	57.22%	84.87%	88.21%	
#68		212	0	0	212	28	13	1	170	15	15	0	155	78.28%	91.18%	91.18%	
#69		440	0	0	440	47	24	0	369	10	5	5	359	87.35%	97.29%	98.63%	
#70		686	0	0	686	17	115	0	554	65	58	7	489	86.70%	88.27%	89.40%	
#71		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%	
#72		72	0	0	72	10	2	2	58	17	17	0	41	60.29%	70.69%	70.69%	
#73		214	0	0	214	35	20	0	159	22	18	4	137	72.11%	86.16%	88.39%	
#74		31	0	0	31	2	2	0	27	4	3	1	23	82.14%	85.19%	88.46%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING										FLOWTHROUGH				
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#75		30	0	0	30	2	2	0	26	4	2	2	22	84.62%	84.62%	91.67%
#76		0	7	0	7	2	0	0	5	4	0	4	1	33.33%	20.00%	100.00%
#77		131	0	0	131	10	1	0	120	2	2	0	118	90.77%	98.33%	98.33%
#78		237	0	0	237	56	9	0	172	8	8	0	164	71.93%	95.35%	95.35%
#79		1561	0	0	1561	132	47	0	1382	72	58	14	1310	87.33%	94.79%	95.76%
#80		874	0	0	874	80	28	1	765	71	66	5	694	82.62%	90.72%	91.32%
#81		1639	0	0	1639	132	95	4	1408	77	53	24	1331	87.80%	94.53%	96.17%
#82		3805	0	0	3805	536	193	37	3039	201	162	39	2838	80.26%	93.39%	94.60%
#83		86	0	0	86	6	4	1	75	12	9	3	63	80.77%	84.00%	87.50%
#84		41	0	0	41	4	9	0	28	2	2	0	26	81.25%	92.86%	92.86%
#85		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
#86		213	0	0	213	16	9	0	188	8	8	0	180	88.24%	95.74%	95.74%
#87		178	0	0	178	18	17	0	143	6	4	2	137	86.16%	95.80%	97.16%
#88		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#89		506	0	0	506	66	41	3	396	26	15	11	370	82.04%	93.43%	96.10%
#90		83	0	0	83	1	1	0	81	6	3	3	75	94.94%	92.59%	96.15%
#91		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#92		224	0	0	224	28	21	0	175	4	3	1	171	84.65%	97.71%	98.28%
#93		6	0	0	6	2	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#94		43	0	0	43	1	1	0	41	1	1	0	40	95.24%	97.56%	97.56%
#95		38	0	0	38	2	1	1	34	4	4	0	30	83.33%	88.24%	88.24%
#96		1441	0	0	1441	215	109	1	1116	57	44	13	1059	80.35%	94.89%	96.01%
#97		41	0	0	41	5	5	0	31	13	9	4	18	56.25%	58.06%	66.67%
#98		0	0	381	381	20	162	1	198	31	16	15	167	82.27%	84.34%	91.26%
#99		948	0	0	948	64	60	0	824	17	14	3	807	91.19%	97.94%	98.29%
#100		777	0	0	777	83	129	1	564	68	60	8	496	77.62%	87.94%	89.21%
#101		31	0	0	31	7	2	0	22	2	1	1	20	71.43%	90.91%	95.24%
#102		128	0	0	128	18	15	0	95	11	9	2	84	75.68%	88.42%	90.32%
#103		7236	0	0	7236	486	572	10	6168	401	311	90	5767	87.86%	93.50%	94.88%
#104		321	0	0	321	25	21	0	275	33	32	1	242	80.94%	88.00%	88.32%
#105		1272	0	0	1272	112	76	3	1081	82	80	2	999	83.88%	92.41%	92.59%
#106		0	0	117	117	6	15	0	96	0	0	0	96	94.12%	100.00%	100.00%
#107		213	0	0	213	95	26	0	92	5	4	1	87	46.77%	94.57%	95.60%
#108		32	0	0	32	2	4	0	26	2	2	0	24	85.71%	92.31%	92.31%
#109		203	0	0	203	32	2	1	168	8	6	2	160	80.81%	95.24%	96.39%
#110		406	0	0	406	99	61	0	246	25	12	13	221	66.57%	89.84%	94.85%
#111		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING										FLOWTHROUGH				
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#112		147	0	0	147	25	9	0	113	6	6	0	107	77.54%	94.69%	94.69%
#113		0	0	17	17	3	6	2	6	6	2	4	0	0.00%	0.00%	0.00%
#114		78	0	0	78	4	68	0	6	1	1	0	5	50.00%	83.33%	83.33%
#115		2049	0	0	2049	281	101	6	1661	157	102	55	1504	79.70%	90.55%	93.65%
#116		2403	0	0	2403	145	250	2	2006	137	77	60	1869	89.38%	93.17%	96.04%
#117		1215	0	0	1215	86	75	1	1053	59	44	15	994	88.43%	94.40%	95.76%
#118		94	0	0	94	5	15	0	74	4	4	0	70	88.61%	94.59%	94.59%
#119		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#121		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#122		40	0	0	40	8	12	0	20	8	8	0	12	42.86%	60.00%	60.00%
#123		74	0	0	74	7	5	0	62	5	4	1	57	83.82%	91.94%	93.44%
#124		8	0	0	8	0	2	3	3	3	3	0	0	0.00%	0.00%	0.00%
#125		297	0	0	297	84	33	1	179	69	60	9	110	43.31%	61.45%	64.71%
#126		22	0	0	22	4	9	1	8	7	4	3	1	11.11%	12.50%	20.00%
#127		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		10	0	0	10	0	3	0	7	6	5	1	1	16.67%	14.29%	16.67%
#129		96	0	0	96	24	5	0	67	5	4	1	62	68.89%	92.54%	93.94%
#130		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#131		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#132		21	0	0	21	4	16	0	1	1	1	0	0	0.00%	0.00%	0.00%
#133		692	0	0	692	23	38	3	628	21	18	3	607	93.67%	96.66%	97.12%
#134		0	0	4027	4027	116	68	15	3828	277	221	56	3551	91.33%	92.76%	94.14%
#135		8802	0	0	8802	658	388	5	7751	278	243	35	7473	89.24%	96.41%	96.85%
#136		0	0	3319	3319	54	448	29	2788	1172	813	359	1616	65.08%	57.96%	66.53%
#137		765	0	0	765	85	29	7	644	41	33	8	603	83.63%	93.63%	94.81%
#138		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#139		735	0	0	735	65	16	1	653	17	15	2	636	88.83%	97.40%	97.70%
#140		389	0	0	389	49	23	1	316	16	10	6	300	83.57%	94.94%	96.77%
#141		831	0	0	831	58	62	0	711	46	36	10	665	87.62%	93.53%	94.86%
#142		27	0	0	27	1	7	2	17	4	0	4	13	92.86%	76.47%	100.00%
#143		238	0	0	238	8	10	1	219	39	28	11	180	83.33%	82.19%	86.54%
#144		876	0	0	876	91	69	8	708	79	71	8	629	79.52%	88.84%	89.86%
#145		11	0	0	11	0	4	0	7	4	3	1	3	50.00%	42.86%	50.00%
#146		0	0	929	929	20	95	1	813	11	8	3	802	96.63%	98.65%	99.01%
#147		82	0	0	82	1	8	1	72	8	6	2	64	90.14%	88.89%	91.43%
#148		338	0	0	338	47	13	1	277	27	15	12	250	80.13%	90.25%	94.34%

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info																
LSR PROCESSING										FLOWTHROUGH						
LESOG																
Mechanized Interface Used																
Manual																
Rejects																
Validated																
Errors																
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#149		22766	0	0	22766	7149	3128	91	12398	3568	2642	926	8830	47.42%	71.22%	76.97%
#150		373	0	0	373	31	24	0	318	22	19	3	296	85.55%	93.08%	93.97%
#151		0	0	219	219	43	42	1	133	24	22	2	109	62.64%	81.95%	83.21%
#152		230	0	0	230	18	44	1	167	33	30	3	134	73.63%	80.24%	81.71%
#153		69	0	0	69	13	13	0	43	4	4	0	39	69.64%	90.70%	90.70%
#154		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#155		18	0	0	18	4	3	0	11	5	4	1	6	42.86%	54.55%	60.00%
#156		38	0	0	38	3	6	0	29	1	1	0	28	87.50%	96.55%	96.55%
#157		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#158		283	0	0	283	21	3	0	259	7	6	1	252	90.32%	97.30%	97.67%
#159		30	0	0	30	2	0	0	28	0	0	0	28	93.33%	100.00%	100.00%
#160		63	0	0	63	6	1	1	55	13	10	3	42	72.41%	76.36%	80.77%
#161		3064	0	0	3064	225	358	2	2479	102	89	13	2377	88.33%	95.89%	96.39%
#162		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#163		0	1458	0	1458	74	103	0	1281	172	144	28	1109	83.57%	86.57%	88.51%
#164		0	0	10	10	5	1	0	4	1	1	0	3	33.33%	75.00%	75.00%
#165		8	0	0	8	2	2	0	4	3	2	1	1	20.00%	25.00%	33.33%
#166		0	95	0	95	7	3	0	85	1	1	0	84	91.30%	98.82%	98.82%
#167		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#168		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
#169		41	0	0	41	0	4	0	37	1	0	1	36	100.00%	97.30%	100.00%
#170		0	6225	0	6225	746	1222	3	4254	159	66	93	4095	83.45%	96.26%	98.41%
#171		204	0	0	204	14	10	0	180	11	9	2	169	88.02%	93.89%	94.94%
#172		0	9087	0	9087	1496	1807	5	5779	301	134	167	5478	77.07%	94.79%	97.61%
#173		346	0	0	346	23	27	0	296	16	14	2	280	88.33%	94.59%	95.24%
#174		0	0	127	127	24	26	4	73	22	15	7	51	56.67%	69.86%	77.27%
#175		304	0	0	304	19	41	5	239	67	39	28	172	74.78%	71.97%	81.52%
#176		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#177		433	0	0	433	27	24	3	379	43	36	7	336	84.21%	88.65%	90.32%
#178		118	0	0	118	13	10	0	95	6	4	2	89	83.96%	93.68%	95.70%
#179		271	0	0	271	6	20	2	243	100	54	46	143	70.44%	58.85%	72.59%
#180		0	9257	0	9257	164	1781	3	7309	1844	1227	617	5465	79.71%	74.77%	81.66%
#181		268	0	0	268	13	30	0	225	21	20	1	204	86.08%	90.67%	91.07%
#182		34	0	0	34	4	7	1	22	12	7	5	10	47.62%	45.45%	58.82%
#183		18	0	0	18	9	0	0	9	9	9	0	0	0.00%	0.00%	0.00%
#184		6	0	0	6	1	2	0	3	0	0	0	3	75.00%	100.00%	100.00%
#185		491	0	0	491	18	27	0	446	18	14	4	428	93.04%	95.96%	96.83%



**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING										FLOWTHROUGH					
LESOG																	
Mechanized Interface Used																	
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
#186		36	0	0	36	4	4	0	28	2	2	0	26	81.25%	92.86%	92.86%	
#187		8	0	0	8	0	3	0	5	2	1	1	3	75.00%	60.00%	75.00%	
#188		10	0	0	10	0	0	0	10	2	2	0	8	80.00%	80.00%	80.00%	
#189		159	0	0	159	51	22	0	86	26	13	13	60	48.39%	69.77%	82.19%	
#190		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%	
#191		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#192		3384	0	0	3384	427	224	8	2725	224	193	31	2501	80.13%	91.78%	92.84%	
#193		0	0	3355	3355	505	317	54	2479	313	209	104	2166	75.21%	87.37%	91.20%	
#194		15096	0	0	15096	383	977	10	13726	253	198	55	13473	95.87%	98.16%	98.55%	
#195		0	56	0	56	2	4	0	50	11	6	5	39	82.98%	78.00%	86.67%	
#196		170	0	0	170	2	6	0	162	5	4	1	157	96.32%	96.91%	97.52%	
#197		494	0	0	494	19	73	2	400	5	4	1	395	94.50%	98.75%	99.00%	
#198		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#199		129	0	0	129	15	18	1	95	15	13	2	80	74.07%	84.21%	86.02%	
#200		0	152	0	152	22	33	1	96	36	15	21	60	61.86%	62.50%	80.00%	
#201		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#202		0	0	9555	9555	277	701	16	8561	245	191	54	8316	94.67%	97.14%	97.75%	
#203		3146	0	0	3146	408	211	19	2508	261	202	59	2247	78.65%	89.59%	91.75%	
#204		335	0	0	335	46	27	3	259	44	35	9	215	72.64%	83.01%	86.00%	
#205		29	0	0	29	4	2	0	23	7	7	0	16	59.26%	69.57%	69.57%	
#206		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#207		125	0	0	125	16	13	2	94	31	22	9	63	62.38%	67.02%	74.12%	
#208		32	0	0	32	20	2	0	10	7	5	2	3	10.71%	30.00%	37.50%	
#209		1036	0	0	1036	147	39	1	849	46	30	16	803	81.94%	94.58%	96.40%	
#210		345	0	0	345	7	28	0	310	15	10	5	295	94.55%	95.16%	96.72%	
#211		0	0	1370	1370	38	122	1	1209	23	19	4	1186	95.41%	98.10%	98.42%	
#212		105	0	0	105	5	2	0	98	5	5	0	93	90.29%	94.90%	94.90%	
#213		230	0	0	230	18	17	2	193	30	28	2	163	77.99%	84.46%	85.34%	
#214		23	0	0	23	2	3	0	18	3	3	0	15	75.00%	83.33%	83.33%	
#215		129	0	0	129	7	14	1	107	9	8	1	98	86.73%	91.59%	92.45%	
#216		1007	0	0	1007	88	57	1	861	82	74	8	779	82.78%	90.48%	91.32%	
#217		13	0	0	13	0	1	0	12	1	1	0	11	91.67%	91.67%	91.67%	
#218		0	0	1527	1527	167	99	5	1256	148	118	30	1108	79.54%	88.22%	90.38%	
#219		83	0	0	83	4	5	0	74	4	4	0	70	89.74%	94.59%	94.59%	
#220		0	2447	0	2447	854	195	1	1397	212	162	50	1185	53.84%	84.82%	87.97%	
#221		3176	0	0	3176	440	173	17	2546	581	495	86	1965	67.76%	77.18%	79.88%	
#222		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																		
Company Info																		
LSR PROCESSING										FLOWTHROUGH								
LESOG																		
Mechanized Interface Used					Manual		Rejects		Validated		Errors							
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
#223		0	0	1787	1787	35	330	4	1418	14	12	2	1404	96.76%	99.01%	99.15%		
#224		49	0	0	49	1	5	0	43	6	6	0	37	84.09%	86.05%	86.05%		
#225		4	0	0	4	0	0	0	4	3	3	0	1	25.00%	25.00%	25.00%		
#226		574	0	0	574	36	38	1	499	23	16	7	476	90.15%	95.39%	96.75%		
#227		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#228		0	0	6	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%		
#229		0	0	485	485	10	76	0	399	4	3	1	395	96.81%	99.00%	99.25%		
#230		21	0	0	21	2	1	0	18	4	4	0	14	70.00%	77.78%	77.78%		
#231		59	0	0	59	8	8	1	42	7	6	1	35	71.43%	83.33%	85.37%		
#232		463	0	0	463	82	24	1	356	34	31	3	322	74.02%	90.45%	91.22%		
#233		53	0	0	53	12	2	0	39	0	0	0	39	76.47%	100.00%	100.00%		
#234		323	0	0	323	22	10	1	290	17	13	4	273	88.64%	94.14%	95.45%		
#235		8	0	0	8	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%		
#236		0	0	58	58	2	8	0	48	3	3	0	45	90.00%	93.75%	93.75%		
#237		101	0	0	101	16	3	0	82	3	3	0	79	80.61%	96.34%	96.34%		
#238		0	4162	0	4162	547	804	2	2809	115	57	58	2694	81.69%	95.91%	97.93%		
#239		170	0	0	170	8	5	0	157	28	27	1	129	78.66%	82.17%	82.69%		
#240		287	0	0	287	46	38	4	199	36	31	5	163	67.92%	81.91%	84.02%		
#241		26	0	0	26	4	7	0	15	5	4	1	10	55.56%	66.67%	71.43%		
#242		95	0	0	95	4	7	0	84	1	1	0	83	94.32%	98.81%	98.81%		
#243		10	0	0	10	1	2	0	7	1	0	1	6	85.71%	85.71%	100.00%		
#244		448	0	0	448	37	15	1	395	31	25	6	364	85.45%	92.15%	93.57%		
#245		3028	0	0	3028	518	230	7	2273	297	224	73	1976	72.70%	86.93%	89.82%		
#246		27110	0	0	27110	3811	2479	63	20757	1618	1364	254	19139	78.72%	92.21%	93.35%		
#247		50	0	0	50	32	7	0	11	1	0	1	10	23.81%	90.91%	100.00%		
#248		548	0	0	548	54	62	4	428	44	34	10	384	81.36%	89.72%	91.87%		
#249		387	0	0	387	44	22	2	319	61	37	24	258	76.11%	80.88%	87.46%		
#250		160	0	0	160	15	14	0	131	2	2	0	129	88.36%	98.47%	98.47%		
#251		60	0	0	60	0	3	0	57	1	1	0	56	98.25%	98.25%	98.25%		
#252		272	0	0	272	9	26	0	237	12	9	3	225	92.59%	94.94%	96.15%		
#253		122	0	0	122	3	7	0	112	6	5	1	106	92.98%	94.64%	95.50%		
#254		167	0	0	167	17	11	3	136	19	18	1	117	76.97%	86.03%	86.67%		
#255		89	0	0	89	5	11	0	73	4	3	1	69	89.61%	94.52%	95.83%		
#256		30	0	0	30	3	1	1	25	3	2	1	22	81.48%	88.00%	91.67%		
#257		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#258		2194	0	0	2194	113	169	6	1906	148	135	13	1758	87.64%	92.24%	92.87%		
#259		400	0	0	400	50	17	1	332	29	21	8	303	81.02%	91.27%	93.52%		

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)  
 REPORT PERIOD: 06/01/2001 - 06/30/2001

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																
Company Info																
LSR PROCESSING																
LESOG																
Mechanized Interface Used																
Manual																
Rejects																
Validated																
Errors																
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#260		18	0	0	18	1	8	1	8	3	3	0	5	55.56%	62.50%	62.50%
#261		693	0	0	693	38	42	1	612	25	17	8	587	91.43%	95.92%	97.19%
#262		1031	0	0	1031	131	134	8	758	179	166	13	579	66.10%	76.39%	77.72%
#263		56	0	0	56	5	7	0	44	8	8	0	36	73.47%	81.82%	81.82%
#264		0	12	0	12	8	1	0	3	1	1	0	2	18.18%	66.67%	66.67%
#265		145	0	0	145	12	9	0	124	21	19	2	103	76.87%	83.06%	84.43%
#266		5	0	0	5	0	3	0	2	2	2	0	0	0.00%	0.00%	0.00%
#267		367	0	0	367	27	26	0	314	19	17	2	295	87.02%	93.95%	94.55%
#268		49	0	0	49	11	7	2	29	11	10	1	18	46.15%	62.07%	64.29%
#269		3261	0	0	3261	322	254	9	2676	159	110	49	2517	85.35%	94.06%	95.81%
#270		42	0	0	42	2	12	6	22	10	8	2	12	54.55%	54.55%	60.00%
#271		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#272		1395	0	0	1395	125	91	8	1171	109	80	29	1062	83.82%	90.69%	92.99%
#273		36	0	0	36	1	5	0	30	8	5	3	22	78.57%	73.33%	81.48%
#274		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#275		1221	0	0	1221	173	48	7	993	173	154	19	820	71.49%	82.58%	84.19%
<i>LENS Subtotal</i>		166308	0	0	166308	21917	14141	489	129761	12701	9975	2726	117060	78.59%	90.21%	92.15%
<i>EDI Subtotal</i>		0	33014	0	33014	3925	5964	15	23110	2870	1814	1056	20240	77.91%	87.58%	91.77%
<i>TAG Subtotal</i>		0	0	28697	28697	1368	2661	134	24534	2350	1687	663	22184	87.90%	90.42%	92.93%
<b>TOTAL INTERFACES</b>		<b>166308</b>	<b>33014</b>	<b>28697</b>	<b>228019</b>	<b>27210</b>	<b>22766</b>	<b>638</b>	<b>177405</b>	<b>17921</b>	<b>13476</b>	<b>4445</b>	<b>159484</b>	<b>79.67%</b>	<b>89.90%</b>	<b>92.21%</b>

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING											FLOWTHROUGH			
LESOG																
Mechanized Interface Used					Manual	Rejects	Validated			Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#3		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		19	0	0	19	0	6	0	13	11	10	1	2	16.67%	15.38%	16.67%
#5		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#6		5	0	0	5	0	1	1	3	2	2	0	1	33.33%	33.33%	33.33%
#7		0	0	10	10	2	0	0	8	3	1	2	5	62.50%	62.50%	83.33%
#8		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#9		76	0	0	76	5	15	2	54	31	28	3	23	41.07%	42.59%	45.10%
#10		0	0	4	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		0	0	10	10	0	1	0	9	6	4	2	3	42.86%	33.33%	42.86%
#12		0	11	0	11	0	5	0	6	3	3	0	3	50.00%	50.00%	50.00%
#13		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#14		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#15		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#16		5	0	0	5	2	0	0	3	2	2	0	1	20.00%	33.33%	33.33%
#17		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#18		12	0	0	12	1	6	0	5	1	1	0	4	66.67%	80.00%	80.00%
#19		57	0	0	57	8	14	0	35	14	8	6	21	56.76%	60.00%	72.41%
#20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#22		0	0	15	15	11	2	0	2	1	0	1	1	8.33%	50.00%	100.00%
#23		34	0	0	34	3	12	1	18	5	3	2	13	68.42%	72.22%	81.25%
#24		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#25		24	0	0	24	3	0	5	16	13	4	9	3	30.00%	18.75%	42.86%
#26		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
#27		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#28		28	0	0	28	4	5	0	19	7	4	3	12	60.00%	63.16%	75.00%
#29		10	0	0	10	3	1	0	6	2	2	0	4	44.44%	66.67%	66.67%
#30		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#31		4	0	0	4	1	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#32		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#33		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#34		17	0	0	17	3	4	0	10	5	3	2	5	45.45%	50.00%	62.50%
#35		6	0	0	6	0	2	1	3	1	1	0	2	66.67%	66.67%	66.67%
#36		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#37		37	0	0	37	5	8	4	20	10	8	2	10	43.48%	50.00%	55.56%

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																														
Company Info		LSR PROCESSING											FLOWTHROUGH																	
LESOG																														
Mechanized Interface Used					Manual		Rejects		Validated		Errors																			
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation														
#38		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%														
#39		13	0	0	13	1	6	0	6	1	1	0	5	71.43%	83.33%	83.33%														
#40		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%														
#41		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%														
#42		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%														
#43		9	0	0	9	0	2	0	7	3	2	1	4	66.67%	57.14%	66.67%														
#44		7	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%														
#45		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%														
#46		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%														
#47		3	0	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%														
#48		4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%														
#49		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%														
#50		7	0	0	7	1	0	1	5	2	0	2	3	75.00%	60.00%	100.00%														
#51		27	0	0	27	16	2	0	9	7	6	1	2	8.33%	22.22%	25.00%														
#52		18	0	0	18	1	3	0	14	3	3	0	11	73.33%	78.57%	78.57%														
#53		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%														
#54		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%														
#55		35	0	0	35	0	4	1	30	12	7	5	18	72.00%	60.00%	72.00%														
#56		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%														
#57		6	0	0	6	0	0	0	6	2	0	2	4	100.00%	66.67%	100.00%														
#58		12	0	0	12	0	0	0	12	4	4	0	8	66.67%	66.67%	66.67%														
#59		23	0	0	23	3	3	0	17	9	8	1	8	42.11%	47.06%	50.00%														
#60		9	0	0	9	1	1	0	7	3	3	0	4	50.00%	57.14%	57.14%														
#61		14	0	0	14	2	1	0	11	2	0	2	9	81.82%	81.82%	100.00%														
#62		70	0	0	70	18	1	4	47	25	22	3	22	35.48%	46.81%	50.00%														
#63		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%														
#64		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%														
#65		44	0	0	44	13	8	2	21	12	12	0	9	26.47%	42.86%	42.86%														
#66		21	0	0	21	5	6	1	9	4	4	0	5	35.71%	55.56%	55.56%														
#67		45	0	0	45	13	3	0	29	16	13	3	13	33.33%	44.83%	50.00%														
#68		8	0	0	8	4	0	0	4	1	1	0	3	37.50%	75.00%	75.00%														
#69		0	0	11	11	10	0	0	1	1	1	0	0	0.00%	0.00%	0.00%														
#70		62	0	0	62	6	8	0	48	12	11	1	36	67.92%	75.00%	76.60%														
#71		20	0	0	20	0	4	0	16	6	5	1	10	66.67%	62.50%	66.67%														
#72		32	0	0	32	2	4	1	25	11	11	0	14	51.85%	56.00%	56.00%														
#73		28	0	0	28	2	0	0	26	6	5	1	20	74.07%	76.92%	80.00%														
#74		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%														

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING											FLOWTHROUGH			
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated			Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#75		4	0	0	4	0	2	1	1	1	1	0	0	0.00%	0.00%	0.00%
#76		25	0	0	25	11	3	0	11	4	4	0	7	31.82%	63.64%	63.64%
#77		36	0	0	36	8	1	0	27	12	10	2	15	45.45%	55.56%	60.00%
#78		33	0	0	33	7	1	0	25	22	19	3	3	10.34%	12.00%	13.64%
#79		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#80		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#81		9	0	0	9	2	3	1	3	2	2	0	1	20.00%	33.33%	33.33%
#82		0	0	22	22	2	6	0	14	10	9	1	4	26.67%	28.57%	30.77%
#83		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#84		18	0	0	18	7	5	0	6	2	2	0	4	30.77%	66.67%	66.67%
#85		24	0	0	24	13	4	1	6	5	5	0	1	5.26%	16.67%	16.67%
#86		14	0	0	14	2	2	0	10	2	1	1	8	72.73%	80.00%	88.89%
#87		43	0	0	43	5	7	0	31	7	7	0	24	66.67%	77.42%	77.42%
#88		215	0	0	215	21	32	7	155	71	52	19	84	53.50%	54.19%	61.76%
#89		38	0	0	38	4	10	0	24	14	11	3	10	40.00%	41.67%	47.62%
#90		155	0	0	155	18	40	2	95	57	48	9	38	36.54%	40.00%	44.19%
#91		4	0	0	4	0	2	0	2	1	1	0	1	50.00%	50.00%	50.00%
#92		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		1499	0	0	1499	226	273	17	983	522	393	129	461	42.69%	46.90%	53.98%
#94		0	0	32	32	3	17	0	12	9	7	2	3	23.08%	25.00%	30.00%
#95		117	0	0	117	22	19	0	76	37	33	4	39	41.49%	51.32%	54.17%
#96		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#97		8	0	0	8	4	0	0	4	2	2	0	2	25.00%	50.00%	50.00%
#98		11	0	0	11	0	2	2	7	2	1	1	5	83.33%	71.43%	83.33%
#99		61	0	0	61	20	5	2	34	14	12	2	20	38.46%	58.82%	62.50%
#100		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
#101		0	0	7	7	0	3	0	4	1	1	0	3	75.00%	75.00%	75.00%
#102		34	0	0	34	8	2	0	24	6	4	2	18	60.00%	75.00%	81.82%
#103		0	0	51	51	25	6	0	20	13	10	3	7	16.67%	35.00%	41.18%
#104		41	0	0	41	4	2	0	35	11	11	0	24	61.54%	68.57%	68.57%
#105		6	0	0	6	0	3	0	3	1	1	0	2	66.67%	66.67%	66.67%
#106		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#108		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#110		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#111		13	0	0	13	3	0	1	9	5	3	2	4	40.00%	44.44%	57.14%

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING											FLOWTHROUGH			
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated			Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#112		26	0	0	26	2	3	0	21	14	7	7	7	43.75%	33.33%	50.00%
#113		0	14	0	14	11	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#114		52	0	0	52	30	5	1	16	6	3	3	10	23.26%	62.50%	76.92%
#115		0	0	136	136	75	25	3	33	23	19	4	10	9.62%	30.30%	34.48%
#116		384	0	0	384	93	23	10	258	129	102	27	129	39.81%	50.00%	55.84%
#117		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#118		6	0	0	6	4	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#119		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#120		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#121		49	0	0	49	4	8	1	36	19	14	5	17	48.57%	47.22%	54.84%
#122		58	0	0	58	12	3	0	43	14	12	2	29	54.72%	67.44%	70.73%
#123		577	0	0	577	63	64	8	442	277	127	150	165	46.48%	37.33%	56.51%
#124		7	0	0	7	1	0	0	6	4	4	0	2	28.57%	33.33%	33.33%
#125		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#126		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#127		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	0	11	11	2	4	0	5	1	0	1	4	66.67%	80.00%	100.00%
#129		17	0	0	17	5	0	0	12	6	2	4	6	46.15%	50.00%	75.00%
#130		15	0	0	15	8	0	0	7	6	5	1	1	7.14%	14.29%	16.67%
#131		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#132		10	0	0	10	5	0	1	4	2	0	2	2	28.57%	50.00%	100.00%
#133		571	0	0	571	117	45	5	404	187	151	36	217	44.74%	53.71%	58.97%
#134		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#135		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#136		61	0	0	61	20	5	0	36	12	10	2	24	44.44%	66.67%	70.59%
#137		0	504	0	504	238	88	6	172	59	41	18	113	28.83%	65.70%	73.38%
#138		78	0	0	78	19	8	0	51	16	13	3	35	52.24%	68.63%	72.92%
#139		0	0	33	33	10	10	0	13	2	2	0	11	47.83%	84.62%	84.62%
#140		57	0	0	57	16	11	1	29	13	8	5	16	40.00%	55.17%	66.67%
#141		367	0	0	367	29	36	8	294	102	89	13	192	61.94%	65.31%	68.33%
#142		106	0	0	106	15	5	2	84	35	24	11	49	55.68%	58.33%	67.12%
#143		22	0	0	22	5	9	1	7	6	5	1	1	9.09%	14.29%	16.67%
#144		861	0	0	861	202	103	10	546	254	201	53	292	42.01%	53.48%	59.23%
#145		13	0	0	13	7	1	0	5	5	5	0	0	0.00%	0.00%	0.00%
#146		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#147		104	0	0	104	30	10	2	62	37	29	8	25	29.76%	40.32%	46.30%
#148		18	0	0	18	2	2	0	14	9	9	0	5	31.25%	35.71%	35.71%

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
LESOG																	
Mechanized Interface Used					Manual		Rejects		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#149		15	0	0	15	6	1	0	8	5	4	1	3	23.08%	37.50%	42.86%	
#150		22	0	0	22	2	8	3	9	8	5	3	1	12.50%	11.11%	16.67%	
#151		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%	
#152		99	0	0	99	22	11	0	66	28	24	4	38	45.24%	57.58%	61.29%	
#153		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#154		0	0	7	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%	
#155		8	0	0	8	0	2	2	4	3	2	1	1	33.33%	25.00%	33.33%	
#156		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#157		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%	
#158		38	0	0	38	7	0	0	31	6	6	0	25	65.79%	80.65%	80.65%	
#159		0	0	92	92	15	30	5	42	40	35	5	2	3.85%	4.76%	5.41%	
#160		871	0	0	871	262	113	9	487	239	213	26	248	34.30%	50.92%	53.80%	
#161		53	0	0	53	6	3	1	43	16	13	3	27	58.70%	62.79%	67.50%	
#162		43	0	0	43	6	5	1	31	9	7	2	22	62.86%	70.97%	75.86%	
#163		40	0	0	40	5	11	0	24	9	8	1	15	53.57%	62.50%	65.22%	
#164		94	0	0	94	2	8	0	84	28	23	5	56	69.14%	66.67%	70.89%	
#165		13	0	0	13	2	0	0	11	4	3	1	7	58.33%	63.64%	70.00%	
#166		29	0	0	29	18	2	0	9	4	2	2	5	20.00%	55.56%	71.43%	
#167		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#168		167	0	0	167	39	10	2	116	46	35	11	70	48.61%	60.34%	66.67%	
#169		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#170		474	0	0	474	69	55	13	337	148	120	28	189	50.00%	56.08%	61.17%	
#171		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#172		58	0	0	58	23	11	1	23	18	14	4	5	11.90%	21.74%	26.32%	
#173		35	0	0	35	3	8	0	24	5	1	4	19	82.61%	79.17%	95.00%	
#174		8	0	0	8	5	0	0	3	2	1	1	1	14.29%	33.33%	50.00%	
#175		5	0	0	5	0	0	0	5	4	1	3	1	50.00%	20.00%	50.00%	
#176		0	0	6	6	0	6	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#177		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#178		67	0	0	67	17	5	2	43	19	19	0	24	40.00%	55.81%	55.81%	
#179		0	140	0	140	44	19	3	74	42	37	5	32	28.32%	43.24%	46.38%	
#180		1139	0	0	1139	204	125	21	789	459	387	72	330	35.83%	41.83%	46.03%	
#181		44	0	0	44	4	18	2	20	18	18	0	2	8.33%	10.00%	10.00%	
#182		35	0	0	35	2	5	0	28	14	13	1	14	48.28%	50.00%	51.85%	
#183		20	0	0	20	3	0	0	17	5	2	3	12	70.59%	70.59%	85.71%	
#184		184	0	0	184	145	10	1	28	19	13	6	9	5.39%	32.14%	40.91%	
#185		6	0	0	6	3	0	0	3	1	1	0	2	33.33%	66.67%	66.67%	



**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)  
 REPORT PERIOD: 06/01/2001 - 06/30/2001

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING										FLOWTHROUGH					
LESOG																	
Mechanized Interface Used																	
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated			Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
#186		0	0	1	1	0	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		6	0	0	6	1	0	0	5	1	0	1	4	80.00%	80.00%	100.00%	
#188		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#189		12	0	0	12	1	1	0	10	4	4	0	6	54.55%	60.00%	60.00%	
#190		13	0	0	13	7	0	0	6	6	4	2	0	0.00%	0.00%	0.00%	
#191		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%	
#192		11	0	0	11	8	0	0	3	3	3	0	0	0.00%	0.00%	0.00%	
<i>LENS Subtotal</i>		10449	0	0	10449	2097	1323	166	6863	3354	2604	750	3509	42.74%	51.13%	57.40%	
<i>EDI Subtotal</i>		0	672	0	672	293	112	9	258	110	83	27	148	28.24%	57.36%	64.07%	
<i>TAG Subtotal</i>		0	0	469	469	162	115	8	184	115	94	21	69	21.23%	37.50%	42.33%	
<b>TOTAL INTERFACES</b>		<b>10449</b>	<b>672</b>	<b>469</b>	<b>11590</b>	<b>2552</b>	<b>1550</b>	<b>183</b>	<b>7305</b>	<b>3579</b>	<b>2781</b>	<b>798</b>	<b>3726</b>	<b>41.13%</b>	<b>51.01%</b>	<b>57.26%</b>	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
LESOG																	
Mechanized Interface Used																	
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects		Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
#1		0	107	0	107	31	28	0	48	22	6	16	26	41.27%	54.17%	81.25%	
#2		52	0	0	52	3	8	0	41	11	8	3	30	73.17%	73.17%	78.95%	
#3		0	3420	0	3420	569	662	0	2189	1955	151	1804	234	24.53%	10.69%	60.78%	
#4		967	0	0	967	69	82	16	800	218	106	112	582	76.88%	72.75%	84.59%	
#5		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%	
#6		0	19	0	19	5	2	0	12	6	6	0	6	35.29%	50.00%	50.00%	
#7		0	17	0	17	4	2	0	11	4	2	2	7	53.85%	63.64%	77.78%	
#8		30	0	0	30	2	3	7	18	11	10	1	7	36.84%	38.89%	41.18%	
#9		1339	0	0	1339	172	116	1	1050	137	116	21	913	76.02%	86.95%	88.73%	
#10		0	0	13	13	2	1	0	10	4	3	1	6	54.55%	60.00%	66.67%	
#11		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#12		0	0	17	17	13	3	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#13		2230	0	0	2230	288	278	36	1628	360	244	116	1268	70.44%	77.89%	83.86%	
#14		33	0	0	33	15	6	1	11	7	6	1	4	16.00%	36.36%	40.00%	
#15		0	0	2	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#16		0	0	1467	1467	207	253	8	999	424	348	76	575	50.88%	57.56%	62.30%	
#17		0	0	896	896	130	130	1	635	256	219	37	379	52.06%	59.69%	63.38%	
#18		0	0	18	18	1	1	0	16	16	7	9	0	0.00%	0.00%	0.00%	
#19		0	0	23	23	4	4	2	13	6	2	4	7	53.85%	53.85%	77.78%	
#20		100	0	0	100	10	10	2	78	31	24	7	47	58.02%	60.26%	66.20%	
#21		0	0	1277	1277	281	245	11	740	339	238	101	401	43.59%	54.19%	62.75%	
#22		0	193	0	193	163	13	0	17	17	16	1	0	0.00%	0.00%	0.00%	
#23		914	0	0	914	499	114	2	299	110	80	30	189	24.61%	63.21%	70.26%	
#24		0	0	778	778	120	155	9	494	221	178	43	273	47.81%	55.26%	60.53%	
#25		0	0	551	551	112	104	11	324	135	114	21	189	45.54%	58.33%	62.38%	
#26		474	0	0	474	49	48	9	368	106	77	29	262	67.53%	71.20%	77.29%	
#27		0	198	0	198	25	16	8	149	69	53	16	80	50.63%	53.69%	60.15%	
#28		4	0	0	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#29		0	0	32	32	10	2	0	20	4	4	0	16	53.33%	80.00%	80.00%	
#30		63	0	0	63	8	12	0	43	5	3	2	38	77.55%	88.37%	92.68%	
#31		688	0	0	688	173	48	6	461	143	120	23	318	52.05%	68.98%	72.60%	
#32		2016	0	0	2016	432	139	6	1439	386	314	72	1053	58.53%	73.18%	77.03%	
#33		48	0	0	48	0	0	1	47	47	46	1	0	0.00%	0.00%	0.00%	
#34		4	0	0	4	0	1	1	2	2	2	0	0	0.00%	0.00%	0.00%	
#35		0	0	11	11	0	2	2	7	7	3	4	0	0.00%	0.00%	0.00%	
#36		93	0	0	93	5	5	9	74	69	48	21	5	8.62%	6.76%	9.43%	
#37		0	0	579	579	92	87	1	399	175	159	16	224	47.16%	56.14%	58.49%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#38		486	0	0	486	44	34	4	404	73	59	14	331	76.27%	81.93%	84.87%	
#39		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#40		98	0	0	98	26	15	0	57	16	10	6	41	53.25%	71.93%	80.39%	
#41		0	5	0	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%	
#42		0	4	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#43		0	0	33	33	7	12	2	12	4	4	0	8	42.11%	66.67%	66.67%	
#44		42	0	0	42	4	10	2	26	8	7	1	18	62.07%	69.23%	72.00%	
#45		66	0	0	66	12	8	2	44	16	14	2	28	51.85%	63.64%	66.67%	
#46		70	0	0	70	14	5	0	51	14	13	1	37	57.81%	72.55%	74.00%	
#47		0	0	13	13	2	6	0	5	3	3	0	2	28.57%	40.00%	40.00%	
#48		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%	
#49		0	0	105	105	11	6	0	88	34	28	6	54	58.06%	61.36%	65.85%	
#50		127	0	0	127	18	6	1	102	19	16	3	83	70.94%	81.37%	83.84%	
#51		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#52		31	0	0	31	4	1	1	25	12	1	11	13	72.22%	52.00%	92.86%	
#53		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#54		27	0	0	27	1	5	1	20	3	3	0	17	80.95%	85.00%	85.00%	
#55		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#56		35	0	0	35	4	2	0	29	7	4	3	22	73.33%	75.86%	84.62%	
#57		186	0	0	186	41	8	5	132	48	32	16	84	53.50%	63.64%	72.41%	
#58		0	0	240	240	35	26	1	178	93	66	27	85	45.70%	47.75%	56.29%	
#59		226	0	0	226	17	24	7	178	32	22	10	146	78.92%	82.02%	86.90%	
#60		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	75.00%	
#61		0	6	0	6	2	0	0	4	4	1	3	0	0.00%	0.00%	0.00%	
#62		3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#63		14	0	0	14	0	0	0	14	2	2	0	12	85.71%	85.71%	85.71%	
#64		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%	
#65		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%	
#66		0	0	28	28	7	2	0	19	3	2	1	16	64.00%	84.21%	88.89%	
#67		35	0	0	35	1	2	0	32	3	2	1	29	90.63%	90.63%	93.55%	
#68		0	114	0	114	31	9	0	74	27	20	7	47	47.96%	63.51%	70.15%	
#69		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%	
#70		46	0	0	46	7	3	0	36	12	4	8	24	68.57%	66.67%	85.71%	
#71		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%	
#72		36	0	0	36	13	9	0	14	14	14	0	0	0.00%	0.00%	0.00%	
#73		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
#74		0	51	0	51	12	7	0	32	6	3	3	26	63.41%	81.25%	89.66%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#75		26	0	0	26	7	4	0	15	6	0	6	9	56.25%	60.00%	100.00%	
#76		0	0	882	882	143	13	78	648	489	433	56	159	21.63%	24.54%	26.86%	
#77		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%	
#78		4	0	0	4	0	2	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#79		34	0	0	34	5	4	2	23	11	5	6	12	54.55%	52.17%	70.59%	
#80		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#81		96	0	0	96	18	10	0	68	17	10	7	51	64.56%	75.00%	83.61%	
#82		0	0	396	396	70	30	4	292	70	61	9	222	62.89%	76.03%	78.45%	
#83		928	0	0	928	138	68	9	713	119	98	21	594	71.57%	83.31%	85.84%	
#84		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	62.50%	
#85		418	0	0	418	201	28	8	181	87	66	21	94	26.04%	51.93%	58.75%	
#86		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%	
#87		205	0	0	205	41	22	5	137	46	37	9	91	53.85%	66.42%	71.09%	
#88		0	0	15	15	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%	
#89		0	0	9971	9971	5039	1314	94	3524	1541	1102	439	1983	24.41%	56.27%	64.28%	
#90		8294	0	0	8294	437	744	38	7075	722	553	169	6353	86.52%	89.80%	91.99%	
#91		45	0	0	45	0	16	1	28	28	11	17	0	0.00%	0.00%	0.00%	
#92		4	0	0	4	0	0	0	4	4	0	4	0	0.00%	0.00%	0.00%	
#93		15	0	0	15	0	7	0	8	8	2	6	0	0.00%	0.00%	0.00%	
#94		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#95		115	0	0	115	51	7	0	57	17	15	2	40	37.74%	70.18%	72.73%	
#96		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#97		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#98		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#99		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%	
#100		0	0	23	23	7	8	0	8	4	2	2	4	30.77%	50.00%	66.67%	
#101		195	0	0	195	30	34	1	130	26	23	3	104	66.24%	80.00%	81.89%	
#102		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#103		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#104		30	0	0	30	0	2	0	28	23	12	11	5	29.41%	17.86%	29.41%	
#105		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#106		4	0	0	4	0	0	0	4	1	0	1	3	100.00%	75.00%	100.00%	
#107		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#108		5	0	0	5	0	0	0	5	3	2	1	2	50.00%	40.00%	50.00%	
#109		135	0	0	135	35	16	2	82	44	35	9	38	35.19%	46.34%	52.05%	
#110		4	0	0	4	2	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
#111		7	0	0	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%	

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING											FLOWTHROUGH			
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated			Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#112		0	0	977	977	123	57	15	782	81	42	39	701	80.95%	89.64%	94.35%
#113		401	0	0	401	15	14	0	372	7	6	1	365	94.56%	98.12%	98.38%
#114		65	0	0	65	2	9	3	51	16	12	4	35	71.43%	68.63%	74.47%
#115		13	0	0	13	1	2	0	10	4	2	2	6	66.67%	60.00%	75.00%
#116		0	61	0	61	26	11	0	24	4	4	0	20	40.00%	83.33%	83.33%
#117		12	0	0	12	7	4	0	1	1	0	1	0	0.00%	0.00%	0.00%
#118		11	0	0	11	0	2	0	9	8	2	6	1	33.33%	11.11%	33.33%
#119		45	0	0	45	0	0	2	43	43	27	16	0	0.00%	0.00%	0.00%
#120		64	0	0	64	34	8	0	22	15	11	4	7	13.46%	31.82%	38.89%
#121		40	0	0	40	18	8	0	14	14	11	3	0	0.00%	0.00%	0.00%
#122		45	0	0	45	15	19	0	11	11	7	4	0	0.00%	0.00%	0.00%
#123		0	0	23	23	2	2	0	19	3	2	1	16	80.00%	84.21%	88.89%
#124		10	0	0	10	1	4	0	5	5	5	0	0	0.00%	0.00%	0.00%
#125		0	520	0	520	384	56	0	80	48	30	18	32	7.17%	40.00%	51.61%
#126		12	0	0	12	0	6	0	6	5	3	2	1	25.00%	16.67%	25.00%
#127		0	0	7	7	7	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#129		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#130		0	18665	0	18665	3331	2245	7	13082	1959	1517	442	11123	69.64%	85.03%	88.00%
#131		10	0	0	10	2	4	0	4	3	0	3	1	33.33%	25.00%	100.00%
#132		0	399	0	399	249	121	2	27	27	7	20	0	0.00%	0.00%	0.00%
#133		0	607	0	607	398	91	4	114	44	31	13	70	14.03%	61.40%	69.31%
#134		65	0	0	65	0	5	3	57	21	12	9	36	75.00%	63.16%	75.00%
#135		0	0	4	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#136		67	0	0	67	23	4	3	37	16	10	6	21	38.89%	56.76%	67.74%
#137		0	0	13	13	0	4	0	9	2	0	2	7	100.00%	77.78%	100.00%
#138		0	0	4	4	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#139		104	0	0	104	55	41	0	8	8	8	0	0	0.00%	0.00%	0.00%
#140		8	0	0	8	3	0	1	4	4	4	0	0	0.00%	0.00%	0.00%
#141		21	0	0	21	0	4	4	13	13	11	2	0	0.00%	0.00%	0.00%
#142		11	0	0	11	0	8	0	3	3	2	1	0	0.00%	0.00%	0.00%
#143		0	0	14	14	0	0	0	14	4	1	3	10	90.91%	71.43%	90.91%
#144		0	0	36	36	0	5	1	30	11	8	3	19	70.37%	63.33%	70.37%
#145		5	0	0	5	1	0	2	2	1	1	0	1	33.33%	50.00%	50.00%
#146		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#147		0	0	8	8	0	1	0	7	4	4	0	3	42.86%	42.86%	42.86%
#148		186	0	0	186	48	107	1	30	30	26	4	0	0.00%	0.00%	0.00%

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)**  
**REPORT PERIOD: 06/01/2001 - 06/30/2001**

**Supplemental Exhibit AJV-6**  
**Attachment 2A**

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects	Validated			Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#149		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#150		0	0	54	54	15	4	1	34	26	11	15	8	23.53%	23.53%	42.11%	
#151		5	0	0	5	2	2	0	1	0	0	0	1	33.33%	100.00%	100.00%	
#152		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#153		0	1536	0	1536	816	139	4	577	140	73	67	437	32.96%	75.74%	85.69%	
#154		141	0	0	141	56	12	1	72	37	31	6	35	28.69%	48.61%	53.03%	
#155		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#156		4	0	0	4	0	0	2	2	0	0	0	2	100.00%	100.00%	100.00%	
#157		0	417	0	417	210	74	6	127	80	58	22	47	14.92%	37.01%	44.76%	
#158		592	0	0	592	94	28	4	466	114	95	19	352	65.06%	75.54%	78.75%	
#159		75	0	0	75	4	49	2	20	20	18	2	0	0.00%	0.00%	0.00%	
#160		40	0	0	40	4	17	1	18	18	11	7	0	0.00%	0.00%	0.00%	
#161		0	169	0	169	115	11	3	40	21	18	3	19	12.50%	47.50%	51.35%	
#162		12	0	0	12	0	2	2	8	4	2	2	4	66.67%	50.00%	66.67%	
#163		2417	0	0	2417	487	266	9	1655	688	566	122	967	47.87%	58.43%	63.08%	
#164		133	0	0	133	1	23	4	105	39	12	27	66	83.54%	62.86%	84.62%	
#165		0	0	94	94	47	19	1	27	9	6	3	18	25.35%	66.67%	75.00%	
#166		8189	0	0	8189	870	490	93	6736	1588	1402	186	5148	69.38%	76.43%	78.60%	
#167		0	272	0	272	165	54	0	53	19	15	4	34	15.89%	64.15%	69.39%	
#168		786	0	0	786	146	83	9	548	194	164	30	354	53.31%	64.60%	68.34%	
#169		18	0	0	18	0	9	1	8	6	5	1	2	28.57%	25.00%	28.57%	
#170		0	94	0	94	56	3	1	34	13	12	1	21	23.60%	61.76%	63.64%	
#171		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#172		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#173		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#174		19	0	0	19	5	3	6	5	5	3	2	0	0.00%	0.00%	0.00%	
#175		0	559	0	559	109	61	2	387	127	101	26	260	55.32%	67.18%	72.02%	
#176		606	0	0	606	85	99	7	415	128	111	17	287	59.42%	69.16%	72.11%	
#177		0	137	0	137	33	41	2	61	17	11	6	44	50.00%	72.13%	80.00%	
#178		0	0	15	15	9	2	0	4	0	0	0	4	30.77%	100.00%	100.00%	
#179		41	0	0	41	4	8	0	29	5	5	0	24	72.73%	82.76%	82.76%	
#180		101	0	0	101	6	32	14	49	48	42	6	1	2.04%	2.04%	2.33%	
#181		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%	
#182		2026	0	0	2026	217	197	23	1589	827	676	151	762	46.04%	47.95%	52.99%	
#183		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#184		201	0	0	201	0	1	4	196	38	35	3	158	81.87%	80.61%	81.87%	
#185		597	0	0	597	126	114	15	342	194	147	47	148	35.15%	43.27%	50.17%	

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)  
 REPORT PERIOD: 06/01/2001 - 06/30/2001

Supplemental Exhibit AJV-6  
 Attachment 2A

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING										FLOWTHROUGH				
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated			Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
<i>LENS Subtotal</i>		38418	0	0	38418	5242	3665	403	29108	7289	5780	1509	21819	66.44%	74.96%	79.06%
<i>EDI Subtotal</i>		0	27627	0	27627	6748	3655	44	17180	4639	2148	2491	12541	58.50%	73.00%	85.38%
<i>TAG Subtotal</i>		0	0	18693	18693	6512	2508	245	9428	4007	3079	928	5421	36.11%	57.50%	63.78%
<b>TOTAL INTERFACES</b>		<b>38418</b>	<b>27627</b>	<b>18693</b>	<b>84738</b>	<b>18502</b>	<b>9828</b>	<b>692</b>	<b>55716</b>	<b>15935</b>	<b>11007</b>	<b>4928</b>	<b>39781</b>	<b>57.41%</b>	<b>71.40%</b>	<b>78.33%</b>

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)  
REPORT PERIOD: 06/01/2001 - 06/30/2001

Supplemental Exhibit AJV-6  
Attachment 2A

		ACHIEVED FLOW- THROUGH %	ADJUSTED FLOW- THROUGH %
<b>CLEC AGGREGATE</b>			
REGION ALL SERVICES		54.30%	91.83%



AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH		
Company Info															
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
#1		322	0	322	167	11	144	83	65	18	61	20.82%	42.36%	48.41%	
#2		621	0	621	274	57	290	55	31	24	235	43.52%	81.03%	88.35%	
#3		0	31	31	17	3	11	10	1	9	1	5.26%	9.09%	50.00%	
#4		4	0	4	1	0	3	0	0	0	3	75.00%	100.00%	100.00%	
#5		1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#6		0	1588	1588	633	124	831	302	149	153	529	40.35%	63.66%	78.02%	
#7		677	0	677	548	55	74	32	20	12	42	6.89%	56.76%	67.74%	
#8		0	41	41	22	5	14	8	4	4	6	18.75%	42.86%	60.00%	
#9		0	1496	1496	1418	78	0	0	0	0	0	0.00%	0.00%	0.00%	
#10		174	0	174	97	7	70	28	16	12	42	27.10%	60.00%	72.41%	
#11		9	0	9	3	2	4	3	2	1	1	16.67%	25.00%	33.33%	
#12		0	85	85	27	8	50	11	9	2	39	52.00%	78.00%	81.25%	
#13		2046	0	2046	735	156	1155	241	129	112	914	51.41%	79.13%	87.63%	
#14		0	217	217	112	23	82	17	11	6	65	34.57%	79.27%	85.53%	
#15		2746	0	2746	308	29	2409	103	44	59	2306	86.76%	95.72%	98.13%	
#16		94	0	94	68	4	22	7	0	7	15	18.07%	68.18%	100.00%	
#17		0	2	2	0	2	0	0	0	0	0	0.00%	0.00%	0.00%	
#18		152	0	152	145	0	7	5	0	5	2	1.36%	28.57%	100.00%	
#19		4239	0	4239	519	83	3637	230	66	164	3407	85.35%	93.68%	98.10%	
#20		0	83	83	40	5	38	13	3	10	25	36.76%	65.79%	89.29%	
#21		7	0	7	3	0	4	4	3	1	0	0.00%	0.00%	0.00%	
#22		1013	0	1013	636	45	332	116	41	75	216	24.19%	65.06%	84.05%	
#23		0	18	18	7	0	11	8	6	2	3	18.75%	27.27%	33.33%	
#24		362	0	362	150	17	195	83	64	19	112	34.36%	57.44%	63.64%	
#25		13	0	13	1	2	10	0	0	0	10	90.91%	100.00%	100.00%	
#26		370	0	370	189	9	172	76	59	17	96	27.91%	55.81%	61.94%	

**Trunk Group Performance - Aggregate**

Kentucky		Average blocking percentage by hour																								
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
Jul-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0017	0.0040	0.0000	0.0047	0.0215	0.0019	0.0279	0.1056	0.0494	0.0058	0.0331	0.0325	0.0219	0.0389	0.0781	0.0647	0.1029	0.0609	0.0311	0.0056	0.0030	0.0105	0.0374	0.1039	
	Difference	-0.0017	-0.0040	0.0000	-0.0047	-0.0215	-0.0019	-0.0279	-0.1056	-0.0494	-0.0058	-0.0331	-0.0325	-0.0219	-0.0389	-0.0781	-0.0647	-0.1029	-0.0609	-0.0311	-0.0056	-0.0030	-0.0105	-0.0374	-0.1039	
Aug-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0000	0.0001	0.0000	0.0000	0.0134	0.0392	0.0783	0.1071	0.0285	0.0335	0.0222	0.0947	0.0530	0.0443	0.0387	0.0614	0.0581	0.0655	0.0271	0.0207	0.0767	0.0497	0.0146	
	Difference	0.0000	0.0000	-0.0001	0.0000	0.0000	-0.0134	-0.0392	-0.0783	-0.1071	-0.0285	-0.0335	-0.0222	-0.0947	-0.0530	-0.0443	-0.0387	-0.0614	-0.0581	-0.0655	-0.0271	-0.0207	-0.0767	-0.0497	-0.0146	
Sep-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0272	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0001	0.0030	0.0002	0.0000	0.0001	0.0055	0.0233	0.1290	0.0490	0.0192	0.0322	0.0194	0.0474	0.0412	0.0024	0.0269	0.1510	0.0400	0.0413	0.0009	0.0088	0.0254	0.0057	0.1424	
	Difference	-0.0001	-0.0030	-0.0002	0.0000	-0.0001	-0.0055	-0.0233	-0.1290	-0.0490	-0.0192	-0.0322	-0.0194	-0.0474	-0.0412	-0.0024	-0.0269	-0.1238	-0.0400	-0.0413	-0.0009	-0.0088	-0.0254	-0.0057	-0.1424	
Oct-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0012	0.0004	0.0000	0.0004	0.0036	0.1690	0.4413	0.1832	0.1364	0.1829	0.1142	0.0684	0.0721	0.1159	0.0832	0.1101	0.2792	0.0221	0.0331	0.0442	0.0353	0.0642	0.0002	
	Difference	0.0000	-0.0012	-0.0004	0.0000	-0.0004	-0.0036	-0.1690	-0.4413	-0.1832	-0.1364	-0.1829	-0.1142	-0.0684	-0.0721	-0.1159	-0.0832	-0.1101	-0.2792	-0.0221	-0.0331	-0.0442	-0.0353	-0.0642	-0.0002	
Nov-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0001	0.0001	0.0001	0.0000	0.0082	0.2178	0.5070	0.2729	0.0468	0.7344	0.1532	0.0700	0.0783	0.0226	0.1748	0.1550	0.1913	1.2902	0.0799	0.2000	0.1758	0.0056	1.7702	
	Difference	0.0000	-0.0001	-0.0001	-0.0001	0.0000	-0.0082	-0.2178	-0.5070	-0.2729	-0.0468	-0.7344	-0.1532	-0.0700	-0.0783	-0.0226	-0.1748	-0.1550	-0.1913	-1.2902	-0.0799	-0.1992	-0.1758	-0.0056	-1.7702	
Dec-00	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0005	0.0016	0.0131	0.0045	0.0000
	CLEC	0.0006	0.0006	0.0075	0.0000	0.0031	0.0023	0.0674	0.3888	0.1034	0.1377	0.1567	0.0396	0.0279	0.0811	0.1008	0.3343	0.5502	0.4269	0.1485	0.2523	0.6203	0.4865	0.0809	0.0658	
	Difference	-0.0006	-0.0006	-0.0075	0.0000	-0.0031	-0.0023	-0.0674	-0.3888	-0.1034	-0.1377	-0.1567	-0.0396	-0.0279	-0.0811	-0.1008	-0.3343	-0.5502	-0.4269	-0.1485	-0.2519	-0.6187	-0.4734	-0.0765	-0.0658	
Jan-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0000	0.0379	0.4237	1.0250	1.1683	0.2414	0.0000	
	CLEC	0.0010	0.0027	0.0196	0.0023	0.0015	0.0057	0.0878	0.1734	0.0401	0.0048	0.0451	0.0068	0.0144	0.0038	0.0130	0.1244	0.3709	0.2064	0.4717	1.6892	2.8482	2.6773	0.3686	0.1506	
	Difference	-0.0010	-0.0027	-0.0196	-0.0023	-0.0015	-0.0057	-0.0878	-0.1734	-0.0401	-0.0048	-0.0451	-0.0068	-0.0144	-0.0038	-0.0130	-0.1244	-0.3709	-0.2064	-0.4338	-1.2654	-1.8232	-1.5090	-0.1273	-0.1506	
Feb-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0061	0.0611	0.1156	0.0358	0.0005	0.0000	
	CLEC	0.0004	0.0046	0.0000	0.0000	0.0000	0.0084	0.0207	1.3564	0.1114	0.0018	0.1136	0.0114	0.0304	0.0496	0.0142	0.0794	0.2521	0.1237	0.0563	0.0679	0.3536	0.3650	0.0230	10.6620	
	Difference	-0.0004	-0.0046	0.0000	0.0000	0.0000	-0.0084	-0.0207	-1.3564	-0.1114	-0.0018	-0.1136	-0.0114	-0.0304	-0.0496	-0.0142	-0.0794	-0.2521	-0.1237	-0.0502	-0.0667	-0.2380	-0.3292	-0.0225	-10.6620	
Mar-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0000	0.0017	0.0000	0.0003	-0.0002	0.0040	0.0399	0.8832	0.0604	0.0080	0.0594	0.0242	0.0294	0.0363	0.0166	0.0641	0.1617	0.2069	0.1213	0.1455	0.2240	0.1583	0.0178	4.8080	
	Difference	0.0000	-0.0017	0.0000	-0.0003	-0.0002	-0.0040	-0.0399	-0.8832	-0.0604	-0.0080	-0.0594	-0.0242	-0.0294	-0.0363	-0.0166	-0.0641	-0.1617	-0.2069	-0.1213	-0.1455	-0.2240	-0.1583	-0.0178	-4.8080	
Apr-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0045	0.0000	0.0000	0.0000	0.0000	0.0000	0.0002	0.0000	0.0000	
	CLEC	0.0664	0.0000	0.0006	0.0000	0.0000	0.0060	0.0499	0.1386	0.2260	0.1002	0.3077	0.1987	0.1839	0.2534	0.1944	0.3628	0.5239	0.3725	0.1379	0.0945	0.1674	0.3822	0.0126	5.7091	
	Difference	-0.0664	0.0000	-0.0006	0.0000	0.0000	-0.0060	-0.0499	-0.1386	-0.2260	-0.1002	-0.3077	-0.1987	-0.1839	-0.2534	-0.1944	-0.3583	-0.5239	-0.3725	-0.1379	-0.0945	-0.1674	-0.3820	-0.0126	-5.7091	
May-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0042	0.0016	0.3214	0.0000	0.0008	0.0196	0.0902	0.8472	0.6466	0.0823	0.2140	0.1569	0.1875	0.2517	0.1233	0.2476	0.2770	0.3735	0.1302	0.6647	0.2521	0.2480	0.0932	3.6630	
	Difference	-0.0042	-0.0016	-0.3214	0.0000	-0.0008	-0.0196	-0.0902	-0.8472	-0.6466	-0.0823	-0.2140	-0.1569	-0.1875	-0.2517	-0.1233	-0.2476	-0.2770	-0.3735	-0.1302	-0.6647	-0.2521	-0.2480	-0.0932	-3.6630	
Jun-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	
	CLEC	0.0043	0.0010	0.0000	0.0000	0.0000	0.0031	0.0219	0.0472	0.0092	0.0024	0.0221	0.0228	0.0229	0.0097	0.0146	0.0194	0.0274	0.0187	0.0117	0.0058	0.0041	0.0026	0.0030	0.0364	
	Difference	-0.0043	-0.0010	0.0000	0.0000	0.0000	-0.0031	-0.0219	-0.0472	-0.0092	-0.0024	-0.0221	-0.0228	-0.0229	-0.0097	-0.0146	-0.0194	-0.0274	-0.0187	-0.0117	-0.0058	-0.0041	-0.0026	-0.0030	-0.0364	