

# BellSouth Monthly State Summary

## Kentucky, June 2003

Benchmark/  
Analog

BST  
Measure

BST  
Volume

CLEC  
Measure

CLEC  
Volume

Standard  
Deviation

Standard  
Error

Zscore

Equity

### Resale - Ordering

| % Rejected Service Requests - Mechanized |                              |            |        |       |  |  |  |  |            |
|--|------------------------------|------------|--------|-------|--|--|--|--|------------|
| A.1.1.1                                  | O-7 Residencel/KY (%)        | Diagnostic | 11.84% | 4,257 |  |  |  |  | Diagnostic |
| A.1.1.2                                  | O-7 Business/KY (%)          | Diagnostic | 17.07% | 123   |  |  |  |  | Diagnostic |
| A.1.1.3                                  | O-7 Design (Specials)/KY (%) | Diagnostic |        |       |  |  |  |  | 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 |

| % Rejected Service Requests - Partially Mechanized |                              |            |         |     |  |  |  |  |            |
|--|------------------------------|------------|---------|-----|--|--|--|--|------------|
| A.1.2.1  | O-7 Residencel/KY (%)        | Diagnostic | 34.81%  | 451 |  |  |  |  | Diagnostic |
| A.1.2.2  | O-7 Business/KY (%)          | Diagnostic | 39.35%  | 193 |  |  |  |  | Diagnostic |
| A.1.2.3  | O-7 Design (Specials)/KY (%) | Diagnostic | 100.00% | 1   |  |  |  |  | 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 |

| % Rejected Service Requests - Non-Mechanized |                              |            |        |    |  |  |  |  |            |
|--|------------------------------|------------|--------|----|--|--|--|--|------------|
| A.1.3.1                                      | O-7 Residencel/KY (%)        | Diagnostic | 50.00% | 66 |  |  |  |  | Diagnostic |
| A.1.3.2                                      | O-7 Business/KY (%)          | Diagnostic | 52.17% | 23 |  |  |  |  | Diagnostic |
| A.1.3.3                                      | O-7 Design (Specials)/KY (%) | Diagnostic | 20.00% | 10 |  |  |  |  | Diagnostic |
| A.1.3.4                                      | O-7 PBX/KY (%)               | Diagnostic | 50.00% | 2  |  |  |  |  | Diagnostic |
| A.1.3.5                                      | O-7 Centrex/KY (%)           | Diagnostic | 66.67% | 3  |  |  |  |  | Diagnostic |
| A.1.3.6                                      | O-7 ISDN/KY (%)              | Diagnostic | 16.67% | 6  |  |  |  |  | Diagnostic |

| Reject Interval - Mechanized |                              |                  |         |     |  |  |  |  |     |
|------------------------------|------------------------------|------------------|---------|-----|--|--|--|--|-----|
| A.1.4.1                      | O-8 Residencel/KY (%)        | >= 97% w in 1 hr | 98.81%  | 504 |  |  |  |  | YES |
| A.1.4.2                      | O-8 Business/KY (%)          | >= 97% w in 1 hr | 100.00% | 21  |  |  |  |  | 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 |         |     |  |  |  |  |     |

| Reject Interval - 10 hours - Partially Mechanized |                              |                    |         |     |  |  |  |  |     |
|---|------------------------------|--------------------|---------|-----|--|--|--|--|-----|
| A.1.7.1   | O-8 Residencel/KY (%)        | >= 85% w in 10 hrs | 94.34%  | 159 |  |  |  |  | YES |
| A.1.7.2   | O-8 Business/KY (%)          | >= 85% w in 10 hrs | 100.00% | 76  |  |  |  |  | YES |
| A.1.7.3   | O-8 Design (Specials)/KY (%) | >= 85% w in 10 hrs | 100.00% | 1   |  |  |  |  | YES |
| A.1.7.4   | O-8 PBX/KY (%)               | >= 85% w in 10 hrs |         |     |  |  |  |  |     |
| A.1.7.5   | O-8 Centrex/KY (%)           | >= 85% w in 10 hrs |         |     |  |  |  |  |     |
| A.1.7.6   | O-8 ISDN/KY (%)              | >= 85% w in 10 hrs |         |     |  |  |  |  |     |

| Reject Interval - Non-Mechanized |                              |                    |         |    |  |  |  |  |     |
|----------------------------------|------------------------------|--------------------|---------|----|--|--|--|--|-----|
| A.1.8.1                          | O-8 Residencel/KY (%)        | >= 85% w in 24 hrs | 100.00% | 34 |  |  |  |  | YES |
| A.1.8.2                          | O-8 Business/KY (%)          | >= 85% w in 24 hrs | 100.00% | 12 |  |  |  |  | YES |
| A.1.8.3                          | O-8 Design (Specials)/KY (%) | >= 85% w in 24 hrs | 100.00% | 2  |  |  |  |  | YES |
| A.1.8.4                          | O-8 PBX/KY (%)               | >= 85% w in 24 hrs | 100.00% | 1  |  |  |  |  | YES |
| A.1.8.5                          | O-8 Centrex/KY (%)           | >= 85% w in 24 hrs | 100.00% | 2  |  |  |  |  | YES |
| A.1.8.6                          | O-8 ISDN/KY (%)              | >= 85% w in 24 hrs |         |    |  |  |  |  |     |

| FOC Timeliness - Mechanized |                              |                   |         |       |  |  |  |  |     |
|-----------------------------|------------------------------|-------------------|---------|-------|--|--|--|--|-----|
| A.1.9.1                     | O-9 Residencel/KY (%)        | >= 95% w in 3 hrs | 99.73%  | 3,751 |  |  |  |  | YES |
| A.1.9.2                     | O-9 Business/KY (%)          | >= 95% w in 3 hrs | 100.00% | 101   |  |  |  |  | YES |
| 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 |         |       |  |  |  |  |     |

| FOC Timeliness - 10 hours - Partially Mechanized |                       |                    |        |     |  |  |  |  |     |
|--|-----------------------|--------------------|--------|-----|--|--|--|--|-----|
| A.1.12.1   | O-9 Residencel/KY (%) | >= 85% w in 10 hrs | 96.85% | 317 |  |  |  |  | YES |

## BellSouth Monthly State Summary Kentucky, June 2003

|          | Benchmark/<br>Analog      | BST<br>Measure     | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|----------|---------------------------|--------------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| A.1.12.2 |                           |                    |               |                 |                |                       |                   |        |        |
| A.1.12.3 |                           |                    |               |                 |                |                       |                   |        |        |
| A.1.12.4 |                           |                    |               |                 |                |                       |                   |        |        |
| A.1.12.5 |                           |                    |               |                 |                |                       |                   |        |        |
| A.1.12.6 |                           |                    |               |                 |                |                       |                   |        |        |
| O-9      | Business/IKY (%)          |                    |               | 96.08%          | 128            |                       |                   |        | YES    |
| O-9      | Design (Specials)/IKY (%) | >= 85% w/in 10 hrs |               |                 |                |                       |                   |        |        |
| O-9      | PBX/IKY (%)               | >= 85% w/in 10 hrs |               |                 |                |                       |                   |        |        |
| O-9      | Centrex/IKY (%)           | >= 85% w/in 10 hrs |               |                 |                |                       |                   |        |        |
| O-9      | ISDN/IKY (%)              | >= 85% w/in 10 hrs |               |                 |                |                       |                   |        |        |

### FOC Timeliness - Non-Mechanized

|          |     |                           |                    |         |    |  |  |  |     |
|----------|-----|---------------------------|--------------------|---------|----|--|--|--|-----|
| A.1.13.1 | O-9 | Residence/IKY (%)         | >= 85% w/in 36 hrs | 100.00% | 34 |  |  |  | YES |
| A.1.13.2 | O-9 | Business/IKY (%)          | >= 85% w/in 36 hrs | 100.00% | 11 |  |  |  | YES |
| A.1.13.3 | O-9 | Design (Specials)/IKY (%) | >= 85% w/in 36 hrs | 100.00% | 8  |  |  |  | YES |
| A.1.13.4 | O-9 | PBX/IKY (%)               | >= 85% w/in 36 hrs | 100.00% | 1  |  |  |  | YES |
| A.1.13.5 | O-9 | Centrex/IKY (%)           | >= 85% w/in 36 hrs |         |    |  |  |  |     |
| A.1.13.6 | O-9 | ISDN/IKY (%)              | >= 85% w/in 36 hrs | 100.00% | 6  |  |  |  | YES |

### FOC & Reflect Response Completeness - Mechanized

|            |      |                               |        |         |       |  |  |  |     |
|------------|------|-------------------------------|--------|---------|-------|--|--|--|-----|
| A.1.14.1.1 | O-11 | Residence/EDI/IKY (%)         | >= 95% | 100.00% | 133   |  |  |  | YES |
| A.1.14.1.2 | O-11 | Residence/TAG/IKY (%)         | >= 95% | 99.95%  | 4,124 |  |  |  | YES |
| A.1.14.2.1 | O-11 | Business/EDI/IKY (%)          | >= 95% | 100.00% | 2     |  |  |  | YES |
| A.1.14.2.2 | O-11 | Business/TAG/IKY (%)          | >= 95% | 99.17%  | 121   |  |  |  | YES |
| A.1.14.3.1 | O-11 | Design (Specials)/EDI/IKY (%) | >= 95% |         |       |  |  |  |     |
| A.1.14.3.2 | O-11 | Design (Specials)/TAG/IKY (%) | >= 95% |         |       |  |  |  |     |
| A.1.14.4.1 | O-11 | PBX/EDI/IKY (%)               | >= 95% |         |       |  |  |  |     |
| A.1.14.4.2 | O-11 | PBX/TAG/IKY (%)               | >= 95% |         |       |  |  |  |     |
| A.1.14.5.1 | O-11 | Centrex/EDI/IKY (%)           | >= 95% |         |       |  |  |  |     |
| A.1.14.5.2 | O-11 | Centrex/TAG/IKY (%)           | >= 95% |         |       |  |  |  |     |
| A.1.14.6.1 | O-11 | ISDN/EDI/IKY (%)              | >= 95% |         |       |  |  |  |     |
| A.1.14.6.2 | O-11 | ISDN/TAG/IKY (%)              | >= 95% |         |       |  |  |  |     |

### FOC & Reflect Response Completeness - Partially Mechanized

|            |      |                               |        |         |     |  |  |  |     |
|------------|------|-------------------------------|--------|---------|-----|--|--|--|-----|
| A.1.15.1.1 | O-11 | Residence/EDI/IKY (%)         | >= 95% | 100.00% | 20  |  |  |  | YES |
| A.1.15.1.2 | O-11 | Residence/TAG/IKY (%)         | >= 95% | 99.77%  | 431 |  |  |  | YES |
| A.1.15.2.1 | O-11 | Business/EDI/IKY (%)          | >= 95% |         |     |  |  |  |     |
| A.1.15.2.2 | O-11 | Business/TAG/IKY (%)          | >= 95% | 99.48%  | 193 |  |  |  | YES |
| A.1.15.3.1 | O-11 | Design (Specials)/EDI/IKY (%) | >= 95% |         |     |  |  |  |     |
| A.1.15.3.2 | O-11 | Design (Specials)/TAG/IKY (%) | >= 95% |         |     |  |  |  |     |
| A.1.15.4.1 | O-11 | PBX/EDI/IKY (%)               | >= 95% | 100.00% | 1   |  |  |  | YES |
| A.1.15.4.2 | O-11 | PBX/TAG/IKY (%)               | >= 95% |         |     |  |  |  |     |
| A.1.15.5.1 | O-11 | Centrex/EDI/IKY (%)           | >= 95% |         |     |  |  |  |     |
| A.1.15.5.2 | O-11 | Centrex/TAG/IKY (%)           | >= 95% |         |     |  |  |  |     |
| A.1.15.6.1 | O-11 | ISDN/EDI/IKY (%)              | >= 95% |         |     |  |  |  |     |
| A.1.15.6.2 | O-11 | ISDN/TAG/IKY (%)              | >= 95% |         |     |  |  |  |     |

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

|          |      |                           |        |         |    |  |  |  |     |
|----------|------|---------------------------|--------|---------|----|--|--|--|-----|
| A.1.16.1 | O-11 | Residence/IKY (%)         | >= 95% | 98.51%  | 67 |  |  |  | YES |
| A.1.16.2 | O-11 | Business/IKY (%)          | >= 95% | 100.00% | 23 |  |  |  | YES |
| A.1.16.3 | O-11 | Design (Specials)/IKY (%) | >= 95% | 100.00% | 10 |  |  |  | YES |
| A.1.16.4 | O-11 | PBX/IKY (%)               | >= 95% | 100.00% | 2  |  |  |  | YES |
| A.1.16.5 | O-11 | Centrex/IKY (%)           | >= 95% | 100.00% | 3  |  |  |  | YES |
| A.1.16.6 | O-11 | ISDN/IKY (%)              | >= 95% | 100.00% | 6  |  |  |  | YES |

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

|            |      |                               |        |         |       |  |  |  |     |
|------------|------|-------------------------------|--------|---------|-------|--|--|--|-----|
| A.1.17.1.1 | O-11 | Residence/EDI/IKY (%)         | >= 95% | 100.00% | 133   |  |  |  | YES |
| A.1.17.1.2 | O-11 | Residence/TAG/IKY (%)         | >= 95% | 99.85%  | 4,122 |  |  |  | YES |
| A.1.17.2.1 | O-11 | Business/EDI/IKY (%)          | >= 95% | 100.00% | 2     |  |  |  | YES |
| A.1.17.2.2 | O-11 | Business/TAG/IKY (%)          | >= 95% | 100.00% | 120   |  |  |  | YES |
| A.1.17.3.1 | O-11 | Design (Specials)/EDI/IKY (%) | >= 95% |         |       |  |  |  |     |
| A.1.17.3.2 | O-11 | Design (Specials)/TAG/IKY (%) | >= 95% |         |       |  |  |  |     |
| A.1.17.4.1 | O-11 | PBX/EDI/IKY (%)               | >= 95% |         |       |  |  |  |     |
| A.1.17.4.2 | O-11 | PBX/TAG/IKY (%)               | >= 95% |         |       |  |  |  |     |
| A.1.17.5.1 | O-11 | Centrex/EDI/IKY (%)           | >= 95% |         |       |  |  |  |     |
| A.1.17.5.2 | O-11 | Centrex/TAG/IKY (%)           | >= 95% |         |       |  |  |  |     |

Bellsouth Monthly State Summary  
Kentucky, June 2003

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

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

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

Resale - Provisioning

|                                  |     |   |         |
|----------------------------------|-----|---|---------|
| <b>Order Completion Interval</b> |     |   |         |
| A.2.1.1.1.1                      | P-4 | Residence/<10 circuits/Dispatch/KY (days)             | Res     |
| A.2.1.1.1.2                      | P-4 | Residence/<10 circuits/Non-Dispatch/KY (days)         | Res     |
| A.2.1.1.2.1                      | P-4 | Residence/>=10 circuits/Dispatch/KY (days)            | Res     |
| A.2.1.1.2.2                      | P-4 | Residence/>=10 circuits/Non-Dispatch/KY (days)        | Res     |
| A.2.1.2.1                        | P-4 | Business/<10 circuits/Dispatch/KY (days)              | Bus     |
| A.2.1.2.2                        | P-4 | Business/<10 circuits/Non-Dispatch/KY (days)          | Bus     |
| A.2.1.3.1                        | P-4 | Business/>=10 circuits/Dispatch/KY (days)             | Bus     |
| A.2.1.3.2                        | P-4 | Business/>=10 circuits/Non-Dispatch/KY (days)         | Bus     |
| A.2.1.3.2.1                      | P-4 | Design (Specials)/<10 circuits/Dispatch/KY (days)     | Design  |
| A.2.1.3.2.2                      | P-4 | Design (Specials)/<10 circuits/Non-Dispatch/KY (days) | Design  |
| A.2.1.4.1                        | P-4 | Design (Specials)/>=10 circuits/Dispatch/KY (days)    | Design  |
| A.2.1.4.1.1                      | P-4 | PBX/<10 circuits/Dispatch/KY (days)                   | PBX     |
| A.2.1.4.1.2                      | P-4 | PBX/<10 circuits/Non-Dispatch/KY (days)               | PBX     |
| A.2.1.4.2.1                      | P-4 | PBX/>=10 circuits/Dispatch/KY (days)                  | PBX     |
| A.2.1.4.2.2                      | P-4 | PBX/>=10 circuits/Non-Dispatch/KY (days)              | PBX     |
| A.2.1.5.1.1                      | P-4 | Centrex/<10 circuits/Dispatch/KY (days)               | Centrex |
| A.2.1.5.1.2                      | P-4 | Centrex/<10 circuits/Non-Dispatch/KY (days)           | Centrex |
| A.2.1.5.2.1                      | P-4 | Centrex/>=10 circuits/Dispatch/KY (days)              | Centrex |
| A.2.1.5.2.2                      | P-4 | Centrex/>=10 circuits/Non-Dispatch/KY (days)          | Centrex |
| A.2.1.6.1.1                      | P-4 | ISDN/<10 circuits/Dispatch/KY (days)                  | ISDN    |
| A.2.1.6.1.2                      | P-4 | ISDN/<10 circuits/Non-Dispatch/KY (days)              | ISDN    |
| 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    |

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

Benchmark/  
Analog

|        |  |
|--------|--|
| >= 95% |  |
| >= 95% |  |

|        |  |
|--------|--|
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |

|        |  |
|--------|--|
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |
| >= 95% |  |

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

|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|

|  |  |         |     |        |         |         |     |
|--|--|---------|-----|--------|---------|---------|-----|
|  |  | 100.00% | 20  | 6.992  | 0.62733 | 2.4168  | NO  |
|  |  | 90.93%  | 430 | 1.020  | 0.02035 | 17.4374 | YES |
|  |  | 89.06%  | 192 | 0.919  |         |         | YES |
|  |  |         |     |        |         |         | NO  |
|  |  | 100.00% | 1   | 11.062 | 4.19160 | 0.9034  | YES |
|  |  |         |     | 3.507  | 0.41011 | 2.7144  | YES |
|  |  |         |     | 10.820 |         |         | YES |
|  |  |         |     | 15.824 |         |         | NO  |
|  |  | 90.91%  | 66  | 8.071  |         |         | YES |
|  |  | 100.00% | 10  | 23.107 |         |         | YES |
|  |  | 100.00% | 2   |        |         |         | YES |
|  |  | 100.00% | 3   |        |         |         | YES |
|  |  | 100.00% | 6   |        |         |         | YES |

|       |         |      |       |        |         |         |     |
|-------|---------|------|-------|--------|---------|---------|-----|
| 6.80  | 4.231   | 5.29 | 128   | 6.992  | 0.62733 | 2.4168  | YES |
| 0.90  | 105.298 | 0.54 | 2,573 | 1.020  | 0.02035 | 17.4374 | YES |
| 5.20  | 10      |      |       | 0.919  |         |         | YES |
| 5.88  | 1,407   | 2.10 | 7     | 11.062 | 4.19160 | 0.9034  | YES |
| 1.55  | 6,107   | 0.43 | 74    | 3.507  | 0.41011 | 2.7144  | YES |
| 9.39  | 23      |      |       | 10.820 |         |         | YES |
| 18.38 | 385     |      |       | 15.824 |         |         | NO  |
| 9.90  | 84      | 2.40 | 5     | 8.071  |         |         | YES |
| 25.05 | 40      |      |       | 23.107 |         |         | YES |
| 9.67  | 6       |      |       | 11.761 |         |         | YES |
| 14.50 | 10      |      |       | 11.128 |         |         | YES |
| 4.54  | 31      | 3.67 | 2     | 7.989  | 5.82826 | 0.1494  | YES |
| 78.00 | 1       |      |       | 0.000  |         |         | YES |
| 14.67 | 3       |      |       | 11.547 |         |         | YES |
| 3.55  | 86      |      |       | 2.986  |         |         | YES |
| 2.01  | 175     |      |       | 2.392  |         |         | YES |
| 20.94 | 16      |      |       | 16.283 |         |         | YES |
| 6.67  | 6       |      |       | 4.082  |         |         | YES |
| 17.00 | 41      |      |       | 21.495 |         |         | YES |
| 2.78  | 46      |      |       | 4.440  |         |         | YES |
| 1.87  | 5       |      |       | 1.850  |         |         | YES |

|       |    |      |   |        |          |        |     |
|-------|----|------|---|--------|----------|--------|-----|
| 22.42 | 74 | 9.00 | 2 | 50.439 | 36.14425 | 0.3713 | YES |
| 0.00  | 0  | 0.00 | 0 |        |          |        | YES |
| 11.42 | 12 | 1.00 | 1 | 6.067  | 6.31482  | 1.6495 | YES |
| 0.00  | 0  |      |   |        |          |        | YES |
| 0.00  | 0  |      |   |        |          |        | YES |

## BellSouth Monthly State Summary Kentucky, June 2003

| Code        | Description  | Residence/Resident (%) | Business/Commercial (%) | Centrex (%) | ISDN (%) | Design (%) | Other (%) |
|-------------|--|------------------------|-------------------------|-------------|----------|------------|-----------|
| A.2.2.1.1   | Business<10 circuits/Facility/KY (days)            |                        |                         |             |          |            |           |
| A.2.2.1.2   | Business<10 circuits/Equipment/KY (days)           |                        |                         |             |          |            |           |
| A.2.2.1.3   | Business<10 circuits/Other/KY (days)               |                        |                         |             |          |            |           |
| A.2.2.2.1   | Business>=10 circuits/Facility/KY (days)           |                        |                         |             |          |            |           |
| A.2.2.2.2   | Business>=10 circuits/Equipment/KY (days)          |                        |                         |             |          |            |           |
| A.2.2.2.3   | Business>=10 circuits/Other/KY (days)              |                        |                         |             |          |            |           |
| A.2.2.3.1   | Design (Specials)<10 circuits/Facility/KY (days)   |                        |                         |             |          |            |           |
| A.2.2.3.1.2 | Design (Specials)<10 circuits/Equipment/KY (days)  |                        |                         |             |          |            |           |
| A.2.2.3.1.3 | Design (Specials)<10 circuits/Other/KY (days)      |                        |                         |             |          |            |           |
| A.2.2.3.2   | Design (Specials)>=10 circuits/Facility/KY (days)  |                        |                         |             |          |            |           |
| A.2.2.3.2.1 | Design (Specials)>=10 circuits/Equipment/KY (days) |                        |                         |             |          |            |           |
| A.2.2.3.2.2 | Design (Specials)>=10 circuits/Other/KY (days)     |                        |                         |             |          |            |           |
| A.2.2.4.1   | PBX<10 circuits/Facility/KY (days)                 |                        |                         |             |          |            |           |
| A.2.2.4.1.1 | PBX<10 circuits/Equipment/KY (days)                |                        |                         |             |          |            |           |
| A.2.2.4.1.2 | PBX<10 circuits/Other/KY (days)                    |                        |                         |             |          |            |           |
| A.2.2.4.1.3 | PBX>=10 circuits/Facility/KY (days)                |                        |                         |             |          |            |           |
| A.2.2.4.2.1 | PBX>=10 circuits/Equipment/KY (days)               |                        |                         |             |          |            |           |
| A.2.2.4.2.2 | PBX>=10 circuits/Other/KY (days)                   |                        |                         |             |          |            |           |
| A.2.2.5.1.1 | Centrex<10 circuits/Facility/KY (days)             |                        |                         |             |          |            |           |
| A.2.2.5.1.2 | Centrex<10 circuits/Equipment/KY (days)            |                        |                         |             |          |            |           |
| A.2.2.5.1.3 | Centrex<10 circuits/Other/KY (days)                |                        |                         |             |          |            |           |
| A.2.2.5.2.1 | Centrex>=10 circuits/Facility/KY (days)            |                        |                         |             |          |            |           |
| A.2.2.5.2.2 | Centrex>=10 circuits/Equipment/KY (days)           |                        |                         |             |          |            |           |
| A.2.2.5.2.3 | Centrex>=10 circuits/Other/KY (days)               |                        |                         |             |          |            |           |
| A.2.2.6.1.1 | ISDN<10 circuits/Facility/KY (days)                |                        |                         |             |          |            |           |
| A.2.2.6.1.2 | ISDN<10 circuits/Equipment/KY (days)               |                        |                         |             |          |            |           |
| A.2.2.6.1.3 | ISDN<10 circuits/Other/KY (days)                   |                        |                         |             |          |            |           |
| A.2.2.6.2.1 | ISDN>=10 circuits/Facility/KY (days)               |                        |                         |             |          |            |           |
| A.2.2.6.2.2 | ISDN>=10 circuits/Equipment/KY (days)              |                        |                         |             |          |            |           |
| A.2.2.6.2.3 | ISDN>=10 circuits/Other/KY (days)                  |                        |                         |             |          |            |           |

### % Jeopardies - Mechanized

| Code    | Description              | Residence/Resident (%) | Business/Commercial (%) | Centrex (%) | ISDN (%) | Design (%) | Other (%) |
|---------|--------------------------|------------------------|-------------------------|-------------|----------|------------|-----------|
| A.2.4.1 | Residence/KY (%)         |                        |                         |             |          |            |           |
| A.2.4.2 | Business/KY (%)          |                        |                         |             |          |            |           |
| A.2.4.3 | Design (Specials)/KY (%) |                        |                         |             |          |            |           |
| A.2.4.4 | PBX/KY (%)               |                        |                         |             |          |            |           |
| A.2.4.5 | Centrex/KY (%)           |                        |                         |             |          |            |           |
| A.2.4.6 | ISDN/KY (%)              |                        |                         |             |          |            |           |

### % Jeopardies - Non-Mechanized

| Code    | Description              | Residence/Resident (%) | Business/Commercial (%) | Centrex (%) | ISDN (%) | Design (%) | Other (%) |
|---------|--------------------------|------------------------|-------------------------|-------------|----------|------------|-----------|
| A.2.5.1 | Residence/KY (%)         |                        |                         |             |          |            |           |
| A.2.5.2 | Business/KY (%)          |                        |                         |             |          |            |           |
| A.2.5.3 | Design (Specials)/KY (%) |                        |                         |             |          |            |           |
| A.2.5.4 | PBX/KY (%)               |                        |                         |             |          |            |           |
| A.2.5.5 | Centrex/KY (%)           |                        |                         |             |          |            |           |
| A.2.5.6 | ISDN/KY (%)              |                        |                         |             |          |            |           |

### Average Jeopardy Notice Interval - Mechanized

| Code    | Description                  | Residence/Resident (hours) | Business/Commercial (hours) | Centrex (hours) | ISDN (hours) |
|---------|------------------------------|----------------------------|-----------------------------|-----------------|--------------|
| A.2.7.1 | Residence/KY (hours)         |                            |                             |                 |              |
| A.2.7.2 | Business/KY (hours)          |                            |                             |                 |              |
| A.2.7.3 | Design (Specials)/KY (hours) |                            |                             |                 |              |
| A.2.7.4 | PBX/KY (hours)               |                            |                             |                 |              |
| A.2.7.5 | Centrex/KY (hours)           |                            |                             |                 |              |
| A.2.7.6 | ISDN/KY (hours)              |                            |                             |                 |              |

### Average Jeopardy Notice Interval - Non-Mechanized

| Code    | Description                  | Residence/Resident (hours) | Business/Commercial (hours) | Centrex (hours) | ISDN (hours) |
|---------|------------------------------|----------------------------|-----------------------------|-----------------|--------------|
| A.2.8.1 | Residence/KY (hours)         |                            |                             |                 |              |
| A.2.8.2 | Business/KY (hours)          |                            |                             |                 |              |
| A.2.8.3 | Design (Specials)/KY (hours) |                            |                             |                 |              |
| A.2.8.4 | PBX/KY (hours)               |                            |                             |                 |              |
| A.2.8.5 | Centrex/KY (hours)           |                            |                             |                 |              |

### Benchmark/Analog

| Code  | Description | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------|-------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| 21.73 | Bus         | 0.00        | 15         | 0.00         | 0           | 29.673             |                |        | YES    |
| 0.00  | Bus         | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| 5.00  | Bus         | 0.00        | 1          | 0.00         | 0           | 0.000              |                |        | YES    |
| 0.00  | Bus         | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | Bus         | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | Bus         | 0.00        | 0          |              |             |                    |                |        |        |
| 28.80 | Design      | 0.00        | 5          | 0.00         | 0           | 18.006             |                |        | YES    |
| 0.00  | Design      | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| 20.71 | Design      | 0.00        | 7          | 0.00         | 0           | 9.776              |                |        | YES    |
| 0.00  | Design      | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | Design      | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | PBX         | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| 0.00  | PBX         | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| 0.00  | PBX         | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| 0.00  | PBX         | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | PBX         | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | Centrex     | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | Centrex     | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | Centrex     | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | Centrex     | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | ISDN        | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | ISDN        | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | ISDN        | 0.00        | 1          |              |             | 0.000              |                |        |        |
| 0.00  | ISDN        | 0.00        | 0          |              |             |                    |                |        |        |
| 0.00  | ISDN        | 0.00        | 0          |              |             |                    |                |        |        |

| Code   | Description | Residence/Resident (%) | Business/Commercial (%) | Centrex (%) | ISDN (%) | Design (%) | Other (%) |
|--------|-------------|------------------------|-------------------------|-------------|----------|------------|-----------|
| 0.32%  | Res         | 118,565                | 0.47%                   | 2,998       |          |            |           |
| 1.48%  | Bus         | 7,948                  | 0.60%                   | 168         |          |            |           |
| 11.94% | Design      | 561                    |                         |             |          |            |           |
| 5.00%  | PBX         | 40                     |                         |             |          |            |           |
| 5.67%  | Centrex     | 292                    |                         |             |          |            |           |
| 10.99% | ISDN        | 91                     |                         |             |          |            |           |

| Code  | Description | Residence/Resident (%) | Business/Commercial (%) | Centrex (%) | ISDN (%) | Design (%) | Other (%) |
|-------|-------------|------------------------|-------------------------|-------------|----------|------------|-----------|
| 1.45% | Diagnostic  | 69                     |                         |             |          |            |           |
| 0.00% | Diagnostic  | 6                      |                         |             |          |            |           |
| 0.00% | Diagnostic  | 7                      |                         |             |          |            |           |
| 0.00% | Diagnostic  | 2                      |                         |             |          |            |           |
|       | Diagnostic  |                        |                         |             |          |            |           |
|       | Diagnostic  |                        |                         |             |          |            |           |

| Code      | Description | Residence/Resident (hours) | Business/Commercial (hours) | Centrex (hours) | ISDN (hours) |
|-----------|-------------|----------------------------|-----------------------------|-----------------|--------------|
| >= 48 hrs |             | 160.10                     | 10                          |                 |              |
| >= 49 hrs |             | 144.80                     | 1                           |                 |              |
| >= 48 hrs |             |                            |                             |                 |              |
| >= 48 hrs |             |                            |                             |                 |              |
| >= 48 hrs |             |                            |                             |                 |              |

| Code   | Description | Residence/Resident (hours) | Business/Commercial (hours) | Centrex (hours) | ISDN (hours) |
|--------|-------------|----------------------------|-----------------------------|-----------------|--------------|
| 145.92 | Diagnostic  | 1                          |                             |                 |              |
|        | Diagnostic  |                            |                             |                 |              |
|        | Diagnostic  |                            |                             |                 |              |
|        | Diagnostic  |                            |                             |                 |              |
|        | Diagnostic  |                            |                             |                 |              |

## Bellsouth Monthly State Summary Kentucky, June 2003

A.2.8.6

| P-2 | ISDN/KY (hours) |
|-----|-----------------|
|-----|-----------------|

Benchmark/  
Analog  
Diagnostic

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity     |
|-------------|------------|--------------|-------------|--------------------|----------------|--------|------------|
| Diagnostic  |            |              |             |                    |                |        | Diagnostic |

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

|         |                          |
|---------|--------------------------|
| A.2.9.1 | Residence/KY (%)         |
| A.2.9.2 | Business/KY (%)          |
| A.2.9.3 | Design (Specials)/KY (%) |
| A.2.9.4 | PBX/KY (%)               |
| A.2.9.5 | Centre/KY (%)            |
| A.2.9.6 | ISDN/KY (%)              |

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

|         |    |  |  |  |         |        |     |
|---------|----|--|--|--|---------|--------|-----|
| 100.00% | 10 |  |  |  | 0.02989 | 1.4545 | YES |
| 100.00% | 1  |  |  |  | 0.00036 | 0.0594 | YES |
|         |    |  |  |  |         |        |     |
|         |    |  |  |  |         |        |     |
|         |    |  |  |  |         |        |     |
|         |    |  |  |  |         |        |     |

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

|          |                          |
|----------|--------------------------|
| A.2.10.1 | Residence/KY (%)         |
| A.2.10.2 | Business/KY (%)          |
| A.2.10.3 | Design (Specials)/KY (%) |
| A.2.10.4 | PBX/KY (%)               |
| A.2.10.5 | Centre/KY (%)            |
| A.2.10.6 | ISDN/KY (%)              |

Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic

|         |   |  |  |  |  |  |  |            |
|---------|---|--|--|--|--|--|--|------------|
| 100.00% | 1 |  |  |  |  |  |  | Diagnostic |
|         |   |  |  |  |  |  |  | Diagnostic |
|         |   |  |  |  |  |  |  | Diagnostic |
|         |   |  |  |  |  |  |  | Diagnostic |
|         |   |  |  |  |  |  |  | Diagnostic |
|         |   |  |  |  |  |  |  | Diagnostic |

### % Missed Installation Appointments

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

Res  
Res  
Res  
Res  
Bus  
Bus  
Bus  
Bus  
Design  
Design  
Design  
Design  
PBX  
PBX  
PBX  
PBX  
Centre  
Centre  
Centre  
Centre  
ISDN  
ISDN  
ISDN  
ISDN

|        |         |       |       |  |         |        |     |
|--------|---------|-------|-------|--|---------|--------|-----|
| 13.84% | 5,124   | 9.49% | 137   |  | 0.02989 | 1.4545 | YES |
| 0.04%  | 113,311 | 0.03% | 2,935 |  | 0.00036 | 0.0594 | YES |
| 18.16% | 11      |       |       |  |         |        |     |
| 4.71%  | 1,572   | 0.00% | 8     |  | 0.07307 | 0.6271 | YES |
| 0.14%  | 6,320   | 0.00% | 166   |  | 0.00297 | 0.4803 | YES |
| 4.17%  | 24      |       |       |  |         |        |     |
| 5.05%  | 395     | 0.00% | 2     |  | 0.15642 | 0.3256 | YES |
| 1.16%  | 86      | 0.00% | 5     |  | 0.04932 | 0.2356 | YES |
| 0.00%  | 41      |       |       |  |         |        |     |
| 0.00%  | 6       |       |       |  |         |        |     |
| 0.00%  | 13      |       |       |  |         |        |     |
| 3.23%  | 31      | 0.00% | 2     |  | 0.12860 | 0.2503 | YES |
| 0.00%  | 2       |       |       |  |         |        |     |
| 0.00%  | 3       |       |       |  |         |        |     |
| 3.30%  | 91      |       |       |  |         |        |     |
| 0.00%  | 175     |       |       |  |         |        |     |
| 0.00%  | 16      |       |       |  |         |        |     |
| 0.00%  | 6       |       |       |  |         |        |     |
| 0.00%  | 41      |       |       |  |         |        |     |
| 2.17%  | 46      |       |       |  |         |        |     |
| 0.00%  | 5       |       |       |  |         |        |     |

### % Provisioning Troubles within 30 Days

|              |   |
|--------------|---|
| A.2.12.1.1.1 | Residence/<10 circuits/Dispatch/KY (%)              |
| A.2.12.1.1.2 | Residence/<10 circuits/Non-Dispatch/KY (%)          |
| A.2.12.1.2.1 | Residence/>=10 circuits/Dispatch/KY (%)             |
| A.2.12.1.2.2 | Residence/>=10 circuits/Non-Dispatch/KY (%)         |
| A.2.12.2.1.1 | Business/<10 circuits/Dispatch/KY (%)               |
| A.2.12.2.1.2 | Business/<10 circuits/Non-Dispatch/KY (%)           |
| A.2.12.2.2.1 | Business/>=10 circuits/Dispatch/KY (%)              |
| A.2.12.2.2.2 | Business/>=10 circuits/Non-Dispatch/KY (%)          |
| A.2.12.3.1.1 | Design (Specials)/<10 circuits/Dispatch/KY (%)      |
| A.2.12.3.1.2 | Design (Specials)/<10 circuits/Non-Dispatch/KY (%)  |
| A.2.12.3.2.1 | Design (Specials)/>=10 circuits/Dispatch/KY (%)     |
| A.2.12.3.2.2 | Design (Specials)/>=10 circuits/Non-Dispatch/KY (%) |
| A.2.12.4.1.1 | PBX/<10 circuits/Dispatch/KY (%)                    |
| A.2.12.4.1.2 | PBX/<10 circuits/Non-Dispatch/KY (%)                |
| A.2.12.4.2.1 | PBX/>=10 circuits/Dispatch/KY (%)                   |
| A.2.12.4.2.2 | PBX/>=10 circuits/Non-Dispatch/KY (%)               |

Res  
Res  
Res  
Res  
Bus  
Bus  
Bus  
Bus  
Design  
Design  
Design  
Design  
PBX  
PBX  
PBX  
PBX

|        |         |        |       |  |         |          |     |
|--------|---------|--------|-------|--|---------|----------|-----|
| 10.84% | 4,448   | 10.90% | 156   |  | 0.02532 | -0.0241  | YES |
| 4.25%  | 116,364 | 4.28%  | 3,244 |  | 0.00359 | -0.0930  | YES |
| 14.29% | 14      |        |       |  |         |          |     |
| 11.01% | 1,489   | 6.00%  | 50    |  | 0.04501 | 1.1140   | YES |
| 6.66%  | 6,099   | 4.25%  | 306   |  | 0.01464 | 1.6679   | YES |
| 16.67% | 24      | 0.00%  | 1     |  | 0.36036 | 0.4382   | YES |
| 0.00%  | 1       |        |       |  |         |          |     |
| 4.51%  | 488     | 20.00% | 5     |  | 0.09326 | -1.16611 | NO  |
| 1.20%  | 83      | 0.00%  | 6     |  | 0.04612 | 0.2612   | YES |
| 0.00%  | 81      |        |       |  |         |          |     |
| 0.00%  | 1       |        |       |  |         |          |     |
| 0.00%  | 15      | 0.00%  | 1     |  |         |          | YES |
| 4.76%  | 21      | 0.00%  | 3     |  | 0.13144 | 0.3623   | YES |
| 0.00%  | 3       |        |       |  |         |          |     |
| 0.00%  | 4       |        |       |  |         |          |     |

## BellSouth Monthly State Summary Kentucky, June 2003

|              |     |   |  |
|--------------|-----|---|--|
| 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 (%)    |  |

Benchmark/Analogy

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |     |
|-------------|------------|--------------|-------------|--------------------|----------------|---------|--------|-----|
| Centrex     | 3.33%      | 90           | 0.009%      | 1                  | 16,749         | 1.57930 | 1.8813 | YES |
| Centrex     | 3.91%      | 230          | 0.00%       | 1                  | 5,613          | 0.10966 | 2.0979 | YES |
| Centrex     | 13.64%     | 22           |             |                    | 4,392          |         |        |     |
| Centrex     | 35.29%     | 17           |             |                    |                |         |        |     |
| ISDN        | 1.96%      | 51           |             |                    |                |         |        |     |
| ISDN        | 0.00%      | 35           |             |                    |                |         |        |     |
| ISDN        |            |              |             |                    |                |         |        |     |
| ISDN        |            |              |             |                    |                |         |        |     |
| ISDN        | 0.00%      | 4            |             |                    |                |         |        |     |

### Average Completion Notice Interval - Mechanized

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

Benchmark/Analogy

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |     |
|-------------|------------|--------------|-------------|--------------------|----------------|---------|--------|-----|
| Res         | 2.99       | 5,124        | 0.02        | 115                | 16,749         | 1.57930 | 1.8813 | YES |
| Res         | 0.62       | 113,117      | 0.39        | 2,887              | 5,613          | 0.10966 | 2.0979 | YES |
| Res         | 1.34       | 11           |             |                    | 4,392          |         |        |     |
| Res         |            |              |             |                    |                |         |        |     |
| Bus         | 2.55       | 1,571        | 0.02        | 8                  | 17,770         | 6.29853 | 0.4017 | YES |
| Bus         | 1.25       | 6,306        | 0.31        | 160                | 9,522          | 0.76226 | 1.2294 | YES |
| Bus         | 6.38       | 24           |             |                    | 21,078         |         |        |     |
| Bus         |            |              |             |                    |                |         |        |     |
| Design      | 11.95      | 395          |             |                    | 83,200         |         |        |     |
| Design      | 15.00      | 86           |             |                    | 44,465         |         |        |     |
| Design      | 21.29      | 41           |             |                    | 51,848         |         |        |     |
| Design      | 30.35      | 6            |             |                    | 33,984         |         |        |     |
| PBX         | 12.91      | 13           |             |                    | 18,846         |         |        |     |
| PBX         | 8.16       | 31           |             |                    | 22,972         |         |        |     |
| PBX         | 14.78      | 2            |             |                    | 3,936          |         |        |     |
| PBX         | 9.92       | 3            |             |                    | 17,142         |         |        |     |
| PBX         | 1.87       | 91           |             |                    | 10,381         |         |        |     |
| Centrex     | 0.48       | 175          |             |                    | 1,571          |         |        |     |
| Centrex     | 4.43       | 16           |             |                    | 17,642         |         |        |     |
| Centrex     | 0.29       | 6            |             |                    | 0.221          |         |        |     |
| ISDN        | 24.73      | 41           |             |                    | 39,549         |         |        |     |
| ISDN        | 10.08      | 46           |             |                    | 45,149         |         |        |     |
| ISDN        |            |              |             |                    |                |         |        |     |
| ISDN        | 0.42       | 5            |             |                    | 0.052          |         |        |     |

### Average Completion Notice Interval - Non-Mechanized

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

Benchmark/Analogy

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |            |
|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|------------|
| Res         | 8.83       | 22           |             |                    |                |        |        | Diagnostic |
| Res         | 4.69       | 48           |             |                    |                |        |        | Diagnostic |
| Res         |            |              |             |                    |                |        |        | Diagnostic |
| Res         |            |              |             |                    |                |        |        | Diagnostic |
| Bus         | 9.46       | 6            |             |                    |                |        |        | Diagnostic |
| Bus         |            |              |             |                    |                |        |        | Diagnostic |
| Bus         |            |              |             |                    |                |        |        | Diagnostic |
| Bus         |            |              |             |                    |                |        |        | Diagnostic |
| Design      | 18.19      | 2            |             |                    |                |        |        | Diagnostic |
| Design      | 23.11      | 5            |             |                    |                |        |        | Diagnostic |
| Design      |            |              |             |                    |                |        |        | Diagnostic |
| Design      |            |              |             |                    |                |        |        | Diagnostic |
| PBX         | 18.42      | 2            |             |                    |                |        |        | Diagnostic |
| PBX         |            |              |             |                    |                |        |        | Diagnostic |
| PBX         |            |              |             |                    |                |        |        | Diagnostic |
| PBX         |            |              |             |                    |                |        |        | Diagnostic |
| Centrex     |            |              |             |                    |                |        |        | Diagnostic |
| Centrex     |            |              |             |                    |                |        |        | Diagnostic |
| Centrex     |            |              |             |                    |                |        |        | Diagnostic |
| ISDN        |            |              |             |                    |                |        |        | Diagnostic |
| ISDN        |            |              |             |                    |                |        |        | Diagnostic |
| ISDN        |            |              |             |                    |                |        |        | Diagnostic |
| ISDN        |            |              |             |                    |                |        |        | Diagnostic |

# Bellsouth Monthly State Summary Kentucky, June 2003

| Total Service Order Cycle Time - Mechanized |  |
|---|--|
| A.2.17.1.1.1                                | Residence/<10 circuits/Dispatch/KY (days)              |
| A.2.17.1.1.2                                | Residence/<10 circuits/Non-Dispatch/KY (days)          |
| A.2.17.1.2.1                                | Residence/>=10 circuits/Dispatch/KY (days)             |
| A.2.17.1.2.2                                | Residence/>=10 circuits/Non-Dispatch/KY (days)         |
| A.2.17.2.1.1                                | Business/<10 circuits/Dispatch/KY (days)               |
| A.2.17.2.1.2                                | Business/<10 circuits/Non-Dispatch/KY (days)           |
| A.2.17.2.2.1                                | Business/>=10 circuits/Dispatch/KY (days)              |
| A.2.17.2.2.2                                | Business/>=10 circuits/Non-Dispatch/KY (days)          |
| A.2.17.3.1.1                                | Design (Specialty/<10 circuits/Dispatch/KY (days)      |
| A.2.17.3.1.2                                | Design (Specialty/<10 circuits/Non-Dispatch/KY (days)  |
| A.2.17.3.2.1                                | Design (Specialty/>=10 circuits/Dispatch/KY (days)     |
| A.2.17.3.2.2                                | Design (Specialty/>=10 circuits/Non-Dispatch/KY (days) |
| A.2.17.4.1.1                                | PBX/<10 circuits/Dispatch/KY (days)                    |
| A.2.17.4.1.2                                | PBX/<10 circuits/Non-Dispatch/KY (days)                |
| A.2.17.4.2.1                                | PBX/>=10 circuits/Dispatch/KY (days)                   |
| A.2.17.4.2.2                                | PBX/>=10 circuits/Non-Dispatch/KY (days)               |
| A.2.17.5.1.1                                | Centrex/<10 circuits/Dispatch/KY (days)                |
| A.2.17.5.1.2                                | Centrex/<10 circuits/Non-Dispatch/KY (days)            |
| A.2.17.5.2.1                                | Centrex/>=10 circuits/Dispatch/KY (days)               |
| A.2.17.5.2.2                                | Centrex/>=10 circuits/Non-Dispatch/KY (days)           |
| A.2.17.6.1.1                                | SDN/<10 circuits/Dispatch/KY (days)                    |
| A.2.17.6.1.2                                | SDN/<10 circuits/Non-Dispatch/KY (days)                |
| A.2.17.6.2.1                                | SDN/>=10 circuits/Dispatch/KY (days)                   |
| A.2.17.6.2.2                                | SDN/>=10 circuits/Non-Dispatch/KY (days)               |

| Total Service Order Cycle Time - Partially Mechanized |  |
|---|--|
| A.2.18.1.1.1  | Residence/<10 circuits/Dispatch/KY (days)              |
| A.2.18.1.1.2  | Residence/<10 circuits/Non-Dispatch/KY (days)          |
| A.2.18.1.2.1  | Residence/>=10 circuits/Dispatch/KY (days)             |
| A.2.18.1.2.2  | Residence/>=10 circuits/Non-Dispatch/KY (days)         |
| A.2.18.2.1.1  | Business/<10 circuits/Dispatch/KY (days)               |
| A.2.18.2.1.2  | Business/<10 circuits/Non-Dispatch/KY (days)           |
| A.2.18.2.2.1  | Business/>=10 circuits/Dispatch/KY (days)              |
| A.2.18.2.2.2  | Business/>=10 circuits/Non-Dispatch/KY (days)          |
| A.2.18.3.1.1  | Design (Specialty/<10 circuits/Dispatch/KY (days)      |
| A.2.18.3.1.2  | Design (Specialty/<10 circuits/Non-Dispatch/KY (days)  |
| A.2.18.3.2.1  | Design (Specialty/>=10 circuits/Dispatch/KY (days)     |
| A.2.18.3.2.2  | Design (Specialty/>=10 circuits/Non-Dispatch/KY (days) |
| A.2.18.4.1.1  | PBX/<10 circuits/Dispatch/KY (days)                    |
| A.2.18.4.1.2  | PBX/<10 circuits/Non-Dispatch/KY (days)                |
| A.2.18.4.2.1  | PBX/>=10 circuits/Dispatch/KY (days)                   |
| A.2.18.4.2.2  | PBX/>=10 circuits/Non-Dispatch/KY (days)               |
| A.2.18.5.1.1  | Centrex/<10 circuits/Dispatch/KY (days)                |
| A.2.18.5.1.2  | Centrex/<10 circuits/Non-Dispatch/KY (days)            |
| A.2.18.5.2.1  | Centrex/>=10 circuits/Dispatch/KY (days)               |
| A.2.18.5.2.2  | Centrex/>=10 circuits/Non-Dispatch/KY (days)           |
| A.2.18.6.1.1  | SDN/<10 circuits/Dispatch/KY (days)                    |
| A.2.18.6.1.2  | SDN/<10 circuits/Non-Dispatch/KY (days)                |
| A.2.18.6.2.1  | SDN/>=10 circuits/Dispatch/KY (days)                   |
| A.2.18.6.2.2  | SDN/>=10 circuits/Non-Dispatch/KY (days)               |

| Total Service Order Cycle Time - Non-Mechanized |  |
|---|--|
| A.2.19.1.1.1                                    | Residence/<10 circuits/Dispatch/KY (days)      |
| A.2.19.1.1.2                                    | Residence/<10 circuits/Non-Dispatch/KY (days)  |
| A.2.19.1.2.1                                    | Residence/>=10 circuits/Dispatch/KY (days)     |
| A.2.19.1.2.2                                    | Residence/>=10 circuits/Non-Dispatch/KY (days) |
| A.2.19.2.1.1                                    | Business/<10 circuits/Dispatch/KY (days)       |
| A.2.19.2.1.2                                    | Business/<10 circuits/Non-Dispatch/KY (days)   |
| A.2.19.2.2.1                                    | Business/>=10 circuits/Dispatch/KY (days)      |
| A.2.19.2.2.2                                    | Business/>=10 circuits/Non-Dispatch/KY (days)  |

| Benchmark/Analogy | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity     |
|-------------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|------------|
| Diagnostic        | 5.48        | 102        |              |             |                    |                |        | Diagnostic |
| Diagnostic        | 0.55        | 2,290      |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        | 2.75        | 5          |              |             |                    |                |        | Diagnostic |
| Diagnostic        | 0.55        | 30         |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |

|            |      |     |  |  |  |  |  |            |
|------------|------|-----|--|--|--|--|--|------------|
| Diagnostic | 5.08 | 5   |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.66 | 207 |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.64 | 1   |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.76 | 32  |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |

|            |      |    |  |  |  |  |  |            |
|------------|------|----|--|--|--|--|--|------------|
| Diagnostic | 4.26 | 10 |  |  |  |  |  | Diagnostic |
| Diagnostic | 1.68 | 8  |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.69 | 2  |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |    |  |  |  |  |  | Diagnostic |

## BellSouth Monthly State Summary Kentucky, June 2003

|              |      |   |            |
|--------------|------|---|------------|
| A.2.19.22.2  | P-10 | Business/>=10 circuits/Non-Dispatch/KY (days)         | Diagnostic |
| A.2.19.3.1.1 | P-10 | Design (Specials/<10 circuits/Dispatch/KY (days)      | Diagnostic |
| A.2.19.3.1.2 | P-10 | Design (Specials/<10 circuits/Non-Dispatch/KY (days)  | Diagnostic |
| A.2.19.3.2.1 | P-10 | Design (Specials/>=10 circuits/Dispatch/KY (days)     | Diagnostic |
| A.2.19.3.2.2 | P-10 | Design (Specials/>=10 circuits/Non-Dispatch/KY (days) | Diagnostic |
| A.2.19.4.1.1 | P-10 | PBX/<10 circuits/Dispatch/KY (days)                   | Diagnostic |
| A.2.19.4.1.2 | P-10 | PBX/<10 circuits/Non-Dispatch/KY (days)               | Diagnostic |
| A.2.19.4.2.1 | P-10 | PBX/>=10 circuits/Dispatch/KY (days)                  | Diagnostic |
| A.2.19.4.2.2 | P-10 | PBX/>=10 circuits/Non-Dispatch/KY (days)              | Diagnostic |
| A.2.19.5.1.1 | P-10 | Centrex/<10 circuits/Dispatch/KY (days)               | Diagnostic |
| A.2.19.5.1.2 | P-10 | Centrex/<10 circuits/Non-Dispatch/KY (days)           | Diagnostic |
| A.2.19.5.2.1 | P-10 | Centrex/>=10 circuits/Dispatch/KY (days)              | Diagnostic |
| A.2.19.5.2.2 | P-10 | Centrex/>=10 circuits/Non-Dispatch/KY (days)          | Diagnostic |
| A.2.19.6.1.1 | P-10 | SDN/<10 circuits/Dispatch/KY (days)                   | Diagnostic |
| A.2.19.6.1.2 | P-10 | SDN/<10 circuits/Non-Dispatch/KY (days)               | Diagnostic |
| A.2.19.6.2.1 | P-10 | SDN/>=10 circuits/Dispatch/KY (days)                  | Diagnostic |
| A.2.19.6.2.2 | P-10 | SDN/>=10 circuits/Non-Dispatch/KY (days)              | Diagnostic |

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

|              |      |   |            |
|--------------|------|---|------------|
| A.2.21.1.1.1 | P-10 | Residence/<10 circuits/Dispatch/KY (days)             | Diagnostic |
| A.2.21.1.1.2 | P-10 | Residence/<10 circuits/Non-Dispatch/KY (days)         | Diagnostic |
| A.2.21.1.2.1 | P-10 | Residence/>=10 circuits/Dispatch/KY (days)            | Diagnostic |
| A.2.21.1.2.2 | P-10 | Residence/>=10 circuits/Non-Dispatch/KY (days)        | Diagnostic |
| A.2.21.2.1.1 | P-10 | Business/<10 circuits/Dispatch/KY (days)              | Diagnostic |
| A.2.21.2.1.2 | P-10 | Business/<10 circuits/Non-Dispatch/KY (days)          | Diagnostic |
| A.2.21.2.2.1 | P-10 | Business/>=10 circuits/Dispatch/KY (days)             | Diagnostic |
| A.2.21.2.2.2 | P-10 | Business/>=10 circuits/Non-Dispatch/KY (days)         | Diagnostic |
| A.2.21.3.1.1 | P-10 | Design (Specials/<10 circuits/Dispatch/KY (days)      | Diagnostic |
| A.2.21.3.1.2 | P-10 | Design (Specials/<10 circuits/Non-Dispatch/KY (days)  | Diagnostic |
| A.2.21.3.2.1 | P-10 | Design (Specials/>=10 circuits/Dispatch/KY (days)     | Diagnostic |
| A.2.21.3.2.2 | P-10 | Design (Specials/>=10 circuits/Non-Dispatch/KY (days) | Diagnostic |
| A.2.21.4.1.1 | P-10 | PBX/<10 circuits/Dispatch/KY (days)                   | Diagnostic |
| A.2.21.4.1.2 | P-10 | PBX/<10 circuits/Non-Dispatch/KY (days)               | Diagnostic |
| A.2.21.4.2.1 | P-10 | PBX/>=10 circuits/Dispatch/KY (days)                  | Diagnostic |
| A.2.21.4.2.2 | P-10 | PBX/>=10 circuits/Non-Dispatch/KY (days)              | Diagnostic |
| A.2.21.5.1.1 | P-10 | Centrex/<10 circuits/Dispatch/KY (days)               | Diagnostic |
| A.2.21.5.1.2 | P-10 | Centrex/<10 circuits/Non-Dispatch/KY (days)           | Diagnostic |
| A.2.21.5.2.1 | P-10 | Centrex/>=10 circuits/Dispatch/KY (days)              | Diagnostic |
| A.2.21.5.2.2 | P-10 | Centrex/>=10 circuits/Non-Dispatch/KY (days)          | Diagnostic |
| A.2.21.6.1.1 | P-10 | SDN/<10 circuits/Dispatch/KY (days)                   | Diagnostic |
| A.2.21.6.1.2 | P-10 | SDN/<10 circuits/Non-Dispatch/KY (days)               | Diagnostic |
| A.2.21.6.2.1 | P-10 | SDN/>=10 circuits/Dispatch/KY (days)                  | Diagnostic |
| A.2.21.6.2.2 | P-10 | SDN/>=10 circuits/Non-Dispatch/KY (days)              | Diagnostic |

### Total Service Order Cycle Time (Offered) - Partially Mechanized

|              |      |   |            |
|--------------|------|---|------------|
| A.2.22.1.1.1 | P-10 | Residence/<10 circuits/Dispatch/KY (days)             | Diagnostic |
| A.2.22.1.1.2 | P-10 | Residence/<10 circuits/Non-Dispatch/KY (days)         | Diagnostic |
| A.2.22.1.2.1 | P-10 | Residence/>=10 circuits/Dispatch/KY (days)            | Diagnostic |
| A.2.22.1.2.2 | P-10 | Residence/>=10 circuits/Non-Dispatch/KY (days)        | Diagnostic |
| A.2.22.2.1.1 | P-10 | Business/<10 circuits/Dispatch/KY (days)              | Diagnostic |
| A.2.22.2.1.2 | P-10 | Business/<10 circuits/Non-Dispatch/KY (days)          | Diagnostic |
| A.2.22.2.2.1 | P-10 | Business/>=10 circuits/Dispatch/KY (days)             | Diagnostic |
| A.2.22.2.2.2 | P-10 | Business/>=10 circuits/Non-Dispatch/KY (days)         | Diagnostic |
| A.2.22.3.1.1 | P-10 | Design (Specials/<10 circuits/Dispatch/KY (days)      | Diagnostic |
| A.2.22.3.1.2 | P-10 | Design (Specials/<10 circuits/Non-Dispatch/KY (days)  | Diagnostic |
| A.2.22.3.2.1 | P-10 | Design (Specials/>=10 circuits/Dispatch/KY (days)     | Diagnostic |
| A.2.22.3.2.2 | P-10 | Design (Specials/>=10 circuits/Non-Dispatch/KY (days) | Diagnostic |
| A.2.22.4.1.1 | P-10 | PBX/<10 circuits/Dispatch/KY (days)                   | Diagnostic |
| A.2.22.4.1.2 | P-10 | PBX/<10 circuits/Non-Dispatch/KY (days)               | Diagnostic |
| A.2.22.4.2.1 | P-10 | PBX/>=10 circuits/Dispatch/KY (days)                  | Diagnostic |
| A.2.22.4.2.2 | P-10 | PBX/>=10 circuits/Non-Dispatch/KY (days)              | Diagnostic |

### Benchmark/ Analogy

| Analogy    | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity     |
|------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|------------|
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            | 3.75         | 5           |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            | 6.65         | 1           |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic |             |            |              |             |                    |                |        | Diagnostic |

|            |      |       |  |  |  |  |  |            |
|------------|------|-------|--|--|--|--|--|------------|
| Diagnostic | 5.49 | 101   |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.58 | 1,906 |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic | 2.75 | 5     |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.56 | 28    |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |
| Diagnostic |      |       |  |  |  |  |  | Diagnostic |

|            |      |     |  |  |  |  |  |            |
|------------|------|-----|--|--|--|--|--|------------|
| Diagnostic | 5.08 | 5   |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.64 | 189 |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.84 | 1   |  |  |  |  |  | Diagnostic |
| Diagnostic | 0.78 | 31  |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |
| Diagnostic |      |     |  |  |  |  |  | Diagnostic |



# Bellsouth Monthly State Summary Kentucky, June 2003

|              |      |   |
|--------------|------|---|
| A.2.23.4.2.2 | P-10 | PBX>=10 circuits/Non-Dispatch/KY (days)     |
| A.2.22.5.1.1 | P-10 | Centrex<10 circuits/Dispatch/KY (days)      |
| A.2.22.5.1.2 | P-10 | Centrex<10 circuits/Non-Dispatch/KY (days)  |
| A.2.22.5.2.1 | P-10 | Centrex>=10 circuits/Dispatch/KY (days)     |
| A.2.22.5.2.2 | P-10 | Centrex>=10 circuits/Non-Dispatch/KY (days) |
| A.2.22.6.1.1 | P-10 | ISDN<10 circuits/Dispatch/KY (days)         |
| A.2.22.6.1.2 | P-10 | ISDN<10 circuits/Non-Dispatch/KY (days)     |
| A.2.22.6.2.1 | P-10 | ISDN>=10 circuits/Dispatch/KY (days)        |
| A.2.22.6.2.2 | P-10 | ISDN>=10 circuits/Non-Dispatch/KY (days)    |

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

|              |      |   |
|--------------|------|---|
| A.2.23.1.1.1 | P-10 | Residence/<10 circuits/Dispatch/KY (days)             |
| A.2.23.1.1.2 | P-10 | Residence/<10 circuits/Non-Dispatch/KY (days)         |
| A.2.23.1.2.1 | P-10 | Residence/>=10 circuits/Dispatch/KY (days)            |
| A.2.23.1.2.2 | P-10 | Residence/>=10 circuits/Non-Dispatch/KY (days)        |
| A.2.23.2.1.1 | P-10 | Business/<10 circuits/Dispatch/KY (days)              |
| A.2.23.2.1.2 | P-10 | Business/<10 circuits/Non-Dispatch/KY (days)          |
| A.2.23.2.2.1 | P-10 | Business/>=10 circuits/Dispatch/KY (days)             |
| A.2.23.2.2.2 | P-10 | Business/>=10 circuits/Non-Dispatch/KY (days)         |
| A.2.23.3.1.1 | P-10 | Design (Specials)<10 circuits/Dispatch/KY (days)      |
| A.2.23.3.1.2 | P-10 | Design (Specials)<10 circuits/Non-Dispatch/KY (days)  |
| A.2.23.3.2.1 | P-10 | Design (Specials)>=10 circuits/Dispatch/KY (days)     |
| A.2.23.3.2.2 | P-10 | Design (Specials)>=10 circuits/Non-Dispatch/KY (days) |
| A.2.23.4.1.1 | P-10 | PBX<10 circuits/Dispatch/KY (days)                    |
| A.2.23.4.1.2 | P-10 | PBX<10 circuits/Non-Dispatch/KY (days)                |
| A.2.23.4.2.1 | P-10 | PBX>=10 circuits/Dispatch/KY (days)                   |
| A.2.23.4.2.2 | P-10 | PBX>=10 circuits/Non-Dispatch/KY (days)               |
| A.2.23.5.1.1 | P-10 | Centrex/<10 circuits/Dispatch/KY (days)               |
| A.2.23.5.1.2 | P-10 | Centrex/<10 circuits/Non-Dispatch/KY (days)           |
| A.2.23.5.2.1 | P-10 | Centrex/>=10 circuits/Dispatch/KY (days)              |
| A.2.23.5.2.2 | P-10 | Centrex/>=10 circuits/Non-Dispatch/KY (days)          |
| A.2.23.6.1.1 | P-10 | ISDN/<10 circuits/Dispatch/KY (days)                  |
| A.2.23.6.1.2 | P-10 | ISDN/<10 circuits/Non-Dispatch/KY (days)              |
| A.2.23.6.2.1 | P-10 | ISDN/>=10 circuits/Dispatch/KY (days)                 |
| A.2.23.6.2.2 | P-10 | ISDN/>=10 circuits/Non-Dispatch/KY (days)             |

**% Completions w/o Notice or < 24 hours**

|            |     |                                       |
|------------|-----|---------------------------------------|
| 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 (%)              |

**Service Order Accuracy**

|              |      |   |
|--------------|------|---|
| A.2.25.1.1.1 | P-11 | Residence/<10 circuits/Dispatch/KY (%)        |
| A.2.25.1.1.2 | P-11 | Residence/<10 circuits/Non-Dispatch/KY (%)    |
| A.2.25.1.2.1 | P-11 | Residence/>=10 circuits/Dispatch/KY (%)       |
| A.2.25.1.2.2 | P-11 | Residence/>=10 circuits/Non-Dispatch/KY (%)   |
| A.2.25.2.1.1 | P-11 | Business/<10 circuits/Dispatch/KY (%)         |
| A.2.25.2.1.2 | P-11 | Business/<10 circuits/Non-Dispatch/KY (%)     |
| A.2.25.2.2.1 | P-11 | Business/>=10 circuits/Dispatch/KY (%)        |
| A.2.25.2.2.2 | P-11 | Business/>=10 circuits/Non-Dispatch/KY (%)    |
| A.2.25.3.1.1 | P-11 | Design (Specials)<10 circuits/Dispatch/KY (%) |

**Benchmark/  
Analog**

|            |             |            |              |             |                    |                |        |        |
|------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| Diagnostic | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |

**Benchmark/  
Analog**

|            |             |            |              |             |                    |                |        |        |
|------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| Diagnostic | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |
| Diagnostic |             |            |              |             |                    |                |        |        |

**Benchmark/  
Analog**

|        |         |     |  |  |  |  |  |     |
|--------|---------|-----|--|--|--|--|--|-----|
| >= 95% | 94.48%  | 417 |  |  |  |  |  | NO  |
| >= 95% | 98.97%  | 580 |  |  |  |  |  | YES |
| >= 95% | 100.00% | 3   |  |  |  |  |  | YES |
| >= 95% |         |     |  |  |  |  |  |     |
| >= 95% | 96.00%  | 120 |  |  |  |  |  | YES |
| >= 95% | 96.00%  | 150 |  |  |  |  |  | YES |
| >= 95% | 50.00%  | 4   |  |  |  |  |  | NO  |
| >= 95% | 100.00% | 15  |  |  |  |  |  | YES |
| >= 95% | 91.67%  | 36  |  |  |  |  |  | NO  |

## Bellsouth Monthly State Summary Kentucky, June 2003

|             |      |  |  |
|-------------|------|--|--|
| A2.253.3.12 | P-11 | Design (Specials)<10 circuits/Non-Dispatch/KY (%)  |  |
| A2.253.2.1  | P-11 | Design (Specials)>=10 circuits/Dispatch/KY (%)     |  |
| A2.253.2.2  | P-11 | Design (Specials)>=10 circuits/Non-Dispatch/KY (%) |  |

Benchmark/  
Analogy  
>= 95%  
>= 95%  
>= 95%

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
|             |            | 87.50%       | 40          |                    |                |        | NO     |
|             |            | 100.00%      | 1           |                    |                |        | YES    |
|             |            | 88.89%       | 9           |                    |                |        | NO     |

### Resale - Maintenance and Repair

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

Res  
Bus  
Bus  
Design  
Design  
PBX  
PBX  
Centrex  
Centrex  
ISDN  
ISDN

|        |        |        |     |        |          |         |     |
|--------|--------|--------|-----|--------|----------|---------|-----|
| 13.13% | 19,522 | 8.45%  | 402 | 51,050 | 0.01702  | 2.7451  | YES |
| 1.96%  | 7,468  | 2.38%  | 42  | 39,669 | 0.02742  | -0.1988 | YES |
| 13.42% | 2,586  | 20.00% | 45  | 26,125 | 0.05125  | -1.2842 | YES |
| 2.74%  | 914    | 0.00%  | 3   | 4,783  | 0.029432 | 0.2900  | YES |
| 1.41%  | 427    | 0.00%  | 16  | 7,860  | 0.02997  | 0.4688  | YES |
| 0.76%  | 524    | 0.00%  | 11  | 5,515  | 0.02652  | 0.2879  | YES |
| 2.94%  | 68     | 12.50% | 8   | 12,901 | 0.06315  | -1.5136 | YES |
| 2.27%  | 44     | 0.00%  | 0   | 14,048 | 0.06846  | 0.6415  | YES |
| 17.22% | 180    | 0.00%  | 2   | 12,901 | 0.00000  | 0.0000  | YES |
| 1.37%  | 146    | 0.00%  | 0   | 4,223  | 0.00000  | 0.0000  | YES |
| 7.41%  | 27     | 0.00%  | 0   | 13,634 | 0.00000  | 0.0000  | YES |
| 0.00%  | 33     | 0.00%  | 0   | 4,516  | 0.00000  | 0.0000  | YES |

### Customer Trouble Report Rate

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

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

|       |         |       |        |        |         |         |     |
|-------|---------|-------|--------|--------|---------|---------|-----|
| 2.62% | 746,293 | 3.31% | 12,132 | 51,050 | 0.00748 | -4.7132 | NO  |
| 1.00% | 746,293 | 0.35% | 12,132 | 39,669 | 0.00092 | 7.1486  | YES |
| 1.32% | 196,468 | 1.17% | 3,850  | 26,125 | 0.00111 | 0.2886  | YES |
| 0.47% | 196,468 | 0.08% | 3,850  | 4,783  | 0.00111 | 3.4882  | YES |
| 0.37% | 116,578 | 1.54% | 1,041  | 7,860  | 0.00188 | -6.2135 | NO  |
| 0.45% | 116,578 | 1.08% | 1,041  | 5,515  | 0.00209 | -2.9091 | NO  |
| 0.13% | 33,100  | 0.25% | 640    | 12,901 | 0.00181 | -5.7746 | NO  |
| 0.33% | 55,281  | 0.87% | 640    | 14,048 | 0.00378 | 0.9136  | YES |
| 0.26% | 55,281  | 0.00% | 229    | 12,901 | 0.00340 | -1.4486 | YES |
| 0.35% | 7,806   | 0.00% | 137    | 4,223  | 0.00507 | 0.8824  | YES |
| 0.42% | 7,806   | 0.00% | 137    | 13,634 | 0.00560 | 0.7544  | YES |

### Maintenance Average Duration

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

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

|       |        |       |     |        |         |         |     |
|-------|--------|-------|-----|--------|---------|---------|-----|
| 37.24 | 19,522 | 27.49 | 402 | 51,050 | 2.57224 | 3.7905  | YES |
| 22.28 | 7,468  | 8.13  | 42  | 39,669 | 6.13824 | 2.3062  | YES |
| 12.58 | 2,586  | 9.08  | 45  | 26,125 | 3.92829 | 0.8929  | YES |
| 3.59  | 914    | 5.16  | 3   | 4,783  | 4.75382 | -0.3292 | YES |
| 5.52  | 427    | 3.88  | 16  | 7,860  | 1.92505 | 0.8502  | YES |
| 2.17  | 524    | 0.63  | 11  | 5,515  | 1.45724 | 1.0596  | YES |
| 6.55  | 68     | 8.00  | 8   | 12,901 | 2.06141 | -0.7074 | YES |
| 5.86  | 44     | 0.00  | 0   | 14,048 | 8.88813 | 0.5557  | YES |
| 10.05 | 180    | 4.50  | 2   | 12,901 | 12.901  | 0.0000  | YES |
| 1.92  | 146    | 0.00  | 0   | 4,223  | 4.223   | 0.0000  | YES |
| 9.06  | 27     | 0.00  | 0   | 13,634 | 13.634  | 0.0000  | YES |
| 3.37  | 33     | 0.00  | 0   | 4,516  | 4.516   | 0.0000  | YES |

### % Repeat Troubles within 30 Days

|           |       |                                       |
|-----------|-------|---------------------------------------|
| A.3.4.1.1 | M&R-4 | Residence/Dispatch/KY (%)             |
| A.3.4.1.2 | M&R-4 | Residence/Non-Dispatch/KY (%)         |
| A.3.4.2.1 | M&R-4 | Business/Dispatch/KY (%)              |
| A.3.4.2.2 | M&R-4 | Business/Non-Dispatch/KY (%)          |
| A.3.4.3.1 | M&R-4 | Design (Specials)/Dispatch/KY (%)     |
| A.3.4.3.2 | M&R-4 | Design (Specials)/Non-Dispatch/KY (%) |
| A.3.4.4.1 | M&R-4 | PBX/Dispatch/KY (%)                   |
| A.3.4.4.2 | M&R-4 | PBX/Non-Dispatch/KY (%)               |
| A.3.4.5.1 | M&R-4 | Centrex/Dispatch/KY (%)               |
| A.3.4.5.2 | M&R-4 | Centrex/Non-Dispatch/KY (%)           |
| A.3.4.6.1 | M&R-4 | ISDN/Dispatch/KY (%)                  |
| A.3.4.6.2 | M&R-4 | ISDN/Non-Dispatch/KY (%)              |

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

|        |        |        |     |        |         |         |     |
|--------|--------|--------|-----|--------|---------|---------|-----|
| 21.17% | 19,522 | 10.45% | 402 | 51,050 | 0.02058 | 5.2075  | YES |
| 18.39% | 7,468  | 16.67% | 42  | 39,669 | 0.05964 | 0.2887  | YES |
| 12.95% | 2,586  | 13.33% | 45  | 26,125 | 0.05049 | -0.0751 | YES |
| 13.24% | 914    | 0.00%  | 3   | 4,783  | 0.19699 | 0.6755  | YES |
| 21.78% | 427    | 43.75% | 16  | 7,860  | 0.10510 | -2.0903 | NO  |
| 15.27% | 524    | 27.27% | 11  | 5,515  | 0.10958 | -1.0956 | YES |
| 8.82%  | 68     | 25.00% | 8   | 12,901 | 0.10802 | -1.5259 | YES |
| 9.09%  | 44     | 0.00%  | 0   | 14,048 | 0.00000 | 0.0000  | YES |
| 12.78% | 180    | 0.00%  | 2   | 12,901 | 0.23737 | 0.5383  | YES |
| 15.07% | 146    | 0.00%  | 0   | 4,223  | 0.00000 | 0.0000  | YES |
| 3.70%  | 27     | 0.00%  | 0   | 13,634 | 0.00000 | 0.0000  | YES |

## BellSouth Monthly State Summary Kentucky, June 2003

| ISDN/Non-Dispatch/KY (%)            | Benchmark/Analogy                     | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------------------------------------|---------------------------------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| A.3.4.6.2                           | ISDN                                  | 15.15%      | 33         | 0.00%        | 0           |                    |                |        | YES    |
| <b>Out of Service &gt; 24 hours</b> |                                       |             |            |              |             |                    |                |        |        |
| M&R-5                               | Residence/Dispatch/KY (%)             | 15.86%      | 12,782     | 11.36%       | 308         |                    | 0.02106        | 2.1338 | YES    |
| A.3.5.1.1                           | Residence/Non-Dispatch/KY (%)         | 7.14%       | 1,904      | 0.00%        | 23          |                    | 0.05402        | 1.3222 | YES    |
| A.3.5.1.2                           | Business/Dispatch/KY (%)              | 6.01%       | 1,548      | 0.00%        | 26          |                    | 0.04699        | 1.2784 | YES    |
| A.3.5.2.1                           | Business/Non-Dispatch/KY (%)          | 3.05%       | 328        | 0.00%        | 1           |                    | 0.17219        | 0.1771 | YES    |
| A.3.5.2.2                           | Design (Specials)/Dispatch/KY (%)     | 1.41%       | 427        | 0.00%        | 16          |                    | 0.02897        | 0.4688 | YES    |
| A.3.5.3.1                           | Design (Specials)/Non-Dispatch/KY (%) | 0.76%       | 524        | 0.00%        | 11          |                    | 0.02852        | 0.2879 | YES    |
| A.3.5.3.2                           | PBX/Dispatch/KY (%)                   | 1.79%       | 56         | 0.00%        | 8           |                    | 0.05005        | 0.3568 | YES    |
| A.3.5.4.1                           | PBX/Non-Dispatch/KY (%)               | 2.38%       | 42         | 0.00%        | 0           |                    |                |        | YES    |
| A.3.5.4.2                           | Centrex/Dispatch/KY (%)               | 2.97%       | 101        | 0.00%        | 0           |                    |                |        | YES    |
| A.3.5.5.1                           | Centrex/Non-Dispatch/KY (%)           | 0.00%       | 40         | 0.00%        | 0           |                    |                |        | YES    |
| A.3.5.5.2                           | ISDN/Dispatch/KY (%)                  | 7.41%       | 27         | 0.00%        | 0           |                    |                |        | YES    |
| A.3.5.6.1                           | ISDN/Non-Dispatch/KY (%)              | 0.00%       | 33         | 0.00%        | 0           |                    |                |        | YES    |

### Resale - Billing

| Invoice Accuracy |                                      | BST - State  | BST - Region |           |
|------------------|--------------------------------------|--------------|--------------|-----------|
| B-1              | KY (%)                               |              |              |           |
| A.4.1            | 98.94%                               | \$98,027,044 | 98.18%       | \$930,078 |
| A.4.2            | Mean Time to Deliver Invoices - CRIS | 3.85         | 1            | 3.06      |
|                  | Region (business days)               |              |              | 1.915     |
|                  |                                      |              |              | 0.00011   |
|                  |                                      |              |              | -22.0003  |
|                  |                                      |              |              | YES       |

# Bellsouth Monthly State Summary Kentucky, June 2003

## Unbundled Network Elements - Ordering

|   |      | Benchmark/<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity     |
|---|------|----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
| <b>% Rejected Service Requests - Mechanized</b>           |      |                      |                |               |                 |                |                       |                   |        |            |
| B.1.1.1   | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.1.2   | O-7  | Diagnostic           |                |               | 16.45%          | 25,187         |                       |                   |        | Diagnostic |
| B.1.1.3   | O-7  | Diagnostic           |                |               | 100.00%         | 2              |                       |                   |        | Diagnostic |
| B.1.1.4   | O-7  | Diagnostic           |                |               | 23.81%          | 42             |                       |                   |        | Diagnostic |
| B.1.1.5   | O-7  | Diagnostic           |                |               | 10.53%          | 19             |                       |                   |        | Diagnostic |
| B.1.1.6   | O-7  | Diagnostic           |                |               | 1.28%           | 155            |                       |                   |        | Diagnostic |
| B.1.1.7   | O-7  | Diagnostic           |                |               | 100.00%         | 4              |                       |                   |        | Diagnostic |
| B.1.1.8   | O-7  | Diagnostic           |                |               | 4.35%           | 23             |                       |                   |        | Diagnostic |
| B.1.1.9   | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.1.10  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.1.11  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.1.12  | O-13 | Diagnostic           |                |               | 5.56%           | 36             |                       |                   |        | Diagnostic |
| B.1.1.13  | O-13 | Diagnostic           |                |               | 9.21%           | 1,889          |                       |                   |        | Diagnostic |
| B.1.1.14  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.1.15  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.1.16  | O-13 | Diagnostic           |                |               | 15.87%          | 63             |                       |                   |        | Diagnostic |
| B.1.1.17  | O-13 | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| <b>% Rejected Service Requests - Partially Mechanized</b> |      |                      |                |               |                 |                |                       |                   |        |            |
| B.1.2.1   | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.2   | O-7  | Diagnostic           |                |               | 36.08%          | 2,589          |                       |                   |        | Diagnostic |
| B.1.2.3   | O-7  | Diagnostic           |                |               | 25.00%          | 12             |                       |                   |        | Diagnostic |
| B.1.2.4   | O-7  | Diagnostic           |                |               | 0.00%           | 1              |                       |                   |        | Diagnostic |
| B.1.2.5   | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.6   | O-7  | Diagnostic           |                |               | 4.00%           | 25             |                       |                   |        | Diagnostic |
| B.1.2.7   | O-7  | Diagnostic           |                |               | 0.00%           | 10             |                       |                   |        | Diagnostic |
| B.1.2.8   | O-7  | Diagnostic           |                |               | 75.00%          | 4              |                       |                   |        | Diagnostic |
| B.1.2.9   | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.10  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.11  | O-13 | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.12  | O-13 | Diagnostic           |                |               | 13.33%          | 60             |                       |                   |        | Diagnostic |
| B.1.2.13  | O-13 | Diagnostic           |                |               | 21.05%          | 3,187          |                       |                   |        | Diagnostic |
| B.1.2.14  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.15  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.16  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.2.17  | O-13 | Diagnostic           |                |               | 26.74%          | 86             |                       |                   |        | Diagnostic |
| <b>% Rejected Service Requests - Non-Mechanized</b>       |      |                      |                |               |                 |                |                       |                   |        |            |
| B.1.3.1   | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.3.2   | O-7  | Diagnostic           |                |               | 42.86%          | 182            |                       |                   |        | Diagnostic |
| B.1.3.3   | O-7  | Diagnostic           |                |               | 45.71%          | 35             |                       |                   |        | Diagnostic |
| B.1.3.4   | O-7  | Diagnostic           |                |               | 12.50%          | 8              |                       |                   |        | Diagnostic |
| B.1.3.5   | O-7  | Diagnostic           |                |               | 50.00%          | 2              |                       |                   |        | Diagnostic |
| B.1.3.6   | O-7  | Diagnostic           |                |               | 61.54%          | 13             |                       |                   |        | Diagnostic |
| B.1.3.7   | O-7  | Diagnostic           |                |               | 0.00%           | 3              |                       |                   |        | Diagnostic |
| B.1.3.8   | O-7  | Diagnostic           |                |               | 0.00%           | 2              |                       |                   |        | Diagnostic |
| B.1.3.9   | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.3.10  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.3.11  | O-7  | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.3.12  | O-13 | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.3.13  | O-13 | Diagnostic           |                |               |                 |                |                       |                   |        | Diagnostic |
| B.1.3.14  | O-7  | Diagnostic           |                |               | 35.14%          | 37             |                       |                   |        | Diagnostic |
| B.1.3.15  | O-7  | Diagnostic           |                |               | 28.58%          | 148            |                       |                   |        | Diagnostic |
| B.1.3.16  | O-7  | Diagnostic           |                |               | 22.22%          | 9              |                       |                   |        | Diagnostic |
| B.1.3.17  | O-13 | Diagnostic           |                |               | 27.43%          | 113            |                       |                   |        | Diagnostic |

# Bellsouth Monthly State Summary Kentucky, June 2003

|          | Benchmark/<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|----------|----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| B 1.4.1  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.2  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.3  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.4  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.5  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.6  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.7  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.8  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.9  | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.10 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.11 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.12 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.13 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.14 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.15 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.16 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |
| B 1.4.17 | >= 97% w/in 1 hr     |                |               |                 |                |                       |                   |        |        |

### Reject Interval - 10 hours - Partially Mechanized

|          | Benchmark/<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|----------|----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| B 1.7.1  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.2  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.3  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.4  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.5  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.6  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.7  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.8  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.9  | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.10 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.11 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.12 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.13 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.14 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.15 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.16 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.7.17 | >= 85% w/in 10 hrs   |                |               |                 |                |                       |                   |        |        |

### Reject Interval - Non-Mechanized

|          | Benchmark/<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|----------|----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| B 1.8.1  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.2  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.3  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.4  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.5  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.6  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.7  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.8  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.9  | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.10 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.11 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.12 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.13 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.14 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.15 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.16 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |
| B 1.8.17 | >= 85% w/in 24 hrs   |                |               |                 |                |                       |                   |        |        |

### FOC Timeliness - Mechanized

|         | Benchmark/<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|---------|----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| B 1.9.1 | >= 95% w/in 3 hrs    |                |               |                 |                |                       |                   |        |        |
| B 1.9.2 | >= 95% w/in 3 hrs    |                |               |                 |                |                       |                   |        |        |

## Bellsouth Monthly State Summary Kentucky, June 2003

| Benchmark/Analog | BST Measure                            | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|------------------|--|------------|--------------|-------------|--------------------|----------------|--------|--------|
| B.1.9.3          | Loop + Port Combinations/KY (%)        |            | 99.89%       | 21,024      |                    |                |        | YES    |
| B.1.9.4          | Combo Other/KY (%)                     |            | 100.00%      | 22          |                    |                |        | YES    |
| B.1.9.5          | XDSL (ADSL, HDSL and UCL)KY (%)        |            | 100.00%      | 13          |                    |                |        | YES    |
| B.1.9.6          | ISDN Loop (UDN, UDC)KY (%)             |            | 99.35%       | 153         |                    |                |        | YES    |
| B.1.9.7          | Line Sharing/KY (%)                    |            |              |             |                    |                |        |        |
| B.1.9.8          | 2W Analog Loop Design/KY (%)           |            |              |             |                    |                |        | YES    |
| B.1.9.9          | 2W Analog Loop Non-Design/KY (%)       |            |              |             |                    |                |        |        |
| B.1.9.10         | 2W Analog Loop w/INP Design/KY (%)     |            |              |             |                    |                |        |        |
| B.1.9.11         | 2W Analog Loop w/INP Non-Design/KY (%) |            |              |             |                    |                |        |        |
| B.1.9.12         | 2W Analog Loop w/INP Design/KY (%)     |            |              |             |                    |                |        |        |
| B.1.9.13         | 2W Analog Loop w/INP Non-Design/KY (%) |            |              |             |                    |                |        |        |
| B.1.9.14         | Other Design/KY (%)                    |            | 100.00%      | 34          |                    |                |        | YES    |
| B.1.9.15         | Other Non-Design/KY (%)                |            | 99.65%       | 1,705       |                    |                |        | YES    |
| B.1.9.16         | INP Standalone/KY (%)                  |            |              |             |                    |                |        |        |
| B.1.9.17         | INP Standalone/KY (%)                  |            | 100.00%      | 53          |                    |                |        | YES    |

### FOC Timeliness - 10 hours - Partially Mechanized

|           |  |  |         |       |  |  |  |     |
|-----------|--|--|---------|-------|--|--|--|-----|
| B.1.12.1  | Switch Ports/KY (%)                    |  |         |       |  |  |  |     |
| B.1.12.2  | Local Interface Transpor/KY (%)        |  |         |       |  |  |  |     |
| B.1.12.3  | Loop + Port Combinations/KY (%)        |  | 96.95%  | 1,839 |  |  |  | YES |
| B.1.12.4  | Combo Other/KY (%)                     |  | 100.00% | 6     |  |  |  | YES |
| B.1.12.5  | XDSL (ADSL, HDSL and UCL)KY (%)        |  |         |       |  |  |  |     |
| B.1.12.6  | ISDN Loop (UDN, UDC)KY (%)             |  |         |       |  |  |  |     |
| B.1.12.7  | Line Sharing/KY (%)                    |  | 96.00%  | 25    |  |  |  | YES |
| B.1.12.8  | 2W Analog Loop Design/KY (%)           |  | 100.00% | 10    |  |  |  | YES |
| B.1.12.9  | 2W Analog Loop Non-Design/KY (%)       |  | 100.00% | 2     |  |  |  | YES |
| B.1.12.10 | 2W Analog Loop w/INP Design/KY (%)     |  |         |       |  |  |  |     |
| B.1.12.11 | 2W Analog Loop w/INP Non-Design/KY (%) |  |         |       |  |  |  |     |
| B.1.12.12 | 2W Analog Loop w/INP Design/KY (%)     |  |         |       |  |  |  |     |
| B.1.12.13 | 2W Analog Loop w/INP Non-Design/KY (%) |  |         |       |  |  |  |     |
| B.1.12.14 | Other Design/KY (%)                    |  | 100.00% | 52    |  |  |  | YES |
| B.1.12.15 | Other Non-Design/KY (%)                |  | 96.82%  | 2,727 |  |  |  | YES |
| B.1.12.16 | INP Standalone/KY (%)                  |  |         |       |  |  |  |     |
| B.1.12.17 | INP Standalone/KY (%)                  |  | 93.94%  | 66    |  |  |  | YES |

### FOC Timeliness - Non-Mechanized

|           |  |  |         |     |  |  |  |     |
|-----------|--|--|---------|-----|--|--|--|-----|
| B.1.13.1  | Switch Ports/KY (%)                    |  |         |     |  |  |  |     |
| B.1.13.2  | Local Interface Transpor/KY (%)        |  |         |     |  |  |  |     |
| B.1.13.3  | Loop + Port Combinations/KY (%)        |  | 99.08%  | 109 |  |  |  | YES |
| B.1.13.4  | Combo Other/KY (%)                     |  | 95.00%  | 20  |  |  |  | YES |
| B.1.13.5  | XDSL (ADSL, HDSL and UCL)KY (%)        |  | 100.00% | 7   |  |  |  | YES |
| B.1.13.6  | ISDN Loop (UDN, UDC)KY (%)             |  | 100.00% | 1   |  |  |  | YES |
| B.1.13.7  | Line Sharing/KY (%)                    |  | 100.00% | 5   |  |  |  | YES |
| B.1.13.8  | 2W Analog Loop Design/KY (%)           |  | 100.00% | 3   |  |  |  | YES |
| B.1.13.9  | 2W Analog Loop Non-Design/KY (%)       |  | 100.00% | 2   |  |  |  | YES |
| B.1.13.10 | 2W Analog Loop w/INP Design/KY (%)     |  |         |     |  |  |  |     |
| B.1.13.11 | 2W Analog Loop w/INP Non-Design/KY (%) |  |         |     |  |  |  |     |
| B.1.13.12 | 2W Analog Loop w/INP Design/KY (%)     |  |         |     |  |  |  |     |
| B.1.13.13 | 2W Analog Loop w/INP Non-Design/KY (%) |  | 96.65%  | 23  |  |  |  | YES |
| B.1.13.14 | Other Design/KY (%)                    |  | 100.00% | 99  |  |  |  | YES |
| B.1.13.15 | Other Non-Design/KY (%)                |  | 100.00% | 6   |  |  |  | YES |
| B.1.13.16 | INP Standalone/KY (%)                  |  | 100.00% | 78  |  |  |  | YES |
| B.1.13.17 | INP Standalone/KY (%)                  |  |         |     |  |  |  |     |

### FOC & Reflect Response Completeness - Mechanized

|            |                                     |  |        |        |  |  |  |     |
|------------|-------------------------------------|--|--------|--------|--|--|--|-----|
| B.1.14.1.1 | Switch Ports/AD/KY (%)              |  |        |        |  |  |  |     |
| B.1.14.1.2 | Switch Ports/AG/KY (%)              |  |        |        |  |  |  |     |
| B.1.14.2.1 | Local Interface Transpor/ED/KY (%)  |  |        |        |  |  |  |     |
| B.1.14.2.2 | Local Interface Transpor/TAG/KY (%) |  |        |        |  |  |  |     |
| B.1.14.3.1 | Loop + Port Combinations/ED/KY (%)  |  | 99.99% | 14,819 |  |  |  | YES |

Benchmark/  
Analog

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

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

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

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



## BellSouth Monthly State Summary Kentucky, June 2003

|             |      |                             |
|-------------|------|-----------------------------|
| B.1.15.15.2 | O-11 | Other Non-Design/TA/GKY (%) |
| B.1.15.16.1 | O-11 | INP Standalone/EDI/KY (%)   |
| B.1.15.16.2 | O-11 | INP Standalone/TA/GKY (%)   |
| B.1.15.17.1 | O-11 | INP Standalone/EDI/KY (%)   |
| B.1.15.17.2 | O-11 | INP Standalone/TA/GKY (%)   |

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

|           |      |   |
|-----------|------|---|
| B.1.16.1  | O-11 | Switch Ports/TAGKY (%)                    |
| B.1.16.2  | O-11 | Local Interface TransportKY (%)           |
| B.1.16.3  | O-11 | Loop + Port CombinationsKY (%)            |
| B.1.16.4  | O-11 | Combo Other/TAGKY (%)                     |
| B.1.16.5  | O-11 | XDSL (ADSL, HDSL and UCL)KY (%)           |
| B.1.16.6  | O-11 | ISDN Loop (UDN, UDC)KY (%)                |
| B.1.16.7  | O-11 | Line Sharing/EDI/KY (%)                   |
| B.1.16.8  | O-11 | 2W Analog Loop Design/TAGKY (%)           |
| B.1.16.9  | O-11 | 2W Analog Loop Non-Design/TAGKY (%)       |
| B.1.16.10 | O-11 | 2W Analog Loop w/INP Non-Design/TAGKY (%) |
| B.1.16.11 | O-11 | 2W Analog Loop w/INP Non-Design/TAGKY (%) |
| B.1.16.12 | O-11 | 2W Analog Loop w/INP Non-Design/TAGKY (%) |
| B.1.16.13 | O-11 | 2W Analog Loop w/INP Non-Design/TAGKY (%) |
| B.1.16.14 | O-11 | Other Design/TAGKY (%)                    |
| B.1.16.15 | O-11 | INP Standalone/EDI/KY (%)                 |
| B.1.16.16 | O-11 | INP Standalone/TA/GKY (%)                 |
| B.1.16.17 | O-11 | INP Standalone/EDI/KY (%)                 |

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

|             |      |  |
|-------------|------|--|
| B.1.17.1.1  | O-11 | Switch Ports/TAGKY (%)                     |
| B.1.17.1.2  | O-11 | Local Interface Transport/EDI/KY (%)       |
| B.1.17.2.1  | O-11 | Local Interface Transport/TA/GKY (%)       |
| B.1.17.2.2  | O-11 | Local Interface Transport/TA/GKY (%)       |
| B.1.17.3.1  | O-11 | Loop + Port Combinations/EDI/KY (%)        |
| B.1.17.3.2  | O-11 | Loop + Port Combinations/TA/GKY (%)        |
| B.1.17.4.1  | O-11 | Combo Other/EDI/KY (%)                     |
| B.1.17.4.2  | O-11 | Combo Other/TA/GKY (%)                     |
| B.1.17.5.1  | O-11 | XDSL (ADSL, HDSL and UCL)EDI/KY (%)        |
| B.1.17.5.2  | O-11 | XDSL (ADSL, HDSL and UCL)TA/GKY (%)        |
| B.1.17.6.1  | O-11 | ISDN Loop (UDN, UDC)EDI/KY (%)             |
| B.1.17.6.2  | O-11 | ISDN Loop (UDN, UDC)TA/GKY (%)             |
| B.1.17.7.1  | O-11 | Line Sharing/EDI/KY (%)                    |
| B.1.17.7.2  | O-11 | Line Sharing/TA/GKY (%)                    |
| B.1.17.8.1  | O-11 | 2W Analog Loop Design/EDI/KY (%)           |
| B.1.17.8.2  | O-11 | 2W Analog Loop Design/TA/GKY (%)           |
| B.1.17.9.1  | O-11 | 2W Analog Loop Non-Design/EDI/KY (%)       |
| B.1.17.9.2  | O-11 | 2W Analog Loop Non-Design/TA/GKY (%)       |
| B.1.17.10.1 | O-11 | 2W Analog Loop w/INP Design/EDI/KY (%)     |
| B.1.17.10.2 | O-11 | 2W Analog Loop w/INP Design/TA/GKY (%)     |
| B.1.17.11.1 | O-11 | 2W Analog Loop w/INP Non-Design/EDI/KY (%) |
| B.1.17.11.2 | O-11 | 2W Analog Loop w/INP Non-Design/TA/GKY (%) |
| B.1.17.12.1 | O-11 | 2W Analog Loop w/INP Design/EDI/KY (%)     |
| B.1.17.12.2 | O-11 | 2W Analog Loop w/INP Design/TA/GKY (%)     |
| B.1.17.13.1 | O-11 | 2W Analog Loop w/INP Non-Design/EDI/KY (%) |
| B.1.17.13.2 | O-11 | 2W Analog Loop w/INP Non-Design/TA/GKY (%) |
| B.1.17.14.1 | O-11 | Other Design/EDI/KY (%)                    |
| B.1.17.14.2 | O-11 | Other Design/TA/GKY (%)                    |
| B.1.17.15.1 | O-11 | Other Non-Design/EDI/KY (%)                |
| B.1.17.15.2 | O-11 | Other Non-Design/TA/GKY (%)                |
| B.1.17.16.1 | O-11 | INP Standalone/EDI/KY (%)                  |
| B.1.17.16.2 | O-11 | INP Standalone/TA/GKY (%)                  |
| B.1.17.17.1 | O-11 | INP Standalone/EDI/KY (%)                  |
| B.1.17.17.2 | O-11 | INP Standalone/TA/GKY (%)                  |

### Benchmark Analog

|        |
|--------|
| >= 95% |
| >= 95% |
| >= 95% |
| >= 95% |

### BST Measure

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
|             |            | 100.00%      | 94          |                    |                |        | YES    |
|             |            | 100.00%      | 79          |                    |                |        | YES    |
|             |            | 100.00%      | 7           |                    |                |        | YES    |

### BST Volume

| BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|------------|--------------|-------------|--------------------|----------------|--------|--------|
|            | 100.00%      | 94          |                    |                |        | YES    |
|            | 100.00%      | 79          |                    |                |        | YES    |
|            | 100.00%      | 7           |                    |                |        | YES    |

### CLEC Measure

| CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|--------------|-------------|--------------------|----------------|--------|--------|
|              | 94          |                    |                |        | YES    |
|              | 79          |                    |                |        | YES    |
|              | 7           |                    |                |        | YES    |

### CLEC Volume

| CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------------|--------------------|----------------|--------|--------|
|             |                    |                |        | YES    |
|             |                    |                |        | YES    |
|             |                    |                |        | YES    |

### Standard Deviation

| Standard Deviation | Standard Error | Zscore | Equity |
|--------------------|----------------|--------|--------|
|                    |                |        | YES    |
|                    |                |        | YES    |
|                    |                |        | YES    |

### Standard Error

| Standard Error | Zscore | Equity |
|----------------|--------|--------|
|                |        | YES    |
|                |        | YES    |
|                |        | YES    |

### Zscore

| Zscore | Equity |
|--------|--------|
|        | YES    |
|        | YES    |
|        | YES    |

### Equity

| Equity |
|--------|
| YES    |
| YES    |
| YES    |



## BellSouth Monthly State Summary Kentucky, June 2003

| FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized |   |
|--|---|
| B.1.18.1.1   | O-11 Switch Ports/EDJ/KY (%)                      |
| B.1.18.1.2   | O-11 Local Interface Transport/AG/KY (%)          |
| B.1.18.2.1   | O-11 Local Interface Transport/AG/KY (%)          |
| B.1.18.2.2   | O-11 Loop + Port Combinations/TA/AG/KY (%)        |
| B.1.18.3.1   | O-11 Loop + Port Combinations/TA/AG/KY (%)        |
| B.1.18.3.2   | O-11 Combo Other/TA/AG/KY (%)                     |
| B.1.18.4.1   | O-11 XDSL (ADSL, HDSL and UCL)/EDJ/KY (%)         |
| B.1.18.4.2   | O-11 XDSL (ADSL, HDSL and UCL)/TA/AG/KY (%)       |
| B.1.18.5.1   | O-11 ISDN Loop (UDN, UDC)/EDJ/KY (%)              |
| B.1.18.5.2   | O-11 ISDN Loop (UDN, UDC)/TA/AG/KY (%)            |
| B.1.18.6.1   | O-11 ISDN Loop (UDN, UDC)/TA/AG/KY (%)            |
| B.1.18.6.2   | O-11 Line Sharing/TA/AG/KY (%)                    |
| B.1.18.7.1   | O-11 2W Analog Loop Design/TA/AG/KY (%)           |
| B.1.18.7.2   | O-11 2W Analog Loop Design/TA/AG/KY (%)           |
| B.1.18.8.1   | O-11 2W Analog Loop Non-Design/TA/AG/KY (%)       |
| B.1.18.8.2   | O-11 2W Analog Loop Non-Design/TA/AG/KY (%)       |
| B.1.18.9.1   | O-11 2W Analog Loop Non-Design/TA/AG/KY (%)       |
| B.1.18.9.2   | O-11 2W Analog Loop Non-Design/TA/AG/KY (%)       |
| B.1.18.10.1  | O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) |
| B.1.18.10.2  | O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) |
| B.1.18.11.1  | O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) |
| B.1.18.11.2  | O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) |
| B.1.18.12.1  | O-11 2W Analog Loop w/INP Design/TA/AG/KY (%)     |
| B.1.18.12.2  | O-11 2W Analog Loop w/INP Design/TA/AG/KY (%)     |
| B.1.18.13.1  | O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) |
| B.1.18.13.2  | O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) |
| B.1.18.14.1  | O-11 Other Design/TA/AG/KY (%)                    |
| B.1.18.14.2  | O-11 Other Design/TA/AG/KY (%)                    |
| B.1.18.15.1  | O-11 Other Non-Design/TA/AG/KY (%)                |
| B.1.18.15.2  | O-11 Other Non-Design/TA/AG/KY (%)                |
| B.1.18.16.1  | O-11 INP Standalone/TA/AG/KY (%)                  |
| B.1.18.16.2  | O-11 INP Standalone/TA/AG/KY (%)                  |
| B.1.18.17.1  | O-11 LNP Standalone/TA/AG/KY (%)                  |
| B.1.18.17.2  | O-11 LNP Standalone/TA/AG/KY (%)                  |

| Benchmark/Analogy                                 | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|---|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| O-11 Switch Ports/EDJ/KY (%)                      | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Local Interface Transport/AG/KY (%)          | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Local Interface Transport/AG/KY (%)          | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Loop + Port Combinations/TA/AG/KY (%)        | >= 95%      |            | 92.43%       | 1,347       |                    |                |        | NO     |
| O-11 Loop + Port Combinations/TA/AG/KY (%)        | >= 95%      |            | 89.67%       | 1,239       |                    |                |        | NO     |
| O-11 Combo Other/TA/AG/KY (%)                     | >= 95%      |            | 55.56%       | 9           |                    |                |        | NO     |
| O-11 XDSL (ADSL, HDSL and UCL)/EDJ/KY (%)         | >= 95%      |            |              |             |                    |                |        |        |
| O-11 XDSL (ADSL, HDSL and UCL)/TA/AG/KY (%)       | >= 95%      |            |              |             |                    |                |        |        |
| O-11 ISDN Loop (UDN, UDC)/EDJ/KY (%)              | >= 95%      |            |              |             |                    |                |        |        |
| O-11 ISDN Loop (UDN, UDC)/TA/AG/KY (%)            | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Line Sharing/TA/AG/KY (%)                    | >= 95%      |            | 96.83%       | 24          |                    |                |        | YES    |
| O-11 2W Analog Loop Design/TA/AG/KY (%)           | >= 95%      |            | 0.00%        | 1           |                    |                |        | NO     |
| O-11 2W Analog Loop Design/TA/AG/KY (%)           | >= 95%      |            | 100.00%      | 10          |                    |                |        | YES    |
| O-11 2W Analog Loop Non-Design/TA/AG/KY (%)       | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop Non-Design/TA/AG/KY (%)       | >= 95%      |            | 25.00%       | 4           |                    |                |        | NO     |
| O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop w/INP Design/TA/AG/KY (%)     | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop w/INP Design/TA/AG/KY (%)     | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop w/INP Non-Design/TA/AG/KY (%) | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Other Design/TA/AG/KY (%)                    | >= 95%      |            | 100.00%      | 10          |                    |                |        | YES    |
| O-11 Other Design/TA/AG/KY (%)                    | >= 95%      |            | 98.00%       | 50          |                    |                |        | YES    |
| O-11 Other Non-Design/TA/AG/KY (%)                | >= 95%      |            | 93.53%       | 3,090       |                    |                |        | NO     |
| O-11 Other Non-Design/TA/AG/KY (%)                | >= 95%      |            | 93.62%       | 94          |                    |                |        | NO     |
| O-11 INP Standalone/TA/AG/KY (%)                  | >= 95%      |            |              |             |                    |                |        |        |
| O-11 INP Standalone/TA/AG/KY (%)                  | >= 95%      |            | 92.41%       | 79          |                    |                |        | NO     |
| O-11 LNP Standalone/TA/AG/KY (%)                  | >= 95%      |            |              |             |                    |                |        |        |
| O-11 LNP Standalone/TA/AG/KY (%)                  | >= 95%      |            | 57.14%       | 7           |                    |                |        | NO     |

| FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized |   |
|--|---|
| B.1.19.1   | O-11 Switch Ports/KY (%)                    |
| B.1.19.2   | O-11 Local Interface Transport/KY (%)       |
| B.1.19.3   | O-11 Loop + Port Combinations/KY (%)        |
| B.1.19.4   | O-11 Combo Other/KY (%)                     |
| B.1.19.5   | O-11 XDSL (ADSL, HDSL and UCL)/KY (%)       |
| B.1.19.6   | O-11 ISDN Loop (UDN, UDC)/KY (%)            |
| B.1.19.7   | O-11 Line Sharing/KY (%)                    |
| B.1.19.8   | O-11 2W Analog Loop Design/KY (%)           |
| B.1.19.9   | O-11 2W Analog Loop Non-Design/KY (%)       |
| B.1.19.10  | O-11 2W Analog Loop w/INP Design/KY (%)     |
| B.1.19.11  | O-11 2W Analog Loop w/INP Non-Design/KY (%) |
| B.1.19.12  | O-11 2W Analog Loop w/INP Design/KY (%)     |
| B.1.19.13  | O-11 2W Analog Loop w/INP Non-Design/KY (%) |
| B.1.19.14  | O-11 Other Design/KY (%)                    |
| B.1.19.15  | O-11 Other Non-Design/KY (%)                |
| B.1.19.16  | O-11 INP Standalone/KY (%)                  |
| B.1.19.17  | O-11 LNP Standalone/KY (%)                  |

| Benchmark/Analogy                           | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|---|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| O-11 Switch Ports/KY (%)                    | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Local Interface Transport/KY (%)       | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Loop + Port Combinations/KY (%)        | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Combo Other/KY (%)                     | >= 95%      |            |              |             |                    |                |        |        |
| O-11 XDSL (ADSL, HDSL and UCL)/KY (%)       | >= 95%      |            |              |             |                    |                |        |        |
| O-11 ISDN Loop (UDN, UDC)/KY (%)            | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Line Sharing/KY (%)                    | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop Design/KY (%)           | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop Non-Design/KY (%)       | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop w/INP Design/KY (%)     | >= 95%      |            |              |             |                    |                |        |        |
| O-11 2W Analog Loop w/INP Non-Design/KY (%) | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Other Design/KY (%)                    | >= 95%      |            |              |             |                    |                |        |        |
| O-11 Other Non-Design/KY (%)                | >= 95%      |            |              |             |                    |                |        |        |
| O-11 INP Standalone/KY (%)                  | >= 95%      |            |              |             |                    |                |        |        |
| O-11 LNP Standalone/KY (%)                  | >= 95%      |            |              |             |                    |                |        |        |

| Unbundled Network Elements - Provisioning        |            |
|--|------------|
| Order Completion Interval                        | R&B (POTS) |
| P-4 Switch Ports<=10 circuits/District/KY (days) | 6.57       |
|  | 5.638      |
|  | 8.208      |

# Bellsouth Monthly State Summary Kentucky, June 2003

|     | Benchmark<br>Analog   | BST<br>Measure       | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore  | Equity  |         |     |
|-----|---|----------------------|---------------|-----------------|----------------|-----------------------|-------------------|---------|---------|---------|-----|
| P-4 | Switch Ports<=10 circuits/Non-Dispatch/KY (days)                  | R&B (POTS)           | 0.93          | 111,375         | 4.97           | 346                   | 8.162             | 0.45187 | 3.4439  | YES     |     |
| P-4 | Switch Ports>=10 circuits/Dispatch/KY (days)                      | R&B (POTS)           | 8.12          | 33              | 0.47           | 9.992                 | 1.302             | 0.01380 | 34.2520 | YES     |     |
| P-4 | Local Interface Transport<=10 circuits/Dispatch/KY (days)         | R&B (POTS)           | 14.62         | 270             | 0.34           | 9.147                 | 0.510             | 0.00362 | 51.1190 | YES     |     |
| P-4 | Local Interface Transport<=10 circuits/Non-Dispatch/KY (days)     | DS1/DS3              | 11.00         | 1               | 1.88           | 845                   | 2.174             | 0.07585 | -0.9421 | YES     |     |
| P-4 | Local Interface Transport>=10 circuits/Dispatch/KY (days)         | DS1/DS3              |               |                 | 6.00           | 1                     | 9.079             | 9.17666 | 0.4643  | YES     |     |
| P-4 | Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)     | DS1/DS3              |               |                 | 5.44           | 11                    | 5.44              | 3       | 3.998   | 2.60420 | YES |
| P-4 | Loop + Port Combinations<=10 circuits/Dispatch/KY (days)          | R&B                  | 4.33          | 1               | 0.33           | 1                     | 0.000             | 0.00000 | -0.3685 | YES     |     |
| P-4 | Loop + Port Combinations>=10 circuits/Dispatch/KY (days)          | R&B                  | 4.90          | 10              | 8.00           | 2                     | 3.957             | 3.08485 | -1.0115 | YES     |     |
| P-4 | Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)      | R&B                  | 7.35          | 6,160           | 11.73          | 22                    | 9.468             | 2.02215 | -2.1641 | NO      |     |
| P-4 | Combo Others<=10 circuits/Dispatch InKY (days)                    | R&B&D - Disp         | 7.35          | 6,160           |                |                       | 9.468             |         |         |         |     |
| P-4 | Combo Others>=10 circuits/Dispatch InKY (days)                    | R&B&D - Disp         | 18.70         | 90              |                |                       | 20.226            |         |         |         |     |
| P-4 | UNE ISDN/6 circuits/Dispatch/KY (days)                            | R&B&D - Disp         | 18.70         | 90              |                |                       | 20.226            |         |         |         |     |
| P-4 | UNE ISDN/6 circuits/Non-Dispatch/KY (days)                        | ISDN - BRI           | 8.53          | 17              | 10.50          | 4                     | 5.316             | 2.95446 | -0.6670 | YES     |     |
| P-4 | UNE ISDN/6-13 circuits/Dispatch/KY (days)                         | ISDN - BRI           | 1.39          | 12              |                |                       | 2.210             |         |         |         |     |
| P-4 | UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)                     | ISDN - BRI           |               |                 |                |                       |                   |         |         |         |     |
| P-4 | UNE ISDN/6-13 circuits/Dispatch/KY (days)                         | ISDN - BRI           |               |                 |                |                       |                   |         |         |         |     |
| P-4 | UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)                     | ISDN - BRI           |               |                 |                |                       |                   |         |         |         |     |
| P-4 | Line Shaming<=6 circuits/Dispatch/KY (days)                       | ADSL to Retail       | 5.50          | 4               | 5.50           | 4                     | 7.047             | 4.98331 | 0.0000  | YES     |     |
| P-4 | Line Shaming>=6 circuits/Dispatch/KY (days)                       | ADSL to Retail       | 2.33          | 21              | 2.61           | 110                   | 3.877             | 0.92333 | -0.2987 | YES     |     |
| P-4 | Line Shaming<=14 circuits/Dispatch/KY (days)                      | ADSL to Retail       | 6.00          | 1               |                |                       | 0.000             |         |         |         |     |
| P-4 | Line Shaming>=14 circuits/Dispatch/KY (days)                      | ADSL to Retail       |               |                 |                |                       |                   |         |         |         |     |
| P-4 | Line Shaming<=10 circuits/Dispatch/KY (days)                      | ADSL to Retail       |               |                 |                |                       |                   |         |         |         |     |
| P-4 | Line Shaming>=10 circuits/Dispatch/KY (days)                      | ADSL to Retail       |               |                 |                |                       |                   |         |         |         |     |
| P-4 | 2W Analog Loop Design<=10 circuits/Dispatch/KY (days)             | R&B - Disp           | 6.53          | 5,724           | 6.00           | 1                     | 8.162             | 8.16292 | 0.1870  | YES     |     |
| P-4 | 2W Analog Loop Design>=10 circuits/Dispatch/KY (days)             | R&B - Disp           | 6.53          | 5,724           |                |                       | 8.162             |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Design<=10 circuits/Dispatch/KY (days)       | R&B - Disp           | 10.26         | 46              |                |                       | 9.079             |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)       | R&B - Disp           | 10.26         | 46              |                |                       | 9.079             |         |         |         |     |
| P-4 | 2W Analog Loop Non-Design<=10 circuits/Dispatch/KY (days)         | R&B (POTS) exd SB OR | 6.57          | 5,638           | 4.00           | 5                     | 8.208             | 3.87240 | 0.7006  | YES     |     |
| P-4 | 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)         | R&B (POTS) exd SB OR | 1.80          | 29,007          |                |                       | 2.165             |         |         |         |     |
| P-4 | 2W Analog Loop Non-Design<=10 circuits/Dispatch InKY (days)       | R&B (POTS) exd SB OR | 8.12          | 33              |                |                       | 9.195             |         |         |         |     |
| P-4 | 2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (days)       | R&B (POTS) exd SB OR |               |                 |                |                       |                   |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Design<=10 circuits/Dispatch/KY (days)       | R&B - Disp           | 6.53          | 5,724           |                |                       | 8.162             |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)       | R&B - Disp           | 6.53          | 5,724           |                |                       | 8.162             |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Non-Design<=10 circuits/Dispatch/KY (days)   | R&B - Disp           | 10.26         | 46              |                |                       | 9.079             |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)   | R&B - Disp           | 10.26         | 46              |                |                       | 9.079             |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Non-Design<=10 circuits/Dispatch InKY (days) | R&B (POTS) exd SB OR | 6.57          | 5,638           |                |                       | 8.208             |         |         |         |     |
| P-4 | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (days) | R&B (POTS) exd SB OR | 1.80          | 29,007          |                |                       | 2.165             |         |         |         |     |
| P-4 | 2W Analog Loop Non-Design<=10 circuits/Dispatch InKY (days)       | R&B (POTS) exd SB OR | 8.12          | 33              |                |                       | 9.195             |         |         |         |     |
| P-4 | 2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (days)       | R&B (POTS) exd SB OR |               |                 |                |                       |                   |         |         |         |     |
| P-4 | Other Design<=10 circuits/Dispatch/KY (days)                      | Design               | 18.18         | 436             |                |                       | 16.316            |         |         |         |     |
| P-4 | Other Design>=10 circuits/Dispatch/KY (days)                      | Design               | 10.13         | 93              |                |                       | 8.460             |         |         |         |     |
| P-4 | Other Design<=10 circuits/Non-Dispatch/KY (days)                  | Design               | 27.52         | 44              |                |                       | 24.589            |         |         |         |     |
| P-4 | Other Design>=10 circuits/Non-Dispatch/KY (days)                  | Design               | 11.33         | 9               |                |                       | 6.442             |         |         |         |     |

## BellSouth Monthly State Summary Kentucky, June 2003

|              |     |  |                     |
|--------------|-----|--|---------------------|
| B.2.1.15.1.1 | P-4 | Other Non-Design<10 circuits/Dispatch/KY (days)      | R&B                 |
| B.2.1.15.1.2 | P-4 | Other Non-Design<10 circuits/Dispatch/KY (days)      | R&B                 |
| B.2.1.15.2.1 | P-4 | Other Non-Design/>=10 circuits/Dispatch/KY (days)    | R&B                 |
| B.2.1.15.2.2 | P-4 | Other Non-Design/>=10 circuits/Dispatch/KY (days)    | R&B                 |
| B.2.1.16.1.1 | P-4 | INP (Standalone)<10 circuits/Dispatch/KY (days)      | R&B (POTS)          |
| B.2.1.16.1.2 | P-4 | INP (Standalone)<10 circuits/Dispatch/KY (days)      | R&B (POTS)          |
| B.2.1.16.2.1 | P-4 | INP (Standalone)>=10 circuits/Dispatch/KY (days)     | R&B (POTS)          |
| B.2.1.16.2.2 | P-4 | INP (Standalone)>=10 circuits/Dispatch/KY (days)     | R&B (POTS)          |
| B.2.1.17.1.1 | P-4 | INP (Standalone)<10 circuits/Dispatch/KY (days)      | R&B (POTS)          |
| B.2.1.17.1.2 | P-4 | INP (Standalone)<10 circuits/Dispatch/KY (days)      | R&B (POTS)          |
| B.2.1.17.2.1 | P-4 | INP (Standalone)>=10 circuits/Dispatch/KY (days)     | R&B (POTS)          |
| B.2.1.17.2.2 | P-4 | INP (Standalone)>=10 circuits/Dispatch/KY (days)     | R&B (POTS)          |
| B.2.1.18.1.1 | P-4 | Digital Loop < DS1/<10 circuits/Dispatch/KY (days)   | Digital Loop < DS1  |
| B.2.1.18.1.2 | P-4 | Digital Loop < DS1/<10 circuits/Dispatch/KY (days)   | Digital Loop < DS1  |
| 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/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 |
| B.2.1.19.1.2 | P-4 | Digital Loop >= DS1/<10 circuits/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/Dispatch/KY (days) | Digital Loop >= DS1 |

|         |     |   |         |
|---------|-----|---|---------|
| B.2.2.1 | P-4 | Order Completion Interval within X 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  |

### Held Orders

|             |     |   |                      |
|-------------|-----|---|----------------------|
| B.2.3.1.1.1 | P-1 | Switch Ports<10 circuits/Facility/KY (days)                 | R&B (POTS)           |
| 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/Facility/KY (days)               | R&B (POTS)           |
| B.2.3.1.2.1 | P-1 | Switch Ports/>=10 circuits/Equipment/KY (days)              | R&B (POTS)           |
| B.2.3.1.2.2 | P-1 | Switch Ports/>=10 circuits/Equipment/KY (days)              | R&B (POTS)           |
| B.2.3.2.1.1 | P-1 | Local Interface Transport<10 circuits/Facility/KY (days)    | DS1/ DS3 - Interface |
| B.2.3.2.1.2 | P-1 | Local Interface Transport<10 circuits/Equipment/KY (days)   | DS1/ DS3 - Interface |
| B.2.3.2.1.3 | P-1 | Local Interface Transport<10 circuits/Other/KY (days)       | DS1/ DS3 - Interface |
| B.2.3.2.2.1 | P-1 | Local Interface Transport/>=10 circuits/Facility/KY (days)  | DS1/ DS3 - Interface |
| B.2.3.2.2.2 | P-1 | Local Interface Transport/>=10 circuits/Equipment/KY (days) | DS1/ DS3 - Interface |
| B.2.3.2.2.3 | P-1 | Local Interface Transport/>=10 circuits/Other/KY (days)     | DS1/ DS3 - Interface |
| B.2.3.3.1.1 | P-1 | Loop * Port Combinations<10 circuits/Facility/KY (days)     | R&B                  |
| 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/Facility/KY (days)   | R&B                  |
| B.2.3.3.2.1 | P-1 | Loop * Port Combinations/>=10 circuits/Equipment/KY (days)  | R&B                  |
| B.2.3.3.2.2 | P-1 | Loop * Port Combinations/>=10 circuits/Equipment/KY (days)  | R&B                  |
| B.2.3.3.3.1 | 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         |
| 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         |
| B.2.3.4.2.1 | P-1 | Combo Other/>=10 circuits/Other/KY (days)                   | R&B&D - Disp         |
| 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       |
| 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/Facility/KY (days)   | ADSL to Retail       |
| 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/Equipment/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           |

### Benchmark/ Analog

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |
|-------------|------------|--------------|-------------|--------------------|----------------|---------|--------|
| 6.53        | 5,724      |              |             | 8,162              |                |         |        |
| 0.93        | 111,618    |              |             | 1,302              |                |         |        |
| 10.26       | 46         |              |             | 9,079              |                |         |        |
| 6.57        | 11         |              |             | 8,208              |                |         |        |
| 0.93        | 5,638      |              |             | 1,296              |                |         |        |
| 8.12        | 33         |              |             | 9,195              |                |         |        |
| 6.57        | 5,638      |              |             | 8,208              |                |         |        |
| 0.93        | 111,375    |              |             | 1,296              |                |         |        |
| 8.12        | 33         |              |             | 9,195              |                |         |        |
| 11.73       | 49         | 8.50         | 6           | 7,418              |                | 3,20661 | 1,0081 |
| 2.16        | 59         |              |             | 4,336              |                |         |        |
| 21.56       | 18         |              |             | 28,463             |                |         |        |
| 9.67        | 6          |              |             | 1,751              |                |         |        |
| 16.32       | 78         | 6.50         | 8           | 17,748             |                | 6,59889 | 1,4905 |
| 7.06        | 81         |              |             | 5,760              |                |         |        |
| 1.87        | 5          |              |             | 1,850              |                |         |        |

### 14 days 7 days

|      |   |  |  |  |  |  |     |
|------|---|--|--|--|--|--|-----|
| 4.50 | 2 |  |  |  |  |  | YES |
|------|---|--|--|--|--|--|-----|

|       |    |       |   |        |  |          |         |     |
|-------|----|-------|---|--------|--|----------|---------|-----|
| 22.30 | 89 | 39.75 | 4 | 47,440 |  | 24,24718 | -0,7195 | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 10.92 | 13 | 0.00  | 0 | 6,075  |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 22.65 | 94 | 0.00  | 0 | 46,321 |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 14.33 | 21 | 0.00  | 0 | 8,523  |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 26.40 | 5  | 0.00  | 0 | 6,731  |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 0.00  | 0  | 0.00  | 0 |        |  |          |         | YES |
| 14.00 | 1  | 0.00  | 0 | 0,000  |  |          |         | YES |

## BellSouth Monthly State Summary Kentucky, June 2003

| Product      | Analogue | Benchmark/Analogue  | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|--------------|----------|---|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| B.2.3.6.2.2  | P-1      | UNE ISDN/≥10 circuits/Equipment/KY (days)                       |             |            |              |             |                    |                |        |        |
| B.2.3.6.2.3  | P-1      | UNE ISDN/≥10 circuits/Other/KY (days)                           |             |            |              |             |                    |                |        |        |
| B.2.3.7.1    | P-1      | Line Sharing<10 circuits/Facility/KY (days)                     | 26.40       | 5          | 0.00         | 0           | 6.731              |                |        | YES    |
| B.2.3.7.1.1  | P-1      | Line Sharing<10 circuits/Equipment/KY (days)                    | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| B.2.3.7.1.2  | P-1      | Line Sharing<10 circuits/Other/KY (days)                        | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| B.2.3.7.1.3  | P-1      | Line Sharing<10 circuits/Other/KY (days)                        | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.7.2    | P-1      | Line Sharing≥10 circuits/Facility/KY (days)                     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.7.2.1  | P-1      | Line Sharing≥10 circuits/Equipment/KY (days)                    | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.7.2.2  | P-1      | Line Sharing≥10 circuits/Other/KY (days)                        | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.7.2.3  | P-1      | Line Sharing≥10 circuits/Other/KY (days)                        | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.8.1    | P-1      | 2W Analog Loop Design<10 circuits/Facility/KY (days)            | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.8.1.1  | P-1      | 2W Analog Loop Design<10 circuits/Equipment/KY (days)           | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| B.2.3.8.1.2  | P-1      | 2W Analog Loop Design<10 circuits/Other/KY (days)               | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.8.1.3  | P-1      | 2W Analog Loop Design<10 circuits/Other/KY (days)               | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.8.2    | P-1      | 2W Analog Loop Design≥10 circuits/Facility/KY (days)            | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.8.2.1  | P-1      | 2W Analog Loop Design≥10 circuits/Equipment/KY (days)           | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.8.2.2  | P-1      | 2W Analog Loop Design≥10 circuits/Other/KY (days)               | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.8.2.3  | P-1      | 2W Analog Loop Design≥10 circuits/Other/KY (days)               | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.9.1    | P-1      | 2W Analog Loop Non-Design<10 circuits/Facility/KY (days)        | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.9.1.1  | P-1      | 2W Analog Loop Non-Design<10 circuits/Equipment/KY (days)       | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| B.2.3.9.1.2  | P-1      | 2W Analog Loop Non-Design<10 circuits/Other/KY (days)           | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.9.1.3  | P-1      | 2W Analog Loop Non-Design<10 circuits/Other/KY (days)           | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.9.2.1  | P-1      | 2W Analog Loop Non-Design≥10 circuits/Facility/KY (days)        | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.9.2.2  | P-1      | 2W Analog Loop Non-Design≥10 circuits/Equipment/KY (days)       | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.9.2.3  | P-1      | 2W Analog Loop Non-Design≥10 circuits/Other/KY (days)           | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.10.1   | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Facility/KY (days)      | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.10.1.1 | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Equipment/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.10.1.2 | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Other/KY (days)         | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.10.1.3 | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Other/KY (days)         | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.10.2.1 | P-1      | 2W Analog Loop w/1NP Design≥10 circuits/Facility/KY (days)      | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.10.2.2 | P-1      | 2W Analog Loop w/1NP Design≥10 circuits/Equipment/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.10.2.3 | P-1      | 2W Analog Loop w/1NP Design≥10 circuits/Other/KY (days)         | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.11.1   | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Facility/KY (days)  | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.11.1.1 | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Equipment/KY (days) | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.11.1.2 | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Other/KY (days)     | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.11.1.3 | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Other/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.11.2.1 | P-1      | 2W Analog Loop w/1NP Non-Design≥10 circuits/Facility/KY (days)  | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.11.2.2 | P-1      | 2W Analog Loop w/1NP Non-Design≥10 circuits/Equipment/KY (days) | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.11.2.3 | P-1      | 2W Analog Loop w/1NP Non-Design≥10 circuits/Other/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.12.1   | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Facility/KY (days)      | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.12.1.1 | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Equipment/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.12.1.2 | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Other/KY (days)         | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.12.1.3 | P-1      | 2W Analog Loop w/1NP Design<10 circuits/Other/KY (days)         | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.12.2.1 | P-1      | 2W Analog Loop w/1NP Design≥10 circuits/Facility/KY (days)      | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.12.2.2 | P-1      | 2W Analog Loop w/1NP Design≥10 circuits/Equipment/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.12.2.3 | P-1      | 2W Analog Loop w/1NP Design≥10 circuits/Other/KY (days)         | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.13.1   | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Facility/KY (days)  | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.13.1.1 | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Equipment/KY (days) | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.13.1.2 | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Other/KY (days)     | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.13.1.3 | P-1      | 2W Analog Loop w/1NP Non-Design<10 circuits/Other/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.13.2.1 | P-1      | 2W Analog Loop w/1NP Non-Design≥10 circuits/Facility/KY (days)  | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.13.2.2 | P-1      | 2W Analog Loop w/1NP Non-Design≥10 circuits/Equipment/KY (days) | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.13.2.3 | P-1      | 2W Analog Loop w/1NP Non-Design≥10 circuits/Other/KY (days)     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.14.1   | P-1      | Other Design<10 circuits/Facility/KY (days)                     | 28.80       | 5          |              |             | 18.006             |                |        |        |
| B.2.3.14.1.1 | P-1      | Other Design<10 circuits/Equipment/KY (days)                    | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.14.1.2 | P-1      | Other Design<10 circuits/Other/KY (days)                        | 19.88       | 8          |              |             | 9.357              |                |        |        |
| B.2.3.14.1.3 | P-1      | Other Design<10 circuits/Other/KY (days)                        | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.14.2.1 | P-1      | Other Design≥10 circuits/Facility/KY (days)                     | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.14.2.2 | P-1      | Other Design≥10 circuits/Equipment/KY (days)                    | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.14.2.3 | P-1      | Other Design≥10 circuits/Other/KY (days)                        | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.15.1   | P-1      | Other Non-Design<10 circuits/Facility/KY (days)                 | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.15.1.1 | P-1      | Other Non-Design<10 circuits/Equipment/KY (days)                | 0.00        | 0          | 0.00         | 0           |                    |                |        | YES    |
| B.2.3.15.1.2 | P-1      | Other Non-Design<10 circuits/Other/KY (days)                    | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.15.1.3 | P-1      | Other Non-Design<10 circuits/Other/KY (days)                    | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.15.2.1 | P-1      | Other Non-Design≥10 circuits/Facility/KY (days)                 | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.15.2.2 | P-1      | Other Non-Design≥10 circuits/Equipment/KY (days)                | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.15.2.3 | P-1      | Other Non-Design≥10 circuits/Other/KY (days)                    | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.16.1   | P-1      | 1NP (Standalone)<10 circuits/Facility/KY (days)                 | 22.30       | 89         | 0.00         | 0           | 47.440             |                |        | YES    |
| B.2.3.16.1.1 | P-1      | 1NP (Standalone)<10 circuits/Equipment/KY (days)                | 0.00        | 0          |              |             |                    |                |        |        |
| B.2.3.16.1.2 | P-1      | 1NP (Standalone)<10 circuits/Other/KY (days)                    | 10.92       | 13         | 0.00         | 0           | 6.075              |                |        | YES    |
| B.2.3.16.1.3 | P-1      | 1NP (Standalone)<10 circuits/Other/KY (days)                    | 0.00        | 0          |              |             |                    |                |        |        |

## BellSouth Monthly State Summary Kentucky, June 2003

| Item        | Measure             | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------------|---------------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| B2.3.162.1  | R&B (POTS)          | 0.00       |              |             |                    |                |        |        |
| B2.3.162.2  | R&B (POTS)          | 0.00       |              |             |                    |                |        |        |
| B2.3.162.3  | R&B (POTS)          | 0.00       |              |             |                    |                |        |        |
| B2.3.17.1.1 | R&B (POTS)          | 22.30      | 0.00         | 0           | 47.440             |                |        | YES    |
| B2.3.17.1.2 | R&B (POTS)          | 0.00       | 0.00         | 0           |                    |                |        | YES    |
| B2.3.17.1.3 | R&B (POTS)          | 10.92      | 0.00         | 13          | 6.075              |                |        | YES    |
| B2.3.17.2.1 | R&B (POTS)          | 0.00       |              |             |                    |                |        |        |
| B2.3.17.2.2 | R&B (POTS)          | 0.00       |              |             |                    |                |        |        |
| B2.3.17.2.3 | R&B (POTS)          | 22.17      | 0.00         | 6           | 11.990             |                |        | YES    |
| B2.3.18.1.1 | Digital Loop < DS1  | 0.00       | 0.00         | 0           |                    |                |        | YES    |
| B2.3.18.1.2 | Digital Loop < DS1  | 14.00      | 0.00         | 1           | 0.000              |                |        | YES    |
| B2.3.18.1.3 | Digital Loop < DS1  | 0.00       |              |             |                    |                |        |        |
| B2.3.18.2.1 | Digital Loop < DS1  | 0.00       |              |             |                    |                |        |        |
| B2.3.18.2.2 | Digital Loop < DS1  | 0.00       |              |             |                    |                |        |        |
| B2.3.18.2.3 | Digital Loop < DS1  | 0.00       |              |             |                    |                |        |        |
| B2.3.19.1.1 | Digital Loop >= DS1 | 20.00      | 0.00         | 1           | 0.000              |                |        | YES    |
| B2.3.19.1.2 | Digital Loop >= DS1 | 0.00       | 0.00         | 0           |                    |                |        | YES    |
| B2.3.19.1.3 | Digital Loop >= DS1 | 0.00       | 125.00       | 1           |                    |                |        | NO     |
| B2.3.19.2.1 | Digital Loop >= DS1 | 0.00       |              |             |                    |                |        |        |
| B2.3.19.2.2 | Digital Loop >= DS1 | 0.00       |              |             |                    |                |        |        |
| B2.3.19.2.3 | Digital Loop >= DS1 | 0.00       |              |             |                    |                |        |        |

### % Jeopardies - Mechanized

| Item    | Measure               | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |
|---------|-----------------------|------------|--------------|-------------|--------------------|----------------|---------|--------|
| B2.5.1  | R&B (POTS)            | 0.39%      |              |             |                    |                |         |        |
| B2.5.2  | R&B (POTS)            | 69.42%     |              |             |                    |                |         |        |
| B2.5.3  | R&B&D - Disp          | 0.41%      | 0.15%        | 19.471      |                    | 0.00049        | 5.2515  | YES    |
| B2.5.4  | R&B&D - Disp          | 7.70%      | 66.67%       | 3           |                    | 0.15395        | -3.8302 | NO     |
| B2.5.5  | ADSL to Retail        | 6.19%      |              | 2,713       |                    |                |         |        |
| B2.5.6  | ISDN - Bri            | 5.00%      |              | 40          |                    |                |         |        |
| B2.5.7  | ADSL to Retail        | 6.19%      | 33.33%       | 6           |                    | 0.09542        | -2.9695 | NO     |
| B2.5.8  | R&B - Disp            | 7.16%      | 0.00%        | 1           |                    | 0.24106        | 0.2589  | YES    |
| B2.5.9  | R&B (POTS) excl SB Or | 1.13%      | 0.00%        | 3           |                    | 0.14888        | 0.4808  | YES    |
| B2.5.10 | R&B - Disp            | 7.16%      |              | 8           |                    | 0.03739        | 0.3025  | YES    |
| B2.5.11 | R&B (POTS) excl SB Or | 1.13%      |              | 44,121      |                    |                |         |        |
| B2.5.12 | R&B - Disp            | 7.16%      |              | 7,054       |                    |                |         |        |
| B2.5.13 | R&B (POTS)            | 1.13%      |              | 44,121      |                    |                |         |        |
| B2.5.14 | R&B - Disp            | 7.16%      |              | 7,054       |                    |                |         |        |
| B2.5.15 | R&B (POTS)            | 12.69%     |              | 623         |                    |                |         |        |
| B2.5.16 | R&B                   | 0.41%      |              | 126,864     |                    |                |         |        |
| B2.5.17 | R&B (POTS)            | 0.39%      |              | 126,513     |                    |                |         |        |
| B2.5.18 | R&B (POTS)            | 6.13%      | 0.00%        | 126,513     |                    | 0.00853        | 0.4623  | YES    |
| B2.5.19 | Digital Loop < DS1    | 1.13%      | 33.33%       | 6           |                    | 0.09805        | -2.7743 | NO     |
| B2.5.19 | Digital Loop >= DS1   | 24.00%     | 70.83%       | 24          |                    | 0.09296        | -5.0378 | NO     |

### % Jeopardies - Non-Mechanized

| Item    | Measure    | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|---------|------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| B2.6.1  | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.2  | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.3  | Diagnostic |            | 0.80%        | 251         |                    |                |        |        |
| B2.6.4  | Diagnostic |            | 73.68%       | 19          |                    |                |        |        |
| B2.6.5  | Diagnostic |            | 33.33%       | 3           |                    |                |        |        |
| B2.6.6  | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.7  | Diagnostic |            | 0.70%        | 143         |                    |                |        |        |
| B2.6.8  | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.9  | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.10 | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.11 | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.12 | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.13 | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.14 | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.15 | Diagnostic |            |              |             |                    |                |        |        |
| B2.6.16 | Diagnostic |            | 0.00%        | 1           |                    |                |        |        |



## BellSouth Monthly State Summary Kentucky, June 2003

|  | Benchmark/<br>Analogy | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|--|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| P-2 Other Design/ky (%)                                  | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |        |
| P-2 Other Non-Design/ky (%)                              | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |        |
| P-2 INP (Standardone)ky (%)                              | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |        |
| P-2 NNP (Standardone)ky (%)                              | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |        |
| P-2 Digital Loop < DS1/ky (%)                            | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |        |
| P-2 Digital Loop >= DS1/ky (%)                           | 95% >= 48 hrs         |                |               |                 |                |                       |                   |        |        |
| <b>% Jeopardy Notice &gt;= 48 hours - Non-Mechanized</b> |                       |                |               |                 |                |                       |                   |        |        |
| P-2 Switch Ports/ky (%)                                  | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Local Interface Transpo/ky (%)                       | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Loop + Port Combinations/ky (%)                      | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Combo Other/ky (%)                                   | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 XDSL (ADSL, HDSL and UCL)ky (%)                      | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 UNE ISDN/ky (%)                                      | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Line Sharing/ky (%)                                  | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 2W Analog Loop Design/ky (%)                         | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 2W Analog Loop w/INP Non-Design/ky (%)               | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 2W Analog Loop w/INP Non-Design/ky (%)               | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 2W Analog Loop w/INP Non-Design/ky (%)               | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 2W Analog Loop w/INP Non-Design/ky (%)               | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Other Non-Design/ky (%)                              | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Other Non-Design/ky (%)                              | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 INP (Standardone)ky (%)                              | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 INP (Standardone)ky (%)                              | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Digital Loop < DS1/ky (%)                            | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-2 Digital Loop >= DS1/ky (%)                           | Diagnostic            |                |               |                 |                |                       |                   |        |        |

|   | Benchmark/<br>Analogy | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|---|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| <b>Coordinated Customers Conversions</b>                |                       |                |               |                 |                |                       |                   |        |        |
| P-7 Loops with INP/ky (%)                               | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7 Loops with NNP/ky (%)                               | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| <b>% Hot Cuts &gt; 15 minutes Early</b>                 |                       |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL1/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL2/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL1/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL2/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| <b>Hot Cut Timeliness</b>                               |                       |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL1/ky (%)                           | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL2/ky (%)                           | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL1/ky (%)                       | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL2/ky (%)                       | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| <b>% Hot Cuts &gt; 15 minutes Late</b>                  |                       |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL1/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL2/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL1/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL2/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| <b>Average Recovery Time - CCC</b>                      |                       |                |               |                 |                |                       |                   |        |        |
| P-7B Loops with INP/ky (minutes)                        | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-7B Loops with NNP/ky (minutes)                        | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| <b>% Provisioning Troubles within 7 Days - Hot Cuts</b> |                       |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Design/Dispatch/ky (%)                    | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Design/Non-Dispatch/ky (%)                | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Non-Design/Dispatch/ky (%)                | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Non-Design/Non-Dispatch/ky (%)            | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| <b>% Missed Installation Appointments</b>               |                       |                |               |                 |                |                       |                   |        |        |
| P-3 Switch Ports/<10 circuits/Dispatch/ky (%)           | R&B (POTS)            | 11.69%         | 6,696         |                 |                |                       |                   |        |        |

|   | Benchmark/<br>Analogy | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity |
|---|-----------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|--------|
| <b>Coordinated Customers Conversions</b>                |                       |                |               |                 |                |                       |                   |        |        |
| P-7 Loops with INP/ky (%)                               | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7 Loops with NNP/ky (%)                               | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| <b>% Hot Cuts &gt; 15 minutes Early</b>                 |                       |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL1/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL2/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL1/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL2/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| <b>Hot Cut Timeliness</b>                               |                       |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL1/ky (%)                           | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL2/ky (%)                           | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL1/ky (%)                       | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL2/ky (%)                       | >= 95% w in 15 min    |                |               |                 |                |                       |                   |        |        |
| <b>% Hot Cuts &gt; 15 minutes Late</b>                  |                       |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL1/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Time-Specific SL2/ky (%)                           | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL1/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7A Non-Time Specific SL2/ky (%)                       | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| <b>Average Recovery Time - CCC</b>                      |                       |                |               |                 |                |                       |                   |        |        |
| P-7B Loops with INP/ky (minutes)                        | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| P-7B Loops with NNP/ky (minutes)                        | Diagnostic            |                |               |                 |                |                       |                   |        |        |
| <b>% Provisioning Troubles within 7 Days - Hot Cuts</b> |                       |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Design/Dispatch/ky (%)                    | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Design/Non-Dispatch/ky (%)                | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Non-Design/Dispatch/ky (%)                | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| P-7C UNE Loop Non-Design/Non-Dispatch/ky (%)            | <= 5%                 |                |               |                 |                |                       |                   |        |        |
| <b>% Missed Installation Appointments</b>               |                       |                |               |                 |                |                       |                   |        |        |
| P-3 Switch Ports/<10 circuits/Dispatch/ky (%)           | R&B (POTS)            | 11.69%         | 6,696         |                 |                |                       |                   |        |        |

## BellSouth Monthly State Summary Kentucky, June 2003

| Item          | Measure  | BST    | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |
|---------------|--|--------|------------|--------------|-------------|--------------------|----------------|---------|--------|
| B.2.18.1.2    | Switch Ports<10 circuits/Non-Dispatch/KY (%)                     | 0.04%  | 119,631    |              |             |                    |                |         |        |
| B.2.18.1.2.1  | Switch Ports>=10 circuits/Dispatch/KY (%)                        | 8.57%  | 35         |              |             |                    |                |         |        |
| B.2.18.1.2.2  | Switch Ports>=10 circuits/Non-Dispatch/KY (%)                    |        |            |              |             |                    |                |         |        |
| B.2.18.2.1    | Local Interoffice Transport<10 circuits/Dispatch/KY (%)          | 2.59%  | 270        |              |             |                    |                |         |        |
| B.2.18.2.1.2  | Local Interoffice Transport>=10 circuits/Dispatch/KY (%)         | 0.00%  | 1          |              |             |                    |                |         |        |
| B.2.18.2.2    | Local Interoffice Transport<10 circuits/Non-Dispatch/KY (%)      |        |            |              |             |                    |                |         |        |
| B.2.18.2.2.2  | Local Interoffice Transport>=10 circuits/Non-Dispatch/KY (%)     |        |            |              |             |                    |                |         |        |
| B.2.18.3.1    | Loop + Port Combinations<10 circuits/Dispatch/KY (%)             | 11.57% | 6,783      | 6.94%        | 453         |                    | 0.01552        | 3.0467  | YES    |
| B.2.18.3.1.2  | Loop + Port Combinations>=10 circuits/Dispatch/KY (%)            | 0.04%  | 10         | 0.00%        | 1           |                    | 0.00016        | -5.7821 | NO     |
| B.2.18.3.1.3  | Loop + Port Combinations<10 circuits/Switch Based Orders/KY (%)  | 0.04%  | 82,513     | 0.00%        | 19,237      |                    | 0.00021        | 1.8623  | YES    |
| B.2.18.3.1.4  | Loop + Port Combinations>=10 circuits/Dispatch/KY (%)            | 0.05%  | 37,361     | 0.28%        | 9,212       |                    | 0.00026        | -8.8226 | NO     |
| B.2.18.3.2.1  | Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (%)        | 0.00%  | 48         | 0.00%        | 1           |                    | 0.24457        | 0.2556  | YES    |
| B.2.18.3.2.2  | Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (%) | 0.00%  | 11         | 0.00%        | 5           |                    |                |         | YES    |
| B.2.18.3.2.3  | Loop + Port Combinations>=10 circuits/Dispatch/KY (%)            | 0.00%  | 1          | 0.00%        | 1           |                    |                |         | YES    |
| B.2.18.3.2.4  | Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (%) | 0.00%  | 10         | 0.00%        | 4           |                    |                |         | YES    |
| B.2.18.4.1    | Combo Other<10 circuits/Dispatch/KY (%)                          | 11.14% | 7,236      | 0.00%        | 23          |                    | 0.06571        | 1.8953  | YES    |
| B.2.18.4.1.1  | Combo Other>=10 circuits/Dispatch/KY (%)                         | 11.14% | 7,236      |              |             |                    |                |         |        |
| B.2.18.4.1.4  | Combo Other<10 circuits/Dispatch/KY (%)                          | 3.19%  | 94         |              |             |                    |                |         |        |
| B.2.18.4.2.1  | Combo Other>=10 circuits/Dispatch/KY (%)                         | 3.19%  | 94         |              |             |                    |                |         |        |
| B.2.18.4.2.4  | Combo Other<10 circuits/Dispatch/KY (%)                          | 5.24%  | 1,087      | 0.00%        | 3           |                    | 0.12887        | 0.4089  | YES    |
| B.2.18.5.1    | ADSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/KY (%)            | 0.79%  | 1,637      | 0.00%        | 2           |                    |                |         |        |
| B.2.18.5.1.2  | ADSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/KY (%)           | 0.00%  | 2          |              |             |                    |                |         |        |
| B.2.18.5.2    | ADSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/KY (%)        | 0.00%  | 17         | 0.00%        | 4           |                    |                |         | YES    |
| B.2.18.6.1    | UNE ISDN<10 circuits/Dispatch/KY (%)                             | 0.00%  | 17         | 0.00%        | 4           |                    |                |         | YES    |
| B.2.18.6.1.2  | UNE ISDN>=10 circuits/Dispatch/KY (%)                            | 4.55%  | 22         |              |             |                    |                |         |        |
| B.2.18.6.2    | UNE ISDN<10 circuits/Non-Dispatch/KY (%)                         |        |            |              |             |                    |                |         |        |
| B.2.18.6.2.1  | UNE ISDN>=10 circuits/Non-Dispatch/KY (%)                        | 5.24%  | 1,087      | 0.00%        | 6           |                    | 0.09125        | 0.5746  | YES    |
| B.2.18.6.2.2  | UNE ISDN<10 circuits/Dispatch/KY (%)                             | 0.79%  | 1,637      | 0.00%        | 137         |                    | 0.00789        | 1.0060  | YES    |
| B.2.18.7.1    | Line Shaming<10 circuits/Non-Dispatch/KY (%)                     | 0.00%  | 2          |              |             |                    |                |         |        |
| B.2.18.7.1.2  | Line Shaming>=10 circuits/Dispatch/KY (%)                        |        |            |              |             |                    |                |         |        |
| B.2.18.7.2    | Line Shaming<10 circuits/Dispatch/KY (%)                         |        |            |              |             |                    |                |         |        |
| B.2.18.7.2.2  | Line Shaming>=10 circuits/Non-Dispatch/KY (%)                    |        |            |              |             |                    |                |         |        |
| B.2.18.8.1    | 2W Analog Loop Design<10 circuits/Dispatch/KY (%)                | 11.57% | 6,783      | 0.00%        | 4           |                    | 0.16000        | 0.7233  | YES    |
| B.2.18.8.1.2  | 2W Analog Loop Design>=10 circuits/Dispatch/KY (%)               | 11.57% | 6,783      |              |             |                    |                |         |        |
| B.2.18.8.1.4  | 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)            | 6.25%  | 48         |              |             |                    |                |         |        |
| B.2.18.8.2    | 2W Analog Loop Design>=10 circuits/Dispatch/KY (%)               | 6.25%  | 48         |              |             |                    |                |         |        |
| B.2.18.8.2.1  | 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)            | 6.25%  | 48         |              |             |                    |                |         |        |
| B.2.18.8.2.2  | 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (%)           | 11.69% | 6,666      | 0.00%        | 6           |                    | 0.13125        | 0.8910  | YES    |
| B.2.18.9.1    | 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)            | 0.05%  | 37,210     | 0.00%        | 2           |                    | 0.01597        | 0.0320  | YES    |
| B.2.18.9.1.4  | 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (%)           | 8.57%  | 35         |              |             |                    |                |         |        |
| B.2.18.10.1   | 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (%)          | 11.57% | 6,783      |              |             |                    |                |         |        |
| B.2.18.10.1.2 | 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (%)         | 11.57% | 6,783      |              |             |                    |                |         |        |
| B.2.18.10.2   | 2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (%)      | 6.25%  | 48         |              |             |                    |                |         |        |
| B.2.18.10.2.2 | 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (%)     | 6.25%  | 48         |              |             |                    |                |         |        |
| B.2.18.11.1   | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)      | 11.57% | 6,783      |              |             |                    |                |         |        |
| B.2.18.11.1.1 | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)     | 11.57% | 6,783      |              |             |                    |                |         |        |
| B.2.18.11.2   | 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (%)          | 6.25%  | 48         |              |             |                    |                |         |        |
| B.2.18.11.2.1 | 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (%)         | 6.25%  | 48         |              |             |                    |                |         |        |
| B.2.18.12     | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)      | 11.69% | 6,696      |              |             |                    |                |         |        |
| B.2.18.12.1   | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)     | 0.05%  | 37,210     |              |             |                    |                |         |        |
| B.2.18.12.1.2 | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)      | 8.57%  | 36         |              |             |                    |                |         |        |
| B.2.18.12.2   | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)     | 4.64%  | 453        |              |             |                    |                |         |        |
| B.2.18.13.1   | Other Design<10 circuits/Dispatch/KY (%)                         | 2.11%  | 95         |              |             |                    |                |         |        |
| B.2.18.13.1.1 | Other Design>=10 circuits/Dispatch/KY (%)                        | 0.00%  | 46         |              |             |                    |                |         |        |
| B.2.18.14.1   | Other Design<10 circuits/Non-Dispatch/KY (%)                     | 0.00%  | 9          |              |             |                    |                |         |        |
| B.2.18.14.1.2 | Other Design>=10 circuits/Non-Dispatch/KY (%)                    |        |            |              |             |                    |                |         |        |
| B.2.18.14.2.2 | Other Design>=10 circuits/Non-Dispatch/KY (%)                    |        |            |              |             |                    |                |         |        |



## BellSouth Monthly State Summary Kentucky, June 2003

|              |      |  |                     |        |         |       |     |         |         |     |
|--------------|------|--|---------------------|--------|---------|-------|-----|---------|---------|-----|
| B2.18.15.1.1 | P-3  | Other Non-Design<10 circuits/Dispatch/KY (%)         | R&B                 | 11.57% | 6,763   | 0.00% | 1   | 0.31993 | 0.3617  | YES |
| B2.18.15.1.2 | P-3  | Other Non-Design<10 circuits/Non-Dispatch/KY (%)     | R&B                 | 0.04%  | 119,874 |       |     |         |         |     |
| B2.18.15.2.1 | P-3  | Other Non-Design>=10 circuits/Dispatch/KY (%)        | R&B                 | 6.25%  | 48      |       |     |         |         |     |
| B2.18.15.2.2 | P-3  | Other Non-Design>=10 circuits/Non-Dispatch/KY (%)    | R&B                 | 0.00%  | 11      |       |     |         |         |     |
| B2.18.16.1.1 | P-3  | INP (Standardone)<10 circuits/Dispatch/KY (%)        | R&B (POTS)          | 11.69% | 6,686   |       |     |         |         |     |
| B2.18.16.1.2 | P-3  | INP (Standardone)>=10 circuits/Dispatch/KY (%)       | R&B (POTS)          | 0.04%  | 119,631 |       |     |         |         |     |
| B2.18.16.2.1 | P-3  | INP (Standardone)<=10 circuits/Non-Dispatch/KY (%)   | R&B (POTS)          | 8.57%  | 35      |       |     |         |         |     |
| B2.18.16.2.2 | P-3  | INP (Standardone)>=10 circuits/Non-Dispatch/KY (%)   | R&B (POTS)          | 11.69% | 6,686   |       |     |         |         |     |
| B2.18.17.1.1 | P-12 | LNP (Standardone)<10 circuits/Dispatch/KY (%)        | R&B (POTS)          | 0.04%  | 119,031 | 0.00% | 123 | 0.00184 | 0.2267  | YES |
| B2.18.17.1.2 | P-12 | LNP (Standardone)>=10 circuits/Dispatch/KY (%)       | R&B (POTS)          | 8.57%  | 35      |       |     |         |         |     |
| B2.18.17.2.1 | P-12 | LNP (Standardone)<=10 circuits/Non-Dispatch/KY (%)   | R&B (POTS)          | 5.12%  | 1,132   | 0.00% | 7   | 0.08359 | 0.6129  | YES |
| B2.18.17.2.2 | P-12 | LNP (Standardone)>=10 circuits/Non-Dispatch/KY (%)   | R&B (POTS)          | 0.84%  | 1,669   |       |     |         |         |     |
| B2.18.18.1.1 | P-3  | Digital Loop < DS1/<10 circuits/Dispatch/KY (%)      | Digital Loop < DS1  | 0.00%  | 20      |       |     |         |         |     |
| B2.18.18.1.2 | P-3  | Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)     | Digital Loop < DS1  | 0.00%  | 6       |       |     |         |         |     |
| B2.18.18.2.1 | P-3  | Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)  | Digital Loop < DS1  | 0.00%  | 81      | 4.76% | 21  | 0.04625 | -0.2288 | YES |
| B2.18.18.2.2 | P-3  | Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%) | Digital Loop >= DS1 | 0.00%  | 81      |       |     |         |         |     |
| B2.18.19.1.1 | P-3  | Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)     | Digital Loop >= DS1 | 0.00%  | 81      |       |     |         |         |     |
| B2.18.19.1.2 | P-3  | Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)    | Digital Loop >= DS1 | 0.00%  | 5       |       |     |         |         |     |

### % Provisioning Troubles within 30 Days

|             |     |  |                |        |         |        |        |         |         |     |
|-------------|-----|--|----------------|--------|---------|--------|--------|---------|---------|-----|
| B2.19.11.1  | P-9 | Switch Ports<10 circuits/Dispatch/KY (%)                   | R&B (POTS)     | 10.88% | 5,937   |        |        |         |         |     |
| B2.19.11.2  | P-9 | Switch Ports<10 circuits/Non-Dispatch/KY (%)               | R&B (POTS)     | 4.37%  | 122,483 |        |        |         |         |     |
| B2.19.12.1  | P-9 | Switch Ports/>=10 circuits/Dispatch/KY (%)                 | R&B (POTS)     | 15.79% | 38      |        |        |         |         |     |
| B2.19.12.2  | P-9 | Switch Ports/>=10 circuits/Non-Dispatch/KY (%)             | R&B (POTS)     | 0.00%  | 1       |        |        |         |         |     |
| B2.19.21.1  | P-9 | Local Interface Transport<10 circuits/Dispatch/KY (%)      | DS1/DS3        | 5.62%  | 267     |        |        |         |         |     |
| B2.19.21.2  | P-9 | Local Interface Transport<=10 circuits/Non-Dispatch/KY (%) | DS1/DS3        | 0.00%  | 1       |        |        |         |         |     |
| B2.19.22.1  | P-9 | Local Interface Transport>=10 circuits/Dispatch/KY (%)     | DS1/DS3        | 10.76% | 6,025   | 11.59% | 414    | 0.01574 | -0.5330 | YES |
| B2.19.22.2  | P-9 | Local Interface Transport>=10 circuits/Non-Dispatch/KY (%) | DS1/DS3        | 4.37%  | 122,779 | 3.48%  | 18,698 | 0.00161 | 5.6428  | YES |
| B2.19.31.1  | P-9 | Loop + Port Combinations<10 circuits/Dispatch/KY (%)       | R&B            | 3.49%  | 84,009  | 3.12%  | 8,874  | 0.00205 | 1.7864  | YES |
| B2.19.31.2  | P-9 | Loop + Port Combinations<10 circuits/Non-Dispatch/KY (%)   | R&B            | 15.25% | 59      | 20.00% | 9,724  | 0.00775 | 9.1166  | YES |
| B2.19.32.1  | P-9 | Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)     | R&B            | 28.57% | 21      | 0.00%  | 2      | 0.16747 | -0.2834 | YES |
| B2.19.32.2  | P-9 | Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%) | R&B            | 50.00% | 2       |        |        | 0.33430 | 0.8547  | YES |
| B2.19.32.3  | P-9 | Loop + Port Combinations/>=10 circuits/Switch In/KY (%)    | R&B            | 26.32% | 19      | 0.00%  | 2      | 0.32735 | 0.8039  | YES |
| B2.19.32.4  | P-9 | Combo Other/<10 circuits/Dispatch/KY (%)                   | R&B/D - Disp   | 10.21% | 6,581   | 10.00% | 20     | 0.06781 | 0.0311  | YES |
| B2.19.4.1.1 | P-9 | Combo Other/<10 circuits/Dispatch/KY (%)                   | R&B/D - Disp   | 6.25%  | 144     |        |        |         |         |     |
| B2.19.4.1.2 | P-9 | Combo Other/>=10 circuits/Dispatch/KY (%)                  | R&B/D - Disp   | 13.94% | 990     | 0.00%  | 4      | 0.17363 | 0.8033  | YES |
| B2.19.4.2.1 | P-9 | Combo Other/<10 circuits/Non-Dispatch/KY (%)               | R&B/D - Disp   | 13.13% | 1,683   | 0.00%  | 1      | 0.33784 | 0.3887  | YES |
| B2.19.4.2.2 | P-9 | Combo Other/>=10 circuits/Non-Dispatch/KY (%)              | R&B/D - Disp   | 0.00%  | 1       |        |        |         |         |     |
| B2.19.5.1.1 | P-9 | XDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (%)      | ADSL to Retail | 0.00%  | 32      | 6.25%  | 16     |         |         | NO  |
| B2.19.5.1.2 | P-9 | XDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (%)     | ADSL to Retail | 0.00%  | 30      |        |        |         |         | NO  |
| B2.19.5.2.1 | P-9 | XDSL (ADSL, HDSL and UCL)<=10 circuits/Non-Dispatch/KY (%) | ADSL to Retail | 13.94% | 990     | 66.67% | 3      | 0.20027 | -2.6328 | NO  |
| B2.19.5.2.2 | P-9 | XDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (%) | ADSL to Retail | 13.13% | 1,683   | 8.96%  | 67     | 0.04408 | 0.9925  | YES |
| B2.19.6.1.1 | P-9 | UNE ISDN/<10 circuits/Dispatch/KY (%)                      | ADSL to Retail | 0.00%  | 1       |        |        |         |         |     |
| B2.19.6.1.2 | P-9 | UNE ISDN/>=10 circuits/Dispatch/KY (%)                     | ADSL to Retail | 0.00%  | 1       |        |        |         |         |     |
| B2.19.6.2.1 | P-9 | UNE ISDN/<10 circuits/Non-Dispatch/KY (%)                  | ADSL to Retail | 13.94% | 990     | 66.67% | 3      | 0.20027 | -2.6328 | NO  |
| B2.19.6.2.2 | P-9 | UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)                 | ADSL to Retail | 13.13% | 1,683   | 8.96%  | 67     | 0.04408 | 0.9925  | YES |
| B2.19.7.1.1 | P-9 | Line Shaming/<10 circuits/Dispatch/KY (%)                  | ADSL to Retail | 0.00%  | 1       |        |        |         |         |     |
| B2.19.7.1.2 | P-9 | Line Shaming/>=10 circuits/Dispatch/KY (%)                 | ADSL to Retail | 0.00%  | 1       |        |        |         |         |     |
| B2.19.7.2.1 | P-9 | Line Shaming/<10 circuits/Non-Dispatch/KY (%)              | ADSL to Retail | 10.76% | 6,025   | 0.00%  | 3      | 0.17892 | 0.8011  | YES |
| B2.19.7.2.2 | P-9 | Line Shaming/>=10 circuits/Non-Dispatch/KY (%)             | ADSL to Retail | 10.76% | 6,025   |        |        |         |         |     |
| B2.19.8.1.1 | P-9 | 2W Analog Loop Design/<10 circuits/Dispatch/KY (%)         | R&B - Disp     | 15.25% | 59      |        |        |         |         |     |
| B2.19.8.1.2 | P-9 | 2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)     | R&B - Disp     | 15.25% | 59      |        |        |         |         |     |
| B2.19.8.2.1 | P-9 | 2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)        | R&B - Disp     | 10.86% | 5,937   | 16.67% | 6      | 0.12719 | -0.4549 | YES |
| B2.19.8.2.2 | P-9 | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)    | R&B - Disp     | 6.30%  | 36,604  | 50.00% | 2      | 0.17177 | -2.5443 | NO  |

### Benchmark/ Analog

| BST Measure         | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |
|---------------------|------------|--------------|-------------|--------------------|----------------|---------|--------|
| R&B                 | 6,763      | 0.00%        | 1           |                    | 0.31993        | 0.3617  | YES    |
| R&B                 | 119,874    |              |             |                    |                |         |        |
| R&B                 | 48         |              |             |                    |                |         |        |
| R&B                 | 11         |              |             |                    |                |         |        |
| R&B (POTS)          | 6,686      |              |             |                    |                |         |        |
| R&B (POTS)          | 119,631    |              |             |                    |                |         |        |
| R&B (POTS)          | 35         |              |             |                    |                |         |        |
| R&B (POTS)          | 6,686      |              |             |                    |                |         |        |
| R&B (POTS)          | 119,031    | 0.00%        | 123         |                    | 0.00184        | 0.2267  | YES    |
| R&B (POTS)          | 35         |              |             |                    |                |         |        |
| Digital Loop < DS1  | 1,132      | 0.00%        | 7           |                    | 0.08359        | 0.6129  | YES    |
| Digital Loop < DS1  | 1,669      |              |             |                    |                |         |        |
| Digital Loop < DS1  | 20         |              |             |                    |                |         |        |
| Digital Loop < DS1  | 6          |              |             |                    |                |         |        |
| Digital Loop >= DS1 | 81         | 4.76%        | 21          |                    | 0.04625        | -0.2288 | YES    |
| Digital Loop >= DS1 | 81         |              |             |                    |                |         |        |
| Digital Loop >= DS1 | 5          |              |             |                    |                |         |        |

| BST Measure    | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |
|----------------|------------|--------------|-------------|--------------------|----------------|---------|--------|
| R&B/D - Disp   | 5,937      |              |             |                    |                |         |        |
| R&B/D - Disp   | 122,483    |              |             |                    |                |         |        |
| R&B/D - Disp   | 38         |              |             |                    |                |         |        |
| R&B/D - Disp   | 1          |              |             |                    |                |         |        |
| DS1/DS3        | 267        |              |             |                    |                |         |        |
| DS1/DS3        | 1          |              |             |                    |                |         |        |
| DS1/DS3        | 6,025      | 11.59%       | 414         |                    | 0.01574        | -0.5330 | YES    |
| DS1/DS3        | 122,779    | 3.48%        | 18,698      |                    | 0.00161        | 5.6428  | YES    |
| R&B            | 84,009     | 3.12%        | 8,874       |                    | 0.00205        | 1.7864  | YES    |
| R&B            | 36,770     | 3.77%        | 9,724       |                    | 0.00775        | 9.1166  | YES    |
| R&B            | 59         | 20.00%       | 5           |                    | 0.16747        | -0.2834 | YES    |
| R&B            | 21         | 0.00%        | 2           |                    | 0.33430        | 0.8547  | YES    |
| R&B            | 2          |              |             |                    |                |         |        |
| R&B            | 19         | 0.00%        | 2           |                    | 0.32735        | 0.8039  | YES    |
| R&B/D - Disp   | 6,581      | 10.00%       | 20          |                    | 0.06781        | 0.0311  | YES    |
| R&B/D - Disp   | 144        |              |             |                    |                |         |        |
| R&B/D - Disp   | 144        |              |             |                    |                |         |        |
| ADSL to Retail | 990        | 0.00%        | 4           |                    | 0.17363        | 0.8033  | YES    |
| ADSL to Retail | 1,683      | 0.00%        | 1           |                    | 0.33784        | 0.3887  | YES    |
| ADSL to Retail | 1          |              |             |                    |                |         |        |
| ADSL to Retail | 32         | 6.25%        | 16          |                    |                |         | NO     |
| ADSL to Retail | 30         |              |             |                    |                |         | NO     |
| ADSL to Retail | 990        | 66.67%       | 3           |                    | 0.20027        | -2.6328 | NO     |
| ADSL to Retail | 1,683      | 8.96%        | 67          |                    | 0.04408        | 0.9925  | YES    |
| ADSL to Retail | 1          |              |             |                    |                |         |        |
| ADSL to Retail | 6,025      | 0.00%        | 3           |                    | 0.17892        | 0.8011  | YES    |
| R&B - Disp     | 6,025      |              |             |                    |                |         |        |
| R&B - Disp     | 59         |              |             |                    |                |         |        |
| R&B - Disp     | 59         |              |             |                    |                |         |        |
| R&B - Disp     | 5,937      | 16.67%       | 6           |                    | 0.12719        | -0.4549 | YES    |
| R&B - Disp     | 36,604     | 50.00%       | 2           |                    | 0.17177        | -2.5443 | NO     |

R&B (POTS) excl SB Or  
R&B (POTS) excl SB Or

## BellSouth Monthly State Summary Kentucky, June 2003

| Item   | Benchmark   | BST Measure           | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore   | Equity  |
|--|---|-----------------------|------------|--------------|-------------|--------------------|----------------|----------|---------|
| B.2.19.9.2.1   | 2W Analog Loop Non-Design<=10 circuits/DispatchInKY (%)               | R&B (POTS) excl SB Or | 15.79%     | 38           | 0.00%       | 1                  | 0.36941        | 0.4274   | YES     |
| B.2.19.9.2.4   | 2W Analog Loop Non-Design>=10 circuits/Dispatch InKY (%)              | R&B (POTS) excl SB Or | 0.00%      | 1            |             |                    |                |          |         |
| B.2.19.10.1.1  | 2W Analog Loop w/INP Design<10 circuits/Non-DispatchInKY (%)          | R&B - Disp            | 10.76%     | 6,025        |             |                    |                |          |         |
| B.2.19.10.1.2  | 2W Analog Loop w/INP Design>=10 circuits/Non-DispatchInKY (%)         | R&B - Disp            | 10.76%     | 6,025        |             |                    |                |          |         |
| B.2.19.10.2.1  | 2W Analog Loop w/INP Design>=10 circuits/DispatchInKY (%)             | R&B - Disp            | 15.25%     | 59           |             |                    |                |          |         |
| B.2.19.10.2.2  | 2W Analog Loop w/INP Design<10 circuits/Non-DispatchInKY (%)          | R&B - Disp            | 15.25%     | 59           |             |                    |                |          |         |
| B.2.19.11.1.1  | 2W Analog Loop w/INP Non-Design<10 circuits/DispatchInKY (%)          | R&B (POTS) excl SB Or | 10.89%     | 5,937        |             |                    |                |          |         |
| B.2.19.11.1.4  | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)         | R&B (POTS) excl SB Or | 10.89%     | 5,937        |             |                    |                |          |         |
| B.2.19.11.2.1  | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)        | R&B (POTS) excl SB Or | 6.30%      | 38,604       |             |                    |                |          |         |
| B.2.19.11.2.4  | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)        | R&B (POTS) excl SB Or | 15.79%     | 38           |             |                    |                |          |         |
| B.2.19.12.1.1  | 2W Analog Loop w/INP Design<10 circuits/DispatchInKY (%)              | R&B (POTS) excl SB Or | 0.00%      | 1            |             |                    |                |          |         |
| B.2.19.12.1.2  | 2W Analog Loop w/INP Design>=10 circuits/Non-DispatchInKY (%)         | R&B - Disp            | 10.76%     | 6,025        | 0.00%       | 1                  | 0.30984        | 0.3471   | YES     |
| B.2.19.12.2.1  | 2W Analog Loop w/INP Design>=10 circuits/DispatchInKY (%)             | R&B - Disp            | 15.25%     | 59           |             |                    |                |          |         |
| B.2.19.12.2.2  | 2W Analog Loop w/INP Design<10 circuits/Non-DispatchInKY (%)          | R&B - Disp            | 15.25%     | 59           |             |                    |                |          |         |
| B.2.19.13.1.1  | 2W Analog Loop w/INP Non-Design<10 circuits/DispatchInKY (%)          | R&B (POTS) excl SB Or | 10.89%     | 5,937        |             |                    |                |          |         |
| B.2.19.13.1.4  | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch InKY (%)         | R&B (POTS) excl SB Or | 6.30%      | 38,604       |             |                    |                |          |         |
| B.2.19.13.2.1  | 2W Analog Loop w/INP Non-Design>=10 circuits/DispatchInKY (%)         | R&B (POTS) excl SB Or | 15.79%     | 38           |             |                    |                |          |         |
| B.2.19.13.2.4  | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch InKY (%)        | R&B (POTS) excl SB Or | 0.00%      | 1            |             |                    |                |          |         |
| B.2.19.14.1.1  | Other Design<10 circuits/DispatchInKY (%)                             | Design                | 4.32%      | 566          |             |                    |                |          |         |
| B.2.19.14.1.2  | Other Design>=10 circuits/DispatchInKY (%)                            | Design                | 1.08%      | 93           |             |                    |                |          |         |
| B.2.19.14.2.1  | Other Design<10 circuits/DispatchInKY (%)                             | Design                | 0.00%      | 85           |             |                    |                |          |         |
| B.2.19.14.2.2  | Other Design>=10 circuits/Non-DispatchInKY (%)                        | Design                | 0.00%      | 85           |             |                    |                |          |         |
| B.2.19.15.1.1  | Other Non-Design<10 circuits/DispatchInKY (%)                         | R&B                   | 10.76%     | 6,025        |             |                    |                |          |         |
| B.2.19.15.1.2  | Other Non-Design>=10 circuits/Non-DispatchInKY (%)                    | R&B                   | 4.37%      | 122,779      |             |                    |                |          |         |
| B.2.19.15.2.1  | Other Non-Design>=10 circuits/DispatchInKY (%)                        | R&B                   | 15.25%     | 59           |             |                    |                |          |         |
| B.2.19.15.2.2  | Other Non-Design<10 circuits/Non-DispatchInKY (%)                     | R&B                   | 28.57%     | 21           |             |                    |                |          |         |
| B.2.19.16.1.1  | INP (Standalone)<10 circuits/DispatchInKY (%)                         | R&B (POTS)            | 10.88%     | 5,937        |             |                    |                |          |         |
| B.2.19.16.1.2  | INP (Standalone)>=10 circuits/DispatchInKY (%)                        | R&B (POTS)            | 4.37%      | 122,483      |             |                    |                |          |         |
| B.2.19.16.2.1  | INP (Standalone)>=10 circuits/DispatchInKY (%)                        | R&B (POTS)            | 15.79%     | 38           |             |                    |                |          |         |
| B.2.19.16.2.2  | INP (Standalone)<10 circuits/Non-DispatchInKY (%)                     | R&B (POTS)            | 0.00%      | 1            | 0.00%       | 1                  | 0.31143        | 0.3494   | YES     |
| B.2.19.17.1.1  | INP (Standalone)>=10 circuits/DispatchInKY (%)                        | R&B (POTS)            | 10.88%     | 5,937        |             |                    |                |          |         |
| B.2.19.17.1.2  | INP (Standalone)<10 circuits/Non-DispatchInKY (%)                     | R&B (POTS)            | 4.37%      | 122,483      |             |                    |                |          |         |
| B.2.19.17.2.1  | INP (Standalone)>=10 circuits/DispatchInKY (%)                        | R&B (POTS)            | 15.79%     | 38           |             |                    |                |          |         |
| B.2.19.17.2.2  | INP (Standalone)<10 circuits/Non-DispatchInKY (%)                     | R&B (POTS)            | 0.00%      | 1            | 0.00%       | 1                  | 0.07637        | 1.0721   | YES     |
| B.2.19.18.1.1  | Digital Loop < DS1/<=10 circuits/DispatchInKY (%)                     | Digital Loop < DS1    | 13.19%     | 1,054        | 5.00%       | 20                 | 0.33333        | 0.3817   | YES     |
| B.2.19.18.1.2  | Digital Loop < DS1/<=10 circuits/Non-DispatchInKY (%)                 | Digital Loop < DS1    | 12.72%     | 1,737        | 0.00%       | 1                  |                |          |         |
| B.2.19.18.2.1  | Digital Loop < DS1/>=10 circuits/DispatchInKY (%)                     | Digital Loop < DS1    | 0.00%      | 25           |             |                    |                |          |         |
| B.2.19.18.2.2  | Digital Loop < DS1/>=10 circuits/Non-DispatchInKY (%)                 | Digital Loop < DS1    | 8.96%      | 67           | 11.76%      | 34                 | 0.06012        | -0.4673  | YES     |
| B.2.19.19.1.1  | Digital Loop >= DS1/<10 circuits/DispatchInKY (%)                     | Digital Loop >= DS1   | 1.41%      | 71           | 0.00%       | 1                  | 0.11967        | 0.1167   | YES     |
| B.2.19.19.2.1  | Digital Loop >= DS1/>=10 circuits/DispatchInKY (%)                    | Digital Loop >= DS1   | 0.00%      | 4            |             |                    |                |          |         |
| <b>Average Completion Notice Interval - Mechanized</b> |   |                       |            |              |             |                    |                |          |         |
| B.2.21.1.1.1   | Switch Ports<10 circuits/DispatchInKY (hours)                         | R&B (POTS)            | 2.89       | 6,695        |             |                    | 16.994         |          |         |
| B.2.21.1.1.2   | Switch Ports<10 circuits/Non-DispatchInKY (hours)                     | R&B (POTS)            | 0.65       | 119,423      |             |                    | 6.068          |          |         |
| B.2.21.1.2.1   | Switch Ports>=10 circuits/DispatchInKY (hours)                        | R&B (POTS)            | 4.79       | 35           |             |                    | 17.659         |          |         |
| B.2.21.2.1.1   | Local Interface Transport<10 circuits/DispatchInKY (hours)            | DS1/DS3 - Interface   | 8.30       | 270          |             |                    | 98.884         |          |         |
| B.2.21.2.1.2   | Local Interface Transport<10 circuits/Non-DispatchInKY (hours)        | DS1/DS3 - Interface   | 90.47      | 1            |             |                    | 0.000          |          |         |
| B.2.21.2.2.1   | Local Interface Transport>=10 circuits/DispatchInKY (hours)           | DS1/DS3 - Interface   | 2.88       | 6,782        | 0.02        | 389                | 16.927         | 0.98251  | 3.2386  |
| B.2.21.3.1.1   | Loop + Port Combinations<10 circuits/DispatchInKY (hours)             | R&B                   | 0.65       | 119,666      | 0.33        | 19,054             | 6.127          | 0.04779  | 6.6979  |
| B.2.21.3.1.2   | Loop + Port Combinations<10 circuits/Non-DispatchInKY (hours)         | R&B                   | 0.61       | 82,307       | 0.33        | 9,889              | 5.829          | 0.06204  | 4.4717  |
| B.2.21.3.1.3   | Loop + Port Combinations<10 circuits/Switch Based OrdersInKY (hours)  | R&B                   | 0.75       | 37,359       | 0.33        | 9,165              | 6.737          | 0.07653  | 5.2863  |
| B.2.21.3.1.4   | Loop + Port Combinations>=10 circuits/DispatchInKY (hours)            | R&B                   | 4.97       | 48           | 0.02        | 1                  | 17.986         | 18.17188 | 0.2726  |
| B.2.21.3.2.1   | Loop + Port Combinations>=10 circuits/DispatchInKY (hours)            | R&B                   | 0.35       | 11           | 0.53        | 1                  | 0.175          | 0.18298  | -1.0102 |
| B.2.21.3.2.2   | Loop + Port Combinations>=10 circuits/Switch Based OrdersInKY (hours) | R&B                   | 0.40       | 1            | 0.53        | 1                  | 0.000          | 0.00000  |         |
| B.2.21.3.2.3   | Loop + Port Combinations>=10 circuits/Dispatch InKY (hours)           | R&B                   | 0.34       | 10           |             |                    | 0.184          |          | NO      |

# BellSouth Monthly State Summary Kentucky, June 2003

|               | Benchmark/<br>Analysis  | BST<br>Measure        | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore   | Equity |     |
|---------------|---|-----------------------|---------------|-----------------|----------------|-----------------------|-------------------|----------|--------|-----|
| B.2.21.4.1.1  | P-5 Combo Other/<10 circuits/Dispatch/InKY (hours)                      | R&B&D - Disp          | 3.51          | 7.235           | 0.02           | 3                     | 25.726            | 14.85562 | 0.2362 | YES |
| B.2.21.4.1.4  | P-5 Combo Other/>=10 circuits/Dispatch/InKY (hours)                     | R&B&D - Disp          | 3.51          | 7.235           |                |                       | 25.726            |          |        |     |
| B.2.21.4.2.1  | P-5 Combo Other/>=10 circuits/Dispatch/InKY (hours)                     | R&B&D - Disp          | 12.14         | 94              |                |                       | 37.258            |          |        |     |
| B.2.21.4.2.4  | P-5 XDSL (ADSL, HDSL and UCL) <10 circuits/Dispatch/InKY (hours)        | R&B&D - Disp          | 12.14         | 94              |                |                       | 37.258            |          |        |     |
| B.2.21.5.1.1  | P-5 XDSL (ADSL, HDSL and UCL) >=10 circuits/Dispatch/InKY (hours)       | ADSL to Retail        | 1.83          | 1,087           |                |                       | 9.134             |          |        |     |
| B.2.21.5.1.2  | P-5 XDSL (ADSL, HDSL and UCL) <10 circuits/Dispatch/InKY (hours)        | ADSL to Retail        | 0.77          | 1,637           |                |                       | 5.785             |          |        |     |
| B.2.21.5.2.1  | P-5 XDSL (ADSL, HDSL and UCL) >=10 circuits/Dispatch/InKY (hours)       | ADSL to Retail        | 0.27          | 2               |                |                       | 0.354             |          |        |     |
| B.2.21.5.2.2  | P-5 UNE ISDN/<10 circuits/Dispatch/InKY (hours)                         | ADSL to Retail        | 26.64         | 17              | 0.02           | 4                     | 30.401            | 16.89447 | 1.5760 | YES |
| B.2.21.6.1.1  | P-5 UNE ISDN/>=10 circuits/Dispatch/InKY (hours)                        | ISDN - BRI            | 0.53          | 22              |                |                       | 1.006             |          |        |     |
| B.2.21.6.1.2  | P-5 UNE ISDN/>=10 circuits/Dispatch/InKY (hours)                        | ISDN - BRI            |               |                 |                |                       |                   |          |        |     |
| B.2.21.6.2.1  | P-5 UNE ISDN/>=10 circuits/Dispatch/InKY (hours)                        | ISDN - BRI            |               |                 |                |                       |                   |          |        |     |
| B.2.21.6.2.2  | P-5 UNE ISDN/>=10 circuits/Dispatch/InKY (hours)                        | ISDN - BRI            |               |                 |                |                       |                   |          |        |     |
| B.2.21.7.1.1  | P-5 Line Shaming/<10 circuits/Dispatch/InKY (hours)                     | ADSL to Retail        | 1.83          | 1,087           | 0.22           | 1                     | 5.785             | 5.76640  | 0.0952 | YES |
| B.2.21.7.1.2  | P-5 Line Shaming/>=10 circuits/Dispatch/InKY (hours)                    | ADSL to Retail        | 0.27          | 2               |                |                       | 0.354             |          |        |     |
| B.2.21.7.2.1  | P-5 Line Shaming/>=10 circuits/Dispatch/InKY (hours)                    | ADSL to Retail        |               |                 |                |                       |                   |          |        |     |
| B.2.21.7.2.2  | P-5 Line Shaming/>=10 circuits/Dispatch/InKY (hours)                    | ADSL to Retail        |               |                 |                |                       |                   |          |        |     |
| B.2.21.8.1.1  | P-5 2W Analog Loop Design/<10 circuits/Dispatch/InKY (hours)            | R&B - Disp            | 2.88          | 6,782           | 0.02           | 3                     | 16.927            | 9.77301  | 0.2924 | YES |
| B.2.21.8.1.2  | P-5 2W Analog Loop Design/>=10 circuits/Dispatch/InKY (hours)           | R&B - Disp            | 2.88          | 6,782           |                |                       | 16.927            |          |        |     |
| B.2.21.8.2.1  | P-5 2W Analog Loop Design/>=10 circuits/Dispatch/InKY (hours)           | R&B - Disp            | 4.97          | 48              |                |                       | 17.986            |          |        |     |
| B.2.21.8.2.2  | P-5 2W Analog Loop Design/>=10 circuits/Dispatch/InKY (hours)           | R&B - Disp            | 4.97          | 48              |                |                       | 17.986            |          |        |     |
| B.2.21.9.1.1  | P-5 2W Analog Loop Non-Design/<10 circuits/Dispatch/InKY (hours)        | R&B (POTS) excl SB Or | 2.89          | 6,695           | 0.02           | 6                     | 16.994            | 6.94081  | 0.4136 | YES |
| B.2.21.9.1.4  | P-5 2W Analog Loop Non-Design/>=10 circuits/Dispatch/InKY (hours)       | R&B (POTS) excl SB Or | 0.74          | 37,208          | 0.02           | 2                     | 6.567             | 4.63638  | 0.1556 | YES |
| B.2.21.9.2.1  | P-5 2W Analog Loop Non-Design/>=10 circuits/Dispatch/InKY (hours)       | R&B (POTS) excl SB Or | 4.79          | 35              |                |                       | 17.659            |          |        |     |
| B.2.21.9.2.4  | P-5 2W Analog Loop Non-Design/>=10 circuits/Dispatch/InKY (hours)       | R&B (POTS) excl SB Or |               |                 |                |                       |                   |          |        |     |
| B.2.21.10.1.1 | P-5 2W Analog Loop w/InP Design/<10 circuits/Dispatch/InKY (hours)      | R&B - Disp            | 2.88          | 6,782           |                |                       | 16.927            |          |        |     |
| B.2.21.10.1.2 | P-5 2W Analog Loop w/InP Design/>=10 circuits/Dispatch/InKY (hours)     | R&B - Disp            | 2.88          | 6,782           |                |                       | 16.927            |          |        |     |
| B.2.21.10.2.1 | P-5 2W Analog Loop w/InP Design/>=10 circuits/Dispatch/InKY (hours)     | R&B - Disp            | 4.97          | 48              |                |                       | 17.986            |          |        |     |
| B.2.21.10.2.2 | P-5 2W Analog Loop w/InP Design/>=10 circuits/Dispatch/InKY (hours)     | R&B - Disp            | 4.97          | 48              |                |                       | 17.986            |          |        |     |
| B.2.21.11.1.1 | P-5 2W Analog Loop w/InP Non-Design/<10 circuits/Dispatch/InKY (hours)  | R&B (POTS) excl SB Or | 2.89          | 6,695           |                |                       | 16.994            |          |        |     |
| B.2.21.11.2.1 | P-5 2W Analog Loop w/InP Non-Design/>=10 circuits/Dispatch/InKY (hours) | R&B (POTS) excl SB Or | 0.74          | 37,208          |                |                       | 6.567             |          |        |     |
| B.2.21.11.2.4 | P-5 2W Analog Loop w/InP Non-Design/>=10 circuits/Dispatch/InKY (hours) | R&B (POTS) excl SB Or | 4.79          | 35              |                |                       | 17.659            |          |        |     |
| B.2.21.12.1.1 | P-5 2W Analog Loop w/InP Design/<10 circuits/Dispatch/InKY (hours)      | R&B - Disp            | 2.88          | 6,782           |                |                       | 16.927            |          |        |     |
| B.2.21.12.1.2 | P-5 2W Analog Loop w/InP Design/>=10 circuits/Dispatch/InKY (hours)     | R&B - Disp            | 2.88          | 6,782           |                |                       | 16.927            |          |        |     |
| B.2.21.12.2.1 | P-5 2W Analog Loop w/InP Design/>=10 circuits/Dispatch/InKY (hours)     | R&B - Disp            | 4.97          | 48              |                |                       | 17.986            |          |        |     |
| B.2.21.12.2.2 | P-5 2W Analog Loop w/InP Design/>=10 circuits/Dispatch/InKY (hours)     | R&B - Disp            | 4.97          | 48              |                |                       | 17.986            |          |        |     |
| B.2.21.13.1.1 | P-5 2W Analog Loop w/InP Non-Design/<10 circuits/Dispatch/InKY (hours)  | R&B (POTS) excl SB Or | 2.89          | 6,695           |                |                       | 16.994            |          |        |     |
| B.2.21.13.1.4 | P-5 2W Analog Loop w/InP Non-Design/>=10 circuits/Dispatch/InKY (hours) | R&B (POTS) excl SB Or | 0.74          | 37,208          |                |                       | 6.567             |          |        |     |
| B.2.21.13.2.1 | P-5 2W Analog Loop w/InP Non-Design/>=10 circuits/Dispatch/InKY (hours) | R&B (POTS) excl SB Or | 4.79          | 35              |                |                       | 17.659            |          |        |     |
| B.2.21.13.2.4 | P-5 2W Analog Loop w/InP Non-Design/>=10 circuits/Dispatch/InKY (hours) | R&B (POTS) excl SB Or |               |                 |                |                       |                   |          |        |     |
| B.2.21.14.1.1 | P-5 Other Design/<10 circuits/Dispatch/InKY (hours)                     | Design                | 13.03         | 453             |                |                       | 78.718            |          |        |     |
| B.2.21.14.1.2 | P-5 Other Design/>=10 circuits/Dispatch/InKY (hours)                    | Design                | 16.17         | 95              |                |                       | 43.812            |          |        |     |
| B.2.21.14.2.1 | P-5 Other Design/>=10 circuits/Dispatch/InKY (hours)                    | Design                | 19.62         | 46              |                |                       | 49.184            |          |        |     |
| B.2.21.14.2.2 | P-5 Other Design/>=10 circuits/Dispatch/InKY (hours)                    | Design                | 23.54         | 9               |                |                       | 29.993            |          |        |     |
| B.2.21.15.1.1 | P-5 Other Non-Design/<10 circuits/Dispatch/InKY (hours)                 | R&B                   | 2.88          | 6,782           |                |                       | 16.927            |          |        |     |
| B.2.21.15.1.2 | P-5 Other Non-Design/>=10 circuits/Dispatch/InKY (hours)                | R&B                   | 0.65          | 119,666         |                |                       | 6.127             |          |        |     |
| B.2.21.15.2.1 | P-5 Other Non-Design/>=10 circuits/Dispatch/InKY (hours)                | R&B                   | 4.97          | 48              |                |                       | 17.986            |          |        |     |
| B.2.21.15.2.2 | P-5 Other Non-Design/>=10 circuits/Dispatch/InKY (hours)                | R&B                   | 0.35          | 11              |                |                       | 0.175             |          |        |     |
| B.2.21.16.1.1 | P-5 INP (Standalone)/<10 circuits/Dispatch/InKY (hours)                 | R&B (POTS)            | 2.89          | 6,695           |                |                       | 16.994            |          |        |     |
| B.2.21.16.1.2 | P-5 INP (Standalone)/>=10 circuits/Dispatch/InKY (hours)                | R&B (POTS)            | 0.65          | 119,423         |                |                       | 6.068             |          |        |     |
| B.2.21.16.2.1 | P-5 INP (Standalone)/>=10 circuits/Dispatch/InKY (hours)                | R&B (POTS)            | 4.79          | 35              |                |                       | 17.659            |          |        |     |
| B.2.21.16.2.2 | P-5 INP (Standalone)/>=10 circuits/Dispatch/InKY (hours)                | R&B (POTS)            | 2.89          | 6,695           |                |                       | 16.994            |          |        |     |
| B.2.21.17.1.1 | P-5 LNP (Standalone)/<10 circuits/Dispatch/InKY (hours)                 | R&B (POTS)            | 0.65          | 119,423         | 0.30           | 55                    | 6.088             | 0.81834  | 0.4248 | YES |
| B.2.21.17.1.2 | P-5 LNP (Standalone)/>=10 circuits/Dispatch/InKY (hours)                | R&B (POTS)            | 4.79          | 35              |                |                       | 17.659            |          |        |     |
| B.2.21.17.2.1 | P-5 LNP (Standalone)/>=10 circuits/Dispatch/InKY (hours)                | R&B (POTS)            | 2.75          | 1,132           | 0.02           | 4                     | 11.829            | 5.82499  | 0.4612 | YES |
| B.2.21.18.1.1 | P-5 Digital Loop < DS1/<10 circuits/Dispatch/InKY (hours)               | Digital Loop < DS1    | 0.76          | 1,669           |                |                       | 5.710             |          |        |     |
| B.2.21.18.1.2 | P-5 Digital Loop < DS1/<10 circuits/Dispatch/InKY (hours)               | Digital Loop < DS1    |               |                 |                |                       |                   |          |        |     |
| B.2.21.18.2.1 | P-5 Digital Loop < DS1/>=10 circuits/Dispatch/InKY (hours)              | Digital Loop < DS1    | 12.49         | 20              |                |                       | 36.511            |          |        |     |

# Bellsouth Monthly State Summary Kentucky, June 2003

|               |     |  |
|---------------|-----|--|
| B.2.21.18.2.2 | P-5 | Digital Loop < DS1/2 => 10 circuits/Non-Dispatch/KY (hours)  |
| B.2.21.19.1.1 | P-5 | Digital Loop => DS1/<10 circuits/Dispatch/KY (hours)         |
| B.2.21.19.1.2 | P-5 | Digital Loop => DS1/<10 circuits/Non-Dispatch/KY (hours)     |
| B.2.21.19.2.1 | P-5 | Digital Loop => DS1/2 => 10 circuits/Dispatch/KY (hours)     |
| B.2.21.19.2.2 | P-5 | Digital Loop => DS1/2 => 10 circuits/Non-Dispatch/KY (hours) |

### Average Completion Notice Interval - Non-Mechanized

|               |     |   |
|---------------|-----|---|
| B.2.22.1.1.1  | P-5 | Switch Ports<10 circuits/Dispatch/KY (hours)                          |
| B.2.22.1.1.2  | P-5 | Switch Ports<10 circuits/Non-Dispatch/KY (hours)                      |
| B.2.22.1.2.1  | P-5 | Switch Ports/>=10 circuits/Dispatch/KY (hours)                        |
| B.2.22.1.2.2  | P-5 | Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)                    |
| B.2.22.2.1.1  | P-5 | Local Interface Transport<10 circuits/Dispatch/KY (hours)             |
| B.2.22.2.1.2  | P-5 | Local Interface Transport/>=10 circuits/Dispatch/KY (hours)           |
| B.2.22.2.2.1  | P-5 | Local Interface Transport/>=10 circuits/Non-Dispatch/KY (hours)       |
| B.2.22.2.2.2  | P-5 | Local Interface Transport/>=10 circuits/Non-Dispatch/KY (hours)       |
| B.2.22.3.1.1  | P-5 | Loop + Port Combinations<10 circuits/Dispatch/KY (hours)              |
| B.2.22.3.1.2  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)            |
| B.2.22.3.1.3  | P-5 | Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)        |
| B.2.22.3.1.4  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch InlKY (hours)         |
| B.2.22.3.2.1  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)            |
| B.2.22.3.2.2  | P-5 | Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)        |
| B.2.22.3.2.3  | P-5 | Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours) |
| B.2.22.3.2.4  | P-5 | Loop + Port Combinations/>=10 circuits/Dispatch InlKY (hours)         |
| B.2.22.4.1.1  | P-5 | Combo Other<10 circuits/Dispatch/KY (hours)                           |
| B.2.22.4.1.4  | P-5 | Combo Other/>=10 circuits/Dispatch InlKY (hours)                      |
| B.2.22.4.2.1  | P-5 | Combo Other/>=10 circuits/Dispatch/KY (hours)                         |
| B.2.22.4.2.4  | P-5 | Combo Other/>=10 circuits/Dispatch InlKY (hours)                      |
| B.2.22.5.1.1  | P-5 | XDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/KY (hours)            |
| B.2.22.5.1.2  | P-5 | XDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/KY (hours)           |
| B.2.22.5.2.1  | P-5 | XDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/KY (hours)           |
| B.2.22.5.2.2  | P-5 | XDSL (ADSL, HDSL and UCLY)>=10 circuits/Non-Dispatch/KY (hours)       |
| B.2.22.6.1.1  | P-5 | UNE ISDN/<10 circuits/Dispatch/KY (hours)                             |
| B.2.22.6.1.2  | P-5 | UNE ISDN/>=10 circuits/Dispatch/KY (hours)                            |
| B.2.22.6.2.1  | P-5 | UNE ISDN/>=10 circuits/Dispatch/KY (hours)                            |
| B.2.22.6.2.2  | P-5 | UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)                        |
| B.2.22.7.1.1  | P-5 | Line Shaming<10 circuits/Non-Dispatch/KY (hours)                      |
| B.2.22.7.1.2  | P-5 | Line Shaming/>=10 circuits/Dispatch/KY (hours)                        |
| B.2.22.7.2.1  | P-5 | Line Shaming/>=10 circuits/Dispatch/KY (hours)                        |
| B.2.22.7.2.2  | P-5 | Line Shaming/>=10 circuits/Non-Dispatch/KY (hours)                    |
| B.2.22.8.1.1  | P-5 | 2W Analog Loop Design<10 circuits/Dispatch/KY (hours)                 |
| B.2.22.8.1.2  | P-5 | 2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)               |
| B.2.22.8.1.2  | P-5 | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)           |
| B.2.22.8.2.1  | P-5 | 2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)               |
| B.2.22.8.2.2  | P-5 | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)           |
| B.2.22.9.1.1  | P-5 | 2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)            |
| B.2.22.9.1.4  | P-5 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch InlKY (hours)        |
| B.2.22.9.2.1  | P-5 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)           |
| B.2.22.9.2.4  | P-5 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch InlKY (hours)        |
| B.2.22.10.1.1 | P-5 | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)          |
| B.2.22.10.1.2 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)         |
| B.2.22.10.2.1 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)         |
| B.2.22.10.2.2 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)     |
| B.2.22.11.1.1 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)      |
| B.2.22.11.1.4 | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch InlKY (hours)  |
| B.2.22.11.2.1 | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)     |
| B.2.22.11.2.2 | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)     |
| B.2.22.11.4   | P-5 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch InlKY (hours)  |
| B.2.22.12.1.1 | P-5 | 2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)          |
| B.2.22.12.2.1 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)         |
| B.2.22.12.2.2 | P-5 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)     |
| B.2.22.13.1.1 | P-5 | 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)      |

| Benchmark/Analogy   | Measure | Volume |
|---------------------|---------|--------|
| Digital Loop < DS1  | 30.35   | 6      |
| Digital Loop >= DS1 | 13.92   | 81     |
| Digital Loop => DS1 | 14.02   | 81     |
| Digital Loop >= DS1 | 0.42    | 5      |

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| 30.35       | 6          | 1.73         | 21          | 33.984             | 7.61341        | 1.6011 | YES    |
| 13.92       | 81         |              |             | 31.091             |                |        |        |
| 14.02       | 81         |              |             | 49.507             |                |        |        |
| 0.42        | 5          |              |             | 0.052              |                |        |        |

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| 30.35       | 6          | 1.73         | 21          | 33.984             | 7.61341        | 1.6011 | YES    |
| 13.92       | 81         |              |             | 31.091             |                |        |        |
| 14.02       | 81         |              |             | 49.507             |                |        |        |
| 0.42        | 5          |              |             | 0.052              |                |        |        |















# BellSouth Monthly State Summary Kentucky, June 2003

|               |      |  |
|---------------|------|--|
| B.2.29.5.2.1  | P-10 | XDSL (ADSL, HDSL and UCL) y>=10 circuits/Dispatch/KY (days)          |
| B.2.29.5.2.2  | P-10 | XDSL (ADSL, HDSL and UCL) y>=10 circuits/Non-Dispatch/KY (days)      |
| B.2.29.6.1.1  | P-10 | UNE ISDN/<10 circuits/Dispatch/KY (days)                             |
| B.2.29.6.1.2  | P-10 | UNE ISDN/<10 circuits/Non-Dispatch/KY (days)                         |
| B.2.29.6.2.1  | P-10 | UNE ISDN/>=10 circuits/Dispatch/KY (days)                            |
| B.2.29.6.2.2  | P-10 | UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)                        |
| B.2.29.7.1.1  | P-10 | Line Shaming/<10 circuits/Dispatch/KY (days)                         |
| B.2.29.7.1.2  | P-10 | Line Shaming/<10 circuits/Non-Dispatch/KY (days)                     |
| B.2.29.7.2.1  | P-10 | Line Shaming/>=10 circuits/Dispatch/KY (days)                        |
| B.2.29.7.2.2  | P-10 | Line Shaming/>=10 circuits/Non-Dispatch/KY (days)                    |
| B.2.29.8.1.1  | P-10 | 2W Analog Loop Design<10 circuits/Dispatch/KY (days)                 |
| B.2.29.8.1.2  | P-10 | 2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)             |
| B.2.29.8.2.1  | P-10 | 2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)               |
| B.2.29.8.2.2  | P-10 | 2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)           |
| B.2.29.9.1.1  | P-10 | 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)             |
| B.2.29.9.1.2  | P-10 | 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)           |
| B.2.29.9.2.1  | P-10 | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)       |
| B.2.29.9.2.2  | P-10 | 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)       |
| B.2.29.10.1.1 | P-10 | 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)           |
| B.2.29.10.1.2 | P-10 | 2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)       |
| B.2.29.10.2.1 | P-10 | 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)         |
| B.2.29.10.2.2 | P-10 | 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)     |
| B.2.29.11.1.1 | P-10 | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)       |
| B.2.29.11.1.2 | P-10 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)     |
| B.2.29.11.2.1 | P-10 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days) |
| B.2.29.11.2.2 | P-10 | 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days) |
| B.2.29.13.1.1 | P-14 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)     |
| B.2.29.13.1.2 | P-14 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days) |
| B.2.29.13.2.1 | P-14 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)     |
| B.2.29.13.2.2 | P-14 | 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days) |
| B.2.29.14.1.1 | P-10 | Other Design/<10 circuits/Dispatch/KY (days)                         |
| B.2.29.14.1.2 | P-10 | Other Design/<10 circuits/Non-Dispatch/KY (days)                     |
| B.2.29.14.2.1 | P-10 | Other Design/>=10 circuits/Dispatch/KY (days)                        |
| B.2.29.14.2.2 | P-10 | Other Design/>=10 circuits/Non-Dispatch/KY (days)                    |
| B.2.29.15.1.1 | P-10 | Other Non-Design/<10 circuits/Dispatch/KY (days)                     |
| B.2.29.15.1.2 | P-10 | Other Non-Design/<10 circuits/Non-Dispatch/KY (days)                 |
| B.2.29.15.2.1 | P-10 | Other Non-Design/>=10 circuits/Dispatch/KY (days)                    |
| B.2.29.15.2.2 | P-10 | Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)                |
| B.2.29.16.1.1 | P-10 | INP (Standalone)/<10 circuits/Dispatch/KY (days)                     |
| B.2.29.16.1.2 | P-10 | INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)                 |
| B.2.29.16.2.1 | P-10 | INP (Standalone)/>=10 circuits/Dispatch/KY (days)                    |
| B.2.29.16.2.2 | P-10 | INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)                |
| B.2.29.17.1.1 | P-14 | LNP (Standalone)/<10 circuits/Dispatch/KY (days)                     |
| B.2.29.17.1.2 | P-14 | LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)                 |
| B.2.29.17.2.1 | P-14 | LNP (Standalone)/>=10 circuits/Dispatch/KY (days)                    |
| B.2.29.17.2.2 | P-14 | LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)                |
| B.2.29.18.1.1 | P-10 | Digital Loop < DS1/<10 circuits/Dispatch/KY (days)                   |
| B.2.29.18.1.2 | P-10 | Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)               |
| B.2.29.18.2.1 | P-10 | Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)                  |
| B.2.29.18.2.2 | P-10 | Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)              |
| B.2.29.19.1.1 | P-10 | Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)                  |
| B.2.29.19.1.2 | P-10 | Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)              |
| B.2.29.19.2.1 | P-10 | Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)                 |
| B.2.29.19.2.2 | P-10 | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)             |

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

| Benchmark/Analogy | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity     |
|-------------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|------------|
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            | 15.84        | 1           |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            | 5.57         | 1           |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            | 1.27         | 23          |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            | 15.84        | 1           |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            | 6.07         | 1           |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |
| Diagnostic        |             |            |              |             |                    |                |        | Diagnostic |

### BellSouth Monthly State Summary Kentucky, June 2003

| Measure       | BST Measure | BST Volume  | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity     |
|---------------|-------------|---|--------------|-------------|--------------------|----------------|--------|------------|
| B.2.30.1.1.1  | P-10        | Switch Ports<10 circuits/Dispatch/KY (days)                         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.1.1.2  | P-10        | Switch Ports<10 circuits/Non-Dispatch/KY (days)                     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.1.2.1  | P-10        | Switch Ports>=10 circuits/Dispatch/KY (days)                        | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.1.2.2  | P-10        | Switch Ports>=10 circuits/Non-Dispatch/KY (days)                    | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.2.1.1  | P-10        | Local Interface Transport<10 circuits/Dispatch/KY (days)            | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.2.1.2  | P-10        | Local Interface Transport<10 circuits/Non-Dispatch/KY (days)        | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.2.2.1  | P-10        | Local Interface Transport>=10 circuits/Dispatch/KY (days)           | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.2.2.2  | P-10        | Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)       | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.3.1.1  | P-10        | Loop + Port Combinations<10 circuits/Dispatch/KY (days)             | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.3.1.2  | P-10        | Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.3.2.1  | P-10        | Loop + Port Combinations>=10 circuits/Dispatch/KY (days)            | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.3.2.2  | P-10        | Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)        | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.4.1.1  | P-10        | Combo Other<10 circuits/Dispatch/KY (days)                          | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.4.1.2  | P-10        | Combo Other<10 circuits/Non-Dispatch/KY (days)                      | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.4.2.1  | P-10        | Combo Other>=10 circuits/Dispatch/KY (days)                         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.4.2.2  | P-10        | Combo Other>=10 circuits/Non-Dispatch/KY (days)                     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.5.1.1  | P-10        | ADSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/KY (days)            | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.5.1.2  | P-10        | ADSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/KY (days)        | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.5.2.1  | P-10        | ADSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/KY (days)           | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.5.2.2  | P-10        | ADSL (ADSL, HDSL and UCLY>=10 circuits/Non-Dispatch/KY (days)       | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.6.1.1  | P-10        | UNE ISDN<10 circuits/Dispatch/KY (days)                             | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.6.1.2  | P-10        | UNE ISDN<10 circuits/Non-Dispatch/KY (days)                         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.6.2.1  | P-10        | UNE ISDN>=10 circuits/Dispatch/KY (days)                            | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.6.2.2  | P-10        | UNE ISDN>=10 circuits/Non-Dispatch/KY (days)                        | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.7.1.1  | P-10        | Line Shaming<10 circuits/Dispatch/KY (days)                         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.7.1.2  | P-10        | Line Shaming<10 circuits/Non-Dispatch/KY (days)                     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.7.2.1  | P-10        | Line Shaming>=10 circuits/Dispatch/KY (days)                        | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.7.2.2  | P-10        | Line Shaming>=10 circuits/Non-Dispatch/KY (days)                    | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.8.1.1  | P-10        | 2W Analog Loop Design<10 circuits/Dispatch/KY (days)                | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.8.1.2  | P-10        | 2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)            | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.8.2.1  | P-10        | 2W Analog Loop Design>=10 circuits/Dispatch/KY (days)               | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.8.2.2  | P-10        | 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)           | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.10.1.1 | P-10        | 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)          | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.10.1.2 | P-10        | 2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)      | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.10.2.1 | P-10        | 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.10.2.2 | P-10        | 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.11.1.1 | P-10        | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)      | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.11.1.2 | P-10        | 2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)  | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.11.2.1 | P-10        | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.11.2.2 | P-10        | 2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days) | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.12.1.1 | P-14        | 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)          | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.12.1.2 | P-14        | 2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)      | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.12.2.1 | P-14        | 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.12.2.2 | P-14        | 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.13.1.1 | P-14        | 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)      | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.13.1.2 | P-14        | 2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)  | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.13.2.1 | P-14        | 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.13.2.2 | P-14        | 2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days) | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.14.1.1 | P-10        | Other Design<10 circuits/Dispatch/KY (days)                         | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.14.1.2 | P-10        | Other Design<10 circuits/Non-Dispatch/KY (days)                     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.14.2.1 | P-10        | Other Design>=10 circuits/Dispatch/KY (days)                        | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.14.2.2 | P-10        | Other Design>=10 circuits/Non-Dispatch/KY (days)                    | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.15.1.1 | P-10        | Other Non-Design<10 circuits/Dispatch/KY (days)                     | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.15.1.2 | P-10        | Other Non-Design<10 circuits/Non-Dispatch/KY (days)                 | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.15.2.1 | P-10        | Other Non-Design>=10 circuits/Dispatch/KY (days)                    | Diagnostic   |             |                    |                |        | Diagnostic |
| B.2.30.15.2.2 | P-10        | Other Non-Design>=10 circuits/Non-Dispatch/KY (days)                | Diagnostic   |             |                    |                |        | Diagnostic |

# Bellsouth Monthly State Summary Kentucky, June 2003

| Code   | Measure  | Value  | Standard Deviation | Standard Error | Zscore | Equity     |
|--|--|--------|--------------------|----------------|--------|------------|
| B2.30.15.2.2                                     | Other Non-Design/Non-Dispatch/KY (days)                  |        |                    |                |        | Diagnostic |
| B2.30.16.1.1                                     | INP (Standalone)<10 circuits/Dispatch/KY (days)          |        |                    |                |        | Diagnostic |
| B2.30.16.1.2                                     | INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)     |        |                    |                |        | Diagnostic |
| B2.30.16.2.1                                     | INP (Standalone)>=10 circuits/Dispatch/KY (days)         |        |                    |                |        | Diagnostic |
| B2.30.16.2.2                                     | INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)     |        |                    |                |        | Diagnostic |
| B2.30.17.1.1                                     | INP (Standalone)<10 circuits/Dispatch/KY (days)          |        |                    |                |        | Diagnostic |
| B2.30.17.1.2                                     | INP (Standalone)<10 circuits/Non-Dispatch/KY (days)      |        |                    |                |        | Diagnostic |
| B2.30.17.2.1                                     | INP (Standalone)>=10 circuits/Dispatch/KY (days)         |        |                    |                |        | Diagnostic |
| B2.30.17.2.2                                     | INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)     |        |                    |                |        | Diagnostic |
| B2.30.18.1.1                                     | Digital Loop < DS1/<10 circuits/Dispatch/KY (days)       |        |                    |                |        | Diagnostic |
| B2.30.18.1.2                                     | Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)   |        |                    |                |        | Diagnostic |
| B2.30.18.2.1                                     | Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)      |        |                    |                |        | Diagnostic |
| B2.30.18.2.2                                     | Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)  |        |                    |                |        | Diagnostic |
| B2.30.19.1.1                                     | Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)      |        |                    |                |        | Diagnostic |
| B2.30.19.1.2                                     | Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)  |        |                    |                |        | Diagnostic |
| B2.30.19.2.1                                     | Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)     |        |                    |                |        | Diagnostic |
| B2.30.19.2.2                                     | Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days) |        |                    |                |        | Diagnostic |
| <b>Disconnected Timeliness</b>                   |  |        |                    |                |        |            |
| P-13   | LNPKY (%)  | 51.54% | 780                |                |        | NO         |
| <b>% Completions w/o Notice or &lt; 24 hours</b> |  |        |                    |                |        |            |
| P-6  | Switch Ports/Dispatch/KY (%)                             |        |                    |                |        | Diagnostic |
| P-6  | Switch Ports/Non-Dispatch/KY (%)                         |        |                    |                |        | Diagnostic |
| P-6  | Local Interoffice Transport/Dispatch/KY (%)              |        |                    |                |        | Diagnostic |
| P-6  | Local Interoffice Transport/Non-Dispatch/KY (%)          |        |                    |                |        | Diagnostic |
| P-6  | Loop + Port Combinations/Dispatch/KY (%)                 | 7.42%  | 445                |                |        | Diagnostic |
| P-6  | Loop + Port Combinations/Non-Dispatch/KY (%)             | 1.34%  | 19,209             |                |        | Diagnostic |
| P-6  | Combo Other/Dispatch/KY (%)                              | 4.35%  | 23                 |                |        | Diagnostic |
| P-6  | Combo Other/Non-Dispatch/KY (%)                          | 33.33% | 3                  |                |        | Diagnostic |
| P-6  | XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)                |        |                    |                |        | Diagnostic |
| P-6  | XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)            |        |                    |                |        | Diagnostic |
| P-6  | UNE ISDN/Dispatch/KY (%)                                 | 0.00%  | 4                  |                |        | Diagnostic |
| P-6  | UNE ISDN/Non-Dispatch/KY (%)                             |        |                    |                |        | Diagnostic |
| P-6  | Line Shaming/Dispatch/KY (%)                             | 80.00% | 5                  |                |        | Diagnostic |
| P-6  | Line Shaming/Non-Dispatch/KY (%)                         | 79.56% | 137                |                |        | Diagnostic |
| P-6  | 2W Analog Loop Design/Dispatch/KY (%)                    | 0.00%  | 4                  |                |        | Diagnostic |
| P-6  | 2W Analog Loop Design/Non-Dispatch/KY (%)                |        |                    |                |        | Diagnostic |
| P-6  | 2W Analog Loop Non-Design/Dispatch/KY (%)                | 0.00%  | 6                  |                |        | Diagnostic |
| P-6  | 2W Analog Loop Non-Design/Non-Dispatch/KY (%)            |        |                    |                |        | Diagnostic |
| P-6  | 2W Analog Loop w/INP Design/Dispatch/KY (%)              |        |                    |                |        | Diagnostic |
| P-6  | 2W Analog Loop w/INP Design/Non-Dispatch/KY (%)          |        |                    |                |        | Diagnostic |
| P-6  | 2W Analog Loop w/INP Non-Design/Dispatch/KY (%)          |        |                    |                |        | Diagnostic |
| P-6  | 2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)      |        |                    |                |        | Diagnostic |
| P-6  | Other Design/Dispatch/KY (%)                             |        |                    |                |        | Diagnostic |
| P-6  | Other Design/Non-Dispatch/KY (%)                         |        |                    |                |        | Diagnostic |
| P-6  | Other Non-Design/Dispatch/KY (%)                         | 0.00%  | 1                  |                |        | Diagnostic |
| P-6  | Other Non-Design/Non-Dispatch/KY (%)                     |        |                    |                |        | Diagnostic |
| P-6  | INP (Standalone)/Dispatch/KY (%)                         |        |                    |                |        | Diagnostic |
| P-6  | INP (Standalone)/Non-Dispatch/KY (%)                     |        |                    |                |        | Diagnostic |
| P-6  | LNP (Standalone)/Dispatch/KY (%)                         | 3.25%  | 123                |                |        | Diagnostic |
| P-6  | LNP (Standalone)/Non-Dispatch/KY (%)                     | 14.29% | 7                  |                |        | Diagnostic |
| P-6  | Digital Loop < DS1/Dispatch/KY (%)                       |        |                    |                |        | Diagnostic |
| P-6  | Digital Loop < DS1/Non-Dispatch/KY (%)                   |        |                    |                |        | Diagnostic |
| P-6  | Digital Loop >= DS1/Dispatch/KY (%)                      | 0.00%  | 19                 |                |        | Diagnostic |
| P-6  | Digital Loop >= DS1/Non-Dispatch/KY (%)                  |        |                    |                |        | Diagnostic |

>= 95% w in 15 min

# Bellsouth Monthly State Summary Kentucky, June 2003

## % Cooperative Test Attempts for xDSL

|     |                                  |                    |
|-----|----------------------------------|--------------------|
| P-8 | xDSL (ADSL, HDSL and UCL) KY (%) | >= 95% of requests |
| P-8 | xDSL Other KY (%)                | >= 95% of requests |

## Service Order Accuracy

|      |  |        |
|------|--|--------|
| P-11 | Design (Specialty<10 circuits/Dispatch/KY (%)  | >= 95% |
| P-11 | Design (Specialty<10 circuits/Dispatch/KY (%)  | >= 95% |
| P-11 | Design (Specialty>=10 circuits/Dispatch/KY (%) | >= 95% |
| P-11 | Design (Specialty>=10 circuits/Dispatch/KY (%) | >= 95% |
| P-11 | Loops Non-Design<10 circuits/Dispatch/KY (%)   | >= 95% |
| P-11 | Loops Non-Design<10 circuits/Dispatch/KY (%)   | >= 95% |
| P-11 | Loops Non-Design>=10 circuits/Dispatch/KY (%)  | >= 95% |
| P-11 | Loops Non-Design>=10 circuits/Dispatch/KY (%)  | >= 95% |

## Unbundled Network Elements - Maintenance and Repair

### Missed Repair Appointments

|       |   |                      |
|-------|---|----------------------|
| M&R-1 | Switch Ports/Dispatch/KY (%)              | R&B (POTS)           |
| M&R-1 | Switch Ports/Dispatch/KY (%)              | R&B (POTS)           |
| M&R-1 | Local Interface Transport/Dispatch/KY (%) | DS1/DS3              |
| M&R-1 | Local Interface Transport/Dispatch/KY (%) | DS1/DS3              |
| M&R-1 | Loop + Port Combinations/Dispatch/KY (%)  | R&B                  |
| M&R-1 | Loop + Port Combinations/Dispatch/KY (%)  | R&B                  |
| M&R-1 | Combo Other/Dispatch/KY (%)               | R&B&D - Disp         |
| M&R-1 | Combo Other/Dispatch/KY (%)               | R&B&D - Disp         |
| M&R-1 | xDSL (ADSL, HDSL and UCL) Dispatch/KY (%) | ADSL to Retail       |
| M&R-1 | xDSL (ADSL, HDSL and UCL) Dispatch/KY (%) | ADSL to Retail       |
| M&R-1 | UNE ISDN/Dispatch/KY (%)                  | ISDN - BRI           |
| M&R-1 | UNE ISDN/Dispatch/KY (%)                  | ISDN - BRI           |
| M&R-1 | Line Shaming/Dispatch/KY (%)              | ADSL to Retail       |
| M&R-1 | Line Shaming/Dispatch/KY (%)              | ADSL to Retail       |
| M&R-1 | 2W Analog Loop Design/Dispatch/KY (%)     | R&B - Disp           |
| M&R-1 | 2W Analog Loop Design/Dispatch/KY (%)     | R&B - Disp           |
| M&R-1 | 2W Analog Loop Non-Design/Dispatch/KY (%) | R&B (POTS) exd SB FT |
| M&R-1 | 2W Analog Loop Non-Design/Dispatch/KY (%) | R&B (POTS) exd SB FT |
| M&R-1 | Other Design/Dispatch/KY (%)              | Design               |
| M&R-1 | Other Design/Dispatch/KY (%)              | Design               |
| M&R-1 | Other Non-Design/Dispatch/KY (%)          | R&B                  |
| M&R-1 | Other Non-Design/Dispatch/KY (%)          | R&B                  |
| M&R-1 | LNP (Standalone)/Dispatch/KY (%)          | R&B (POTS)           |
| M&R-1 | LNP (Standalone)/Dispatch/KY (%)          | R&B (POTS)           |

### Customer Trouble Report Rate

|       |   |                |
|-------|---|----------------|
| M&R-2 | Switch Ports/Dispatch/KY (%)              | R&B (POTS)     |
| M&R-2 | Switch Ports/Dispatch/KY (%)              | R&B (POTS)     |
| M&R-2 | Local Interface Transport/Dispatch/KY (%) | DS1/DS3        |
| M&R-2 | Local Interface Transport/Dispatch/KY (%) | DS1/DS3        |
| M&R-2 | Loop + Port Combinations/Dispatch/KY (%)  | R&B            |
| M&R-2 | Loop + Port Combinations/Dispatch/KY (%)  | R&B            |
| M&R-2 | Combo Other/Dispatch/KY (%)               | R&B&D - Disp   |
| M&R-2 | Combo Other/Dispatch/KY (%)               | R&B&D - Disp   |
| M&R-2 | xDSL (ADSL, HDSL and UCL) Dispatch/KY (%) | ADSL to Retail |
| M&R-2 | xDSL (ADSL, HDSL and UCL) Dispatch/KY (%) | ADSL to Retail |
| M&R-2 | UNE ISDN/Dispatch/KY (%)                  | ISDN - BRI     |
| M&R-2 | UNE ISDN/Dispatch/KY (%)                  | ISDN - BRI     |
| M&R-2 | Line Shaming/Dispatch/KY (%)              | ADSL to Retail |
| M&R-2 | Line Shaming/Dispatch/KY (%)              | ADSL to Retail |
| M&R-2 | 2W Analog Loop Design/Dispatch/KY (%)     | R&B - Disp     |
| M&R-2 | 2W Analog Loop Design/Dispatch/KY (%)     | R&B - Disp     |

## Benchmark/ Analog

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

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

## BST Measure

|             |            |              |             |                    |                |        |        |
|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|             |            | 100.00%      | 15          |                    |                |        | YES    |

|        |        |         |       |  |  |  |     |
|--------|--------|---------|-------|--|--|--|-----|
| 13.16% | 22,108 | 95.00%  | 120   |  |  |  | YES |
| 2.04%  | 8,382  | 100.00% | 100   |  |  |  | YES |
| 0.55%  | 183    | 0.00%   | 0     |  |  |  | YES |
| 0.00%  | 124    | 0.00%   | 0     |  |  |  | YES |
| 13.19% | 22,308 | 7.09%   | 2,173 |  |  |  | YES |
| 2.03%  | 8,535  | 3.44%   | 320   |  |  |  | NO  |
| 12.94% | 22,810 | 0.00%   | 11    |  |  |  | YES |
| 12.94% | 22,810 | 0.00%   | 6     |  |  |  | YES |
| 39.41% | 340    | 20.00%  | 5     |  |  |  | YES |
| 2.83%  | 848    | 0.00%   | 1     |  |  |  | YES |
| 25.00% | 8      | 0.00%   | 3     |  |  |  | YES |
| 0.00%  | 10     | 0.00%   | 2     |  |  |  | YES |
| 39.41% | 340    | 50.00%  | 2     |  |  |  | YES |
| 2.83%  | 848    | 0.00%   | 3     |  |  |  | YES |
| 13.19% | 22,308 | 0.00%   | 5     |  |  |  | YES |
| 13.19% | 22,308 | 0.00%   | 3     |  |  |  | YES |
| 13.10% | 22,063 | 0.00%   | 0     |  |  |  | YES |
| 1.79%  | 7,745  | 0.00%   | 0     |  |  |  | YES |
| 0.84%  | 594    | 0.00%   | 31    |  |  |  | YES |
| 13.19% | 22,308 | 0.00%   | 3     |  |  |  | YES |
| 2.03%  | 8,535  | 0.00%   | 0     |  |  |  | YES |
| 13.16% | 22,108 | 0.00%   | 0     |  |  |  | YES |
| 2.04%  | 8,382  |         |       |  |  |  | YES |

|        |           |       |         |  |  |  |     |
|--------|-----------|-------|---------|--|--|--|-----|
| 13.16% | 942,761   | 0.00% | 53      |  |  |  | YES |
| 0.89%  | 942,761   | 0.00% | 53      |  |  |  | YES |
| 1.35%  | 9,217     | 0.00% | 53      |  |  |  | YES |
| 2.20%  | 1,015,571 | 1.83% | 118,710 |  |  |  | YES |
| 0.84%  | 1,015,571 | 0.27% | 118,710 |  |  |  | YES |
| 1.97%  | 1,155,526 | 1.33% | 450     |  |  |  | YES |
| 0.67%  | 1,155,526 | 1.33% | 450     |  |  |  | YES |
| 1.66%  | 50,624    | 0.23% | 433     |  |  |  | YES |
| 0.28%  | 2,865     | 0.74% | 407     |  |  |  | YES |
| 0.35%  | 2,865     | 0.49% | 407     |  |  |  | YES |
| 0.67%  | 50,624    | 0.24% | 817     |  |  |  | YES |
| 1.66%  | 50,624    | 0.37% | 817     |  |  |  | YES |
| 2.20%  | 1,015,571 | 0.43% | 1,169   |  |  |  | YES |
| 2.20%  | 1,015,571 | 0.26% | 1,169   |  |  |  | YES |

|         |         |  |  |  |  |  |     |
|---------|---------|--|--|--|--|--|-----|
| 0.01941 | 1.0229  |  |  |  |  |  | YES |
| 0.01598 | 0.9420  |  |  |  |  |  | YES |
| 0.00028 | 20.3008 |  |  |  |  |  | YES |
| 0.00062 | 2.3120  |  |  |  |  |  | YES |
| 0.00366 | -1.2215 |  |  |  |  |  | YES |
| 0.00682 | 0.9671  |  |  |  |  |  | YES |
| 0.00289 | -0.4549 |  |  |  |  |  | YES |
| 0.00456 | 2.8654  |  |  |  |  |  | YES |
| 0.00434 | 4.0783  |  |  |  |  |  | YES |
| 0.00434 | 4.4728  |  |  |  |  |  | YES |

# BellSouth Monthly State Summary Kentucky, June 2003

|            |       |                                      |                                 |
|------------|-------|--------------------------------------|---------------------------------|
| 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/Dispatch/KY (%) |
| B.3.2.10.1 | M&R-2 | Other Design/Dispatch/KY (%)         |                                 |
| B.3.2.10.2 | M&R-2 | Other Design/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/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 (%) |                                 |

**Benchmark/**  
Analog

R&B (POTS) exci SB FT  
R&B (POTS) exci SB FT  
Design  
R&B  
R&B  
R&B (POTS)  
R&B (POTS)

| Measure | BST       | BST    | CLEC    | CLEC   | Standard  | Standard | Zscore | Equity |
|---------|-----------|--------|---------|--------|-----------|----------|--------|--------|
|         | Measure   | Volume | Measure | Volume | Deviation | Error    |        |        |
| 2.34%   | 942,761   | 1.69%  | 177     | 49,436 | 0.01150   | 0.5612   | YES    |        |
| 0.82%   | 942,761   | 0.00%  | 177     | 37,991 | 0.00681   | 1.2057   | YES    |        |
| 0.36%   | 139,955   | 3.03%  | 1,023   | 4,180  | 0.00188   | -14.2158 | NO     |        |
| 2.20%   | 139,955   | 0.29%  | 1,023   | 1,595  | 0.00204   | 0.6416   | YES    |        |
| 0.84%   | 1,015,571 | 0.00%  | 153     | 37,732 | 0.01198   | 1.8331   | YES    |        |
| 0.89%   | 942,761   | 0.00%  | 153     | 22,108 | 0.00741   | 1.1339   | YES    |        |
| 0.89%   | 942,761   |        |         |        |           |          |        |        |

|            |       |   |
|------------|-------|---|
| 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)            |

**Maintenance Average Duration**

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 (POTS) exci SB FT  
R&B (POTS) exci SB FT  
Design  
Design  
R&B  
R&B  
R&B (POTS)  
R&B (POTS)

| Measure | BST     | BST    | CLEC    | CLEC   | Standard  | Standard | Zscore | Equity |
|---------|---------|--------|---------|--------|-----------|----------|--------|--------|
|         | Measure | Volume | Measure | Volume | Deviation | Error    |        |        |
| 34.36   | 22,108  | 0.00%  | 0       | 37,991 | 0.00081   | 0.5612   | YES    |        |
| 20.25   | 8,382   | 0.00%  | 0       | 4,180  | 0.00188   | -14.2158 | NO     |        |
| 4.66    | 124     | 0.00%  | 0       | 1,595  | 0.00204   | 0.6416   | YES    |        |
| 1.41    | 22,308  | 28.60  | 2,173   | 49,285 | 0.00204   | 0.6416   | YES    |        |
| 34.14   | 8,535   | 10.66  | 320     | 37,732 | 1.10756   | 4.2132   | YES    |        |
| 19.92   | 22,810  | 3.74   | 11      | 48,930 | 14.75664  | 2.0175   | YES    |        |
| 33.51   | 22,810  | 0.71   | 6       | 48,930 | 19.97839  | 1.6422   | YES    |        |
| 49.82   | 340     | 10.55  | 5       | 85,614 | 38.56820  | 1.0157   | YES    |        |
| 4.37    | 848     | 0.50   | 1       | 37,685 | 37,70761  | 0.1026   | YES    |        |
| 18.07   | 8       | 6.07   | 3       | 22,950 | 15.53756  | 0.7722   | YES    |        |
| 5.32    | 10      | 4.65   | 2       | 7,511  | 6.81806   | 0.1146   | YES    |        |
| 49.82   | 340     | 62.97  | 2       | 85,614 | 60.71597  | -0.2165  | YES    |        |
| 4.37    | 848     | 4.94   | 3       | 37,685 | 21.79612  | -0.0264  | YES    |        |
| 34.14   | 22,308  | 5.07   | 5       | 49,285 | 22.04339  | 1.3185   | YES    |        |
| 34.14   | 22,308  | 2.86   | 3       | 49,285 | 28.45662  | 1.0991   | YES    |        |
| 21.44   | 22,063  | 12.26  | 0       | 49,409 | 28.52844  | 0.7745   | YES    |        |
| 2.45    | 7,745   | 0.00   | 3       | 39,075 | 0.00000   | 0.0000   | YES    |        |
| 5.80    | 502     | 6.14   | 31      | 7,834  | 1.44986   | -0.2349  | YES    |        |
| 2.52    | 594     | 1.48   | 3       | 5,855  | 3.38897   | 0.3083   | YES    |        |
| 34.14   | 22,308  | 0.00   | 0       | 49,285 |           |          | YES    |        |
| 19.92   | 8,535   | 0.00   | 0       | 37,732 |           |          | YES    |        |
| 34.36   | 22,108  |        |         | 49,436 |           |          | YES    |        |
| 20.25   | 8,382   |        |         | 37,991 |           |          | YES    |        |

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

**% Repeat Troubles within 30 Days**

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 (POTS) exci SB FT  
R&B (POTS) exci SB FT  
Design  
Design  
R&B  
R&B  
R&B (POTS)  
R&B (POTS)

| Measure | BST     | BST    | CLEC    | CLEC   | Standard  | Standard | Zscore | Equity |
|---------|---------|--------|---------|--------|-----------|----------|--------|--------|
|         | Measure | Volume | Measure | Volume | Deviation | Error    |        |        |
| 20.21%  | 22,108  | 0.00%  | 0       | 37,991 | 0.00081   | 0.5612   | YES    |        |
| 17.82%  | 8,382   | 0.00%  | 0       | 4,180  | 0.00188   | -14.2158 | NO     |        |
| 23.39%  | 124     | 0.00%  | 0       | 1,595  | 0.00204   | 0.6416   | YES    |        |
| 20.14%  | 22,308  | 15.09% | 2,173   | 49,285 | 0.00204   | 0.6416   | YES    |        |
| 17.76%  | 8,535   | 13.44% | 320     | 37,732 | 1.10756   | 4.2132   | YES    |        |
| 20.12%  | 22,810  | 36.36% | 11      | 48,930 | 19.97839  | 1.6422   | YES    |        |
| 20.12%  | 22,810  | 16.67% | 6       | 48,930 | 38.56820  | 1.0157   | YES    |        |
| 25.35%  | 340     | 0.00%  | 5       | 85,614 | 37,70761  | 0.1026   | YES    |        |
| 25.35%  | 848     | 0.00%  | 1       | 22,950 | 15.53756  | 0.7722   | YES    |        |
| 0.00%   | 8       | 0.00%  | 3       | 7,511  | 6.81806   | 0.1146   | YES    |        |
| 20.00%  | 10      | 0.00%  | 2       | 7,511  | 6.81806   | 0.1146   | YES    |        |
| 20.29%  | 340     | 60.00% | 2       | 85,614 | 0.28823   | 0.6455   | YES    |        |
| 25.35%  | 848     | 0.00%  | 3       | 5,855  | 0.25161   | -1.0415  | YES    |        |
| 20.14%  | 22,308  | 0.00%  | 5       | 49,285 | 0.17936   | 1.0077   | YES    |        |
| 20.14%  | 22,308  | 33.33% | 3       | 49,285 | 0.23154   | -0.5700  | YES    |        |
| 20.19%  | 22,063  | 33.33% | 3       | 49,285 | 0.23176   | -0.5672  | YES    |        |
| 17.76%  | 7,745   | 0.00%  | 0       | 39,075 | 0.07336   | -0.8567  | YES    |        |
| 19.52%  | 502     | 25.81% | 31      | 7,834  | 0.20658   | -0.8883  | YES    |        |
| 14.98%  | 594     | 33.33% | 3       | 5,855  |           |          | YES    |        |
| 20.14%  | 22,308  | 0.00%  | 0       | 49,285 |           |          | YES    |        |
| 17.76%  | 8,535   | 0.00%  | 0       | 37,732 |           |          | YES    |        |
| 20.21%  | 22,108  |        |         | 49,436 |           |          | YES    |        |
| 17.82%  | 8,382   |        |         | 37,991 |           |          | YES    |        |

## BellSouth Monthly State Summary Kentucky, June 2003

| Out of Service > 24 hours |  | Benchmark             | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|---------------------------|--|-----------------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| B.3.5.1.1                 | M&R-5 Switch Ports/Dispatch/KY (%)                 | R&B (POTS)            | 14.79%      | 14,330     |              |             |                    |                |        |        |
| B.3.5.1.2                 | M&R-5 Local Interface Transport/Dispatch/KY (%)    | R&B (POTS)            | 6.54%       | 2,232      | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.2.1                 | M&R-5 Local Interface Transport/Dispatch/KY (%)    | DS1/DSS3              | 0.00%       | 183        | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.2.2                 | M&R-5 Local Interface Transport/Dispatch/KY (%)    | DS1/DSS3              | 0.00%       | 124        | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.3.1                 | M&R-5 Loop + Port Combinations/Non-Dispatch/KY (%) | R&B                   | 14.70%      | 14,439     | 11.09%       | 1,443       |                    |                |        | YES    |
| B.3.5.3.2                 | M&R-5 Loop + Port Combinations/Non-Dispatch/KY (%) | R&B                   | 6.41%       | 2,277      | 7.89%        | 152         |                    |                |        | YES    |
| B.3.5.4.1                 | M&R-5 Combo Other/Dispatch/KY (%)                  | R&B&D - Disp          | 14.27%      | 14,941     | 0.00%        | 11          |                    |                |        | YES    |
| B.3.5.4.2                 | M&R-5 Combo Other/Dispatch/KY (%)                  | R&B&D - Disp          | 14.27%      | 14,941     | 0.00%        | 6           |                    |                |        | YES    |
| B.3.5.5.1                 | M&R-5 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)    | ADSL to Retail        | 39.41%      | 340        | 20.00%       | 5           |                    |                |        | YES    |
| B.3.5.5.2                 | M&R-5 XDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)    | ADSL to Retail        | 2.83%       | 848        | 0.00%        | 1           |                    |                |        | YES    |
| B.3.5.6.1                 | M&R-5 UNE ISDN/Dispatch/KY (%)                     | ISDN - BRI            | 25.00%      | 8          | 0.00%        | 3           |                    |                |        | YES    |
| B.3.5.6.2                 | M&R-5 UNE ISDN/Dispatch/KY (%)                     | ISDN - BRI            | 0.00%       | 10         | 0.00%        | 2           |                    |                |        | YES    |
| B.3.5.7.1                 | M&R-5 Line Sharnig/Dispatch/KY (%)                 | ADSL to Retail        | 39.41%      | 340        | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.7.2                 | M&R-5 Line Sharnig/Dispatch/KY (%)                 | ADSL to Retail        | 2.83%       | 848        | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.8.1                 | M&R-5 2W Analog Loop Design/Non-Dispatch/KY (%)    | R&B - Disp            | 14.70%      | 14,439     | 0.00%        | 5           |                    |                |        | YES    |
| B.3.5.8.2                 | M&R-5 2W Analog Loop Design/Non-Dispatch/KY (%)    | R&B - Disp            | 14.70%      | 14,439     | 0.00%        | 3           |                    |                |        | YES    |
| B.3.5.9.1                 | M&R-5 2W Analog Loop Non-Design/Dispatch/KY (%)    | R&B (POTS) excl SB FT | 14.80%      | 14,529     | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.9.2                 | M&R-5 2W Analog Loop Non-Design/Dispatch/KY (%)    | R&B (POTS) excl SB FT | 6.55%       | 2,230      | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.10.1                | M&R-5 Other Design/Dispatch/KY (%)                 | Design                | 1.79%       | 502        | 0.00%        | 31          |                    |                |        | YES    |
| B.3.5.10.2                | M&R-5 Other Design/Dispatch/KY (%)                 | Design                | 0.84%       | 594        | 0.00%        | 3           |                    |                |        | YES    |
| B.3.5.11.1                | M&R-5 Other Non-Design/Dispatch/KY (%)             | R&B                   | 14.70%      | 14,439     | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.11.2                | M&R-5 Other Non-Design/Dispatch/KY (%)             | R&B                   | 6.41%       | 2,277      | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.12.1                | M&R-5 LNP (Standard)/Dispatch/KY (%)               | R&B (POTS)            | 14.79%      | 14,330     | 0.00%        | 0           |                    |                |        | YES    |
| B.3.5.12.2                | M&R-5 LNP (Standard)/Dispatch/KY (%)               | R&B (POTS)            | 6.54%       | 2,232      |              |             |                    |                |        | YES    |

### Unbundled Network Elements - Billing

| Invoice Accuracy  | BST - State  | BST - Region |
|---|--------------|--------------|
| B.4.1 KY (%)  | 98.94%       | 3.85         |
| B.4.2 Mean Time to Deliver Invoices - CRIS Region (business days) | \$98,027,044 | 1            |
|   | 99.20%       | 3.01         |
|   | \$3,489,222  | 2,039        |
|   | 0.00006      | -45,1985     |
|   |              | YES          |



# Bellsouth Monthly State Summary Kentucky, June 2003

|  | Benchmark/<br>Analog | BST<br>Measure  | BST<br>Volume       | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore   | Equity     |            |
|--|----------------------|---|---------------------|-----------------|----------------|-----------------------|-------------------|----------|------------|------------|
| <b>Local Interconnection Trunks - Ordering</b>                     |                      |   |                     |                 |                |                       |                   |          |            |            |
| <b>% Rejected Service Requests</b>                                 |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.1.1  | O-7                  | Local Interconnection Trunks/KY (%)                           | 50.00%              | 26              |                |                       |                   |          | Diagnostic |            |
| C.1.2  | O-8                  | Local Interconnection Trunks/KY (%)                           | 92.31%              | 13              |                |                       |                   |          | YES        |            |
| <b>FOC Timeliness</b>  |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.1.3  | O-9                  | Local Interconnection Trunks/KY (%)                           | >= 95% w in 4 days  | 15              |                |                       |                   |          | YES        |            |
| C.1.4  | O-11                 | Local Interconnection Trunks/KY (%)                           | >= 95% w in 10 days | 16              |                |                       |                   |          | YES        |            |
| <b>FOC &amp; Reject Response Completeness (Multiple Responses)</b> |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.1.5  | O-11                 | Local Interconnection Trunks/KY (%)                           | >= 95%              |                 |                |                       |                   |          |            |            |
| <b>Local Interconnection Trunks - Provisioning</b>                 |                      |   |                     |                 |                |                       |                   |          |            |            |
| <b>Order Completion Interval</b>                                   |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.2.1  | P-4                  | Local Interconnection Trunks/KY (days)                        | 19.65               | 20              | 12.75          | 4                     | 7.876             | 4.31378  | 1.5995     | YES        |
| C.2.2  | P-1                  | Local Interconnection Trunks/KY (days)                        | 0.00                | 0               | 0.00           | 0                     |                   |          |            | YES        |
| C.2.3  | P-2                  | Local Interconnection Trunks/KY (%)                           | 0.00%               | 16              | 0.00%          | 5                     |                   |          |            | YES        |
| C.2.4  | P-2                  | Local Interconnection Trunks/KY (hours)                       | 95% >= 48 hrs       |                 |                |                       |                   |          |            |            |
| C.2.5  | P-3                  | Local Interconnection Trunks/KY (%)                           | 0.00%               | 21              | 0.00%          | 6                     |                   |          |            | YES        |
| C.2.6  | P-9                  | Local Interconnection Trunks/KY (%)                           | 0.00%               | 40              | 0.00%          | 11                    |                   |          |            | YES        |
| C.2.7  | P-5                  | Local Interconnection Trunks/KY (hours)                       | 32.06               | 21              | 30.48          | 6                     | 91.158            | 42.19807 | 0.0376     | YES        |
| C.2.8  | P-10                 | Local Interconnection Trunks/KY (days)                        |                     |                 | 16.77          | 3                     |                   |          |            | Diagnostic |
| <b>% Completions w/o Notice or &lt; 24 hours</b>                   |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.2.10.1   | P-6                  | Local Interconnection Trunks/Dispatch/KY (%)                  | Diagnostic          |                 | 0.00%          | 6                     |                   |          |            | Diagnostic |
| C.2.10.2   | P-6                  | Local Interconnection Trunks/Non-Dispatch/KY (%)              | Diagnostic          |                 |                |                       |                   |          |            | Diagnostic |
| <b>Service Order Accuracy</b>                                      |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.2.11.1.1   | P-11                 | Local Interconnection Trunks<10 circuits/Dispatch/KY (%)      | >= 95%              |                 | 100.00%        | 9                     |                   |          |            | YES        |
| C.2.11.1.2   | P-11                 | Local Interconnection Trunks<10 circuits/Non-Dispatch/KY (%)  | >= 95%              |                 | 100.00%        | 8                     |                   |          |            | YES        |
| C.2.11.2.1   | P-11                 | Local Interconnection Trunks>=10 circuits/Dispatch/KY (%)     | >= 95%              |                 | 100.00%        | 147                   |                   |          |            | YES        |
| C.2.11.2.2   | P-11                 | Local Interconnection Trunks>=10 circuits/Non-Dispatch/KY (%) | >= 95%              |                 | 100.00%        | 104                   |                   |          |            | YES        |
| <b>Local Interconnection Trunks - Maintenance and Repair</b>       |                      |   |                     |                 |                |                       |                   |          |            |            |
| <b>Missed Repair Appointments</b>                                  |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.3.1.1  | M&R-1                | Local Interconnection Trunks/Dispatch/KY (%)                  | 0.00%               | 0               | 0.00%          | 0                     |                   |          |            | YES        |
| C.3.1.2  | M&R-1                | Local Interconnection Trunks/Non-Dispatch/KY (%)              | 0.00%               | 34              | 0.00%          | 43                    |                   |          |            | YES        |
| <b>Customer Trouble Report Rate</b>                                |                      |   |                     |                 |                |                       |                   |          |            |            |
| C.3.2.1  | M&R-2                | Local Interconnection Trunks/Dispatch/KY (%)                  | 0.00%               | 97,770          | 0.00%          | 25,123                |                   | 0.00000  | 0.00013    | YES        |
| C.3.2.2  | M&R-2                | Local Interconnection Trunks/Non-Dispatch/KY (%)              | 0.03%               | 97,770          | 0.17%          | 25,123                |                   | -10.3394 |            | NO         |

# BellSouth Monthly State Summary Kentucky, June 2003

|  |  | Benchmark/<br>Analogy | BST<br>Measure          | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore   | Equity |
|--|--|-----------------------|-------------------------|---------------|-----------------|----------------|-----------------------|-------------------|----------|--------|
| C.3.3.1  | M&R-3 - Local Interconnection Trunks/Dispatch/KY (hours)     | Partly w Retail       | 0.00                    | 0             | 0.00            | 0              |                       |                   |          | YES    |
| C.3.3.2  | M&R-3 - Local Interconnection Trunks/Non-Dispatch/KY (hours) | Partly w Retail       | 0.31                    | 34            | 0.43            | 43             | 1.212                 | 0.27813           | -0.4512  | YES    |
| C.3.4.1  | % Repeat Troubles within 30 Days                             |                       |                         |               |                 |                |                       |                   |          |        |
| C.3.4.2  | M&R-4 - Local Interconnection Trunks/Dispatch/KY (%)         | Partly w Retail       | 0.00%                   | 0             | 0.00%           | 0              |                       |                   |          | YES    |
| C.3.5.1  | M&R-4 - Local Interconnection Trunks/Non-Dispatch/KY (%)     | Partly w Retail       | 0.00%                   | 34            | 0.00%           | 43             |                       |                   |          | YES    |
| C.3.5.2  | M&R-5 - Local Interconnection Trunks/Dispatch/KY (%)         | Partly w Retail       | 0.00%                   | 0             | 0.00%           | 0              |                       |                   |          | YES    |
|  | M&R-5 - Local Interconnection Trunks/Non-Dispatch/KY (%)     | Partly w Retail       | 0.00%                   | 34            | 0.00%           | 43             |                       |                   |          | YES    |
| <b>Out of Service &gt; 24 hours</b>                  |  |                       |                         |               |                 |                |                       |                   |          |        |
| <b>Local Interconnection Trunks - Billing</b>        |  |                       |                         |               |                 |                |                       |                   |          |        |
| <b>Invoice Accuracy</b>                              |  |                       |                         |               |                 |                |                       |                   |          |        |
| C.4.1  | B-1 - KY (%)   | BST - State           | 98.94%                  | \$98,027,044  | 99.52%          | \$542,842      |                       | 0.00014           | -41.3663 | YES    |
| C.4.2  | Mean Time to Deliver Invoices - CABS                         |                       |                         |               |                 |                |                       |                   |          |        |
|  | B-2 - Region (calendar days)                                 | BST - Region          | 4.21                    | 1             | 3.86            | 15,556         |                       |                   |          | YES    |
| <b>Local Interconnection Trunks - Trunk Blocking</b> |  |                       |                         |               |                 |                |                       |                   |          |        |
| <b>Trunk Group Performance - Aggregate</b>           |  |                       |                         |               |                 |                |                       |                   |          |        |
| C.5.1  | TGP-1 - Local Interconnection Trunks/KY (%)                  |                       | >0.5% dif 2 consec. hrs |               | 0               |                |                       |                   |          | YES    |

# Bellsouth Monthly State Summary Kentucky, June 2003

## Operations Support Systems - Pre-Ordering

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

| % Interface Availability - CLEC |                              |
|---------------------------------|------------------------------|
| D 1.1.1                         | OSS-2 EDI/Region (%)         |
| D 1.1.2                         | OSS-2 LENS/Region (%)        |
| D 1.1.3                         | OSS-2 LEO/Region (%)         |
| D 1.1.4                         | OSS-2 LESOC/Region (%)       |
| D 1.1.5                         | OSS-2 TAG/Region (%)         |
| D 1.1.6                         | OSS-2 PSIMS/Region (%)       |
| D 1.1.7                         | OSS-2 LNP Gateway/Region (%) |
| D 1.1.8                         | OSS-2 SGG/COG/Region (%)     |
| D 1.1.9                         | OSS-2 DOW/Region (%)         |
| D 1.1.10                        | OSS-2 SOG/Region (%)         |

>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%

|         |     |
|---------|-----|
| 99.95%  | YES |
| 100.00% | YES |
| 99.90%  | YES |
| 100.00% | YES |
| 99.97%  | YES |
| 100.00% | YES |
| 99.83%  | YES |
| 100.00% | YES |
| 100.00% | YES |
| 100.00% | YES |

| % Interface Availability - BST & CLEC |                              |
|---------------------------------------|------------------------------|
| D 1.2.1                               | OSS-2 ATLAS/COFF/Region (%)  |
| D 1.2.2                               | OSS-2 COFF/Region (%)        |
| D 1.2.3                               | OSS-2 BOCRIS/CRIS/Region (%) |
| D 1.2.4                               | OSS-2 DSAP/Region (%)        |
| D 1.2.5                               | OSS-2 RSAG/Region (%)        |
| D 1.2.6                               | OSS-2 SOCS/Region (%)        |
| D 1.2.7                               | OSS-2 SONGS/Region (%)       |
| D 1.2.8                               | OSS-2 DOE/Region (%)         |

>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%  
>= 99.5%

|         |     |
|---------|-----|
| 100.00% | YES |
| 100.00% | YES |
| 100.00% | YES |
| 100.00% | YES |
| 100.00% | YES |
| 100.00% | YES |
| 100.00% | YES |

| Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds) |                                      |
|---|--------------------------------------|
| D 1.3.1.1   | OSS-1 RSAG, by TN/Region (seconds)   |
| D 1.3.1.2   | OSS-1 RSAG, by TN/Region (seconds)   |
| D 1.3.2.1   | OSS-1 RSAG, by ADDR/Region (seconds) |
| D 1.3.2.2   | OSS-1 RSAG, by ADDR/Region (seconds) |
| D 1.3.3.1   | OSS-1 ATLAS/Region (seconds)         |
| D 1.3.3.2   | OSS-1 ATLAS/Region (seconds)         |
| D 1.3.4.1   | OSS-1 ATLAS/Region (seconds)         |
| D 1.3.4.2   | OSS-1 DSAP/Region (seconds)          |
| D 1.3.5.1   | OSS-1 DSAP/Region (seconds)          |
| D 1.3.5.2   | OSS-1 CRSECSRL/Region (seconds)      |
| D 1.3.6.1   | OSS-1 COFF/Region (seconds)          |
| D 1.3.6.2   | OSS-1 COFF/Region (seconds)          |
| D 1.3.7.1   | OSS-1 PSIMS/ORB/Region (seconds)     |
| D 1.3.7.2   | OSS-1 PSIMS/ORB/Region (seconds)     |

RNS - RSAG, by TN + 2 sec  
ROS - RSAG, by TN + 2 sec  
RNS - RSAG, by ADDR + 2 sec  
ROS - RSAG, by ADDR + 2 sec  
RNS - ATLAS + 2 sec  
ROS - ATLAS + 2 sec  
RNS - DSAP + 2 sec  
ROS - DSAP + 2 sec  
RNS - CRSECSRL + 2 sec  
ROS - CRSECSRL + 2 sec  
RNS - OASISBIG + 2 sec  
ROS - OASISBIG + 2 sec  
RNS - OASISBIG + 2 sec  
ROS - OASISBIG + 2 sec

|      |            |      |           |     |
|------|------------|------|-----------|-----|
| 2.35 | 2,408,727  | 1.57 | 431,553   | YES |
| 2.83 | 10,565     | 1.57 | 431,553   | YES |
| 2.53 | 5,364,450  | 1.01 | 342,324   | YES |
| 6.44 | 884,037    | 1.01 | 342,324   | YES |
| 2.61 | 912,154    | 1.50 | 128,027   | YES |
| 2.43 | 343,928    | 1.50 | 298,290   | NO  |
| 2.52 | 1,707,417  | 4.15 | 298,290   | NO  |
| 2.39 | 358,012    | 4.15 | 298,290   | NO  |
| 2.76 | 6,371,565  | 1.85 | 1,077,671 | YES |
| 2.61 | 1,203,055  | 1.85 | 1,077,671 | YES |
| 2.57 | 11,370,990 | 3.69 | 23,623    | NO  |
| 3.46 | 555,090    | 3.69 | 23,623    | NO  |
| 2.57 | 11,370,990 | 0.55 | 64,333    | YES |
| 3.46 | 555,090    | 0.55 | 64,333    | YES |

| Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds) |                                      |
|--|--------------------------------------|
| D 1.4.1.1  | OSS-1 RSAG, by TN/Region (seconds)   |
| D 1.4.1.2  | OSS-1 RSAG, by TN/Region (seconds)   |
| D 1.4.2.1  | OSS-1 RSAG, by ADDR/Region (seconds) |
| D 1.4.2.2  | OSS-1 RSAG, by ADDR/Region (seconds) |
| D 1.4.3.1  | OSS-1 ATLAS - ML/H/Region (seconds)  |
| D 1.4.3.2  | OSS-1 ATLAS - ML/H/Region (seconds)  |
| D 1.4.4.1  | OSS-1 ATLAS - DID/Region (seconds)   |
| D 1.4.4.2  | OSS-1 ATLAS - DID/Region (seconds)   |
| D 1.4.5.1  | OSS-1 ATLAS - TN/Region (seconds)    |
| D 1.4.5.2  | OSS-1 ATLAS - TN/Region (seconds)    |
| D 1.4.6.1  | OSS-1 DSAP/Region (seconds)          |
| D 1.4.6.2  | OSS-1 DSAP/Region (seconds)          |
| D 1.4.7.1  | OSS-1 TAG/Region (seconds)           |
| D 1.4.7.2  | OSS-1 TAG/Region (seconds)           |

RNS - RSAG, by TN + 2 sec  
ROS - RSAG, by TN + 2 sec  
RNS - RSAG, by ADDR + 2 sec  
ROS - RSAG, by ADDR + 2 sec  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
RNS - ATLAS - TN + 2 sec  
ROS - ATLAS - TN + 2 sec  
RNS - DSAP + 2 sec  
ROS - DSAP + 2 sec  
RNS - CRSECSRL + 2 sec  
ROS - CRSECSRL + 2 sec

|      |           |      |           |            |
|------|-----------|------|-----------|------------|
| 2.35 | 2,408,727 | 2.09 | 448,882   | YES        |
| 2.83 | 10,565    | 2.09 | 448,882   | YES        |
| 2.53 | 5,364,450 | 2.58 | 193,566   | NO         |
| 6.44 | 884,037   | 2.58 | 193,566   | YES        |
|      |           |      |           | Diagnostic |
|      |           |      |           | Diagnostic |
|      |           |      |           | Diagnostic |
|      |           |      |           | Diagnostic |
| 2.61 | 912,154   | 2.61 | 37,271    | YES        |
| 2.43 | 343,928   | 2.61 | 37,271    | NO         |
| 2.52 | 1,707,417 | 1.79 | 16,728    | YES        |
| 2.39 | 358,012   | 1.79 | 16,728    | YES        |
| 2.76 | 6,371,565 | 2.23 | 1,397,876 | YES        |
| 2.61 | 1,203,055 | 2.23 | 1,397,876 | YES        |

| Average Response Interval - CLEC (EDI) |                                      |
|--|--------------------------------------|
| D 1.5.1                                | OSS-1 RSAG, by TN/Region (seconds)   |
| D 1.5.2                                | OSS-1 RSAG, by ADDR/Region (seconds) |

Diagnostic  
Diagnostic

|  |  |  |  |            |
|--|--|--|--|------------|
|  |  |  |  | Diagnostic |
|  |  |  |  | Diagnostic |

# BellSouth Monthly State Summary Kentucky, June 2003

|         | Benchmark<br>Analog | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Zscore | Equity     |
|---------|---------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|--------|------------|
| D 1.5.3 | Diagnostic          |                |               |                 |                |                       |                   |        | Diagnostic |
| D 1.5.4 | Diagnostic          |                |               |                 |                |                       |                   |        | Diagnostic |
| D 1.5.5 | Diagnostic          |                |               |                 |                |                       |                   |        | Diagnostic |
| D 1.5.6 | Diagnostic          |                |               |                 |                |                       |                   |        | Diagnostic |
| D 1.5.7 | Diagnostic          |                |               |                 |                |                       |                   |        | Diagnostic |

## Operations Support Systems - Maintenance and Repair

| D 2.1   | % Interface Availability - BST  |  | 100.00% |  |  |  |  |  | YES |
|---------|---------------------------------|--|---------|--|--|--|--|--|-----|
| D 2.2.1 | % Interface Availability - CLEC |  | 100.00% |  |  |  |  |  | YES |
| D 2.2.2 | % Interface Availability - CLEC |  | 99.30%  |  |  |  |  |  | NO  |

| D 2.3.1 | % Interface Availability - BST & CLEC |  | 100.00% |  |  |  |  |  | YES |
|---------|---------------------------------------|--|---------|--|--|--|--|--|-----|
| D 2.3.2 | % Interface Availability - BST & CLEC |  | 100.00% |  |  |  |  |  | YES |
| D 2.3.3 | % Interface Availability - BST & CLEC |  | 99.83%  |  |  |  |  |  | YES |
| D 2.3.4 | % Interface Availability - BST & CLEC |  | 99.87%  |  |  |  |  |  | YES |
| D 2.3.5 | % Interface Availability - BST & CLEC |  | 100.00% |  |  |  |  |  | YES |
| D 2.3.6 | % Interface Availability - BST & CLEC |  | 100.00% |  |  |  |  |  | YES |
| D 2.3.7 | % Interface Availability - BST & CLEC |  | 100.00% |  |  |  |  |  | YES |

| D 2.4.1  | Average Response Interval <= 4 Seconds | Partly w Retail | 96.34% | 1,568,313 | 96.56% | 191,571 | 0.00045 | -4.9888  | YES |
|----------|--|-----------------|--------|-----------|--------|---------|---------|----------|-----|
| D 2.4.2  | Average Response Interval <= 4 Seconds | Partly w Retail | 2.43%  | 51,439    | 2.63%  | 2,847   | 0.00297 | -0.6823  | YES |
| D 2.4.3  | Average Response Interval <= 4 Seconds | Partly w Retail | 5.25%  | 30,418    | 3.89%  | 9,660   | 0.00260 | 5.2128   | NO  |
| D 2.4.4  | Average Response Interval <= 4 Seconds | Partly w Retail | 99.63% | 1,568,202 | 99.69% | 194,918 | 0.00013 | -0.3838  | YES |
| D 2.4.5  | Average Response Interval <= 4 Seconds | Partly w Retail | 97.98% | 1,114,556 | 97.64% | 100,128 | 0.00046 | 7.3618   | NO  |
| D 2.4.6  | Average Response Interval <= 4 Seconds | Partly w Retail | 99.10% | 109,301   | 98.92% | 9,244   | 0.00102 | 1.8235   | NO  |
| D 2.4.7  | Average Response Interval <= 4 Seconds | Partly w Retail | 28.59% | 6,083     | 35.75% | 716     | 0.01785 | -4.0143  | YES |
| D 2.4.8  | Average Response Interval <= 4 Seconds | Partly w Retail | 35.68% | 6,847     | 28.33% | 293     | 0.02858 | 2.5726   | NO  |
| D 2.4.9  | Average Response Interval <= 4 Seconds | Partly w Retail | 11.67% | 53,433    | 25.61% | 6,424   | 0.00424 | -32.8700 | YES |
| D 2.4.10 | Average Response Interval <= 4 Seconds | Partly w Retail | 99.95% | 212,329   | 99.93% | 27,379  | 0.00014 | 1.5322   | YES |
| D 2.4.11 | Average Response Interval <= 4 Seconds | Partly w Retail | 73.89% | 55,603    | 72.52% | 6,026   | 0.00596 | 2.2797   | NO  |

| D 2.5.1  | Average Response Interval <= 10 Seconds | Partly w Retail | 99.26% | 1,568,313 | 99.61%  | 191,571 | 0.00021 | -16.7198 | YES |
|----------|---|-----------------|--------|-----------|---------|---------|---------|----------|-----|
| D 2.5.2  | Average Response Interval <= 10 Seconds | Partly w Retail | 72.82% | 51,439    | 83.74%  | 2,847   | 0.00857 | -12.7434 | YES |
| D 2.5.3  | Average Response Interval <= 10 Seconds | Partly w Retail | 57.03% | 30,418    | 51.21%  | 9,660   | 0.00578 | 10.0625  | NO  |
| D 2.5.4  | Average Response Interval <= 10 Seconds | Partly w Retail | 99.84% | 1,568,202 | 99.65%  | 194,918 | 0.00010 | -1.2361  | YES |
| D 2.5.5  | Average Response Interval <= 10 Seconds | Partly w Retail | 99.84% | 1,114,556 | 99.07%  | 100,128 | 0.00013 | -10.8106 | NO  |
| D 2.5.6  | Average Response Interval <= 10 Seconds | Partly w Retail | 99.25% | 109,301   | 99.07%  | 9,244   | 0.00093 | -1.9380  | NO  |
| D 2.5.7  | Average Response Interval <= 10 Seconds | Partly w Retail | 28.59% | 6,083     | 35.75%  | 716     | 0.01785 | -4.0143  | YES |
| D 2.5.8  | Average Response Interval <= 10 Seconds | Partly w Retail | 99.87% | 6,847     | 100.00% | 293     | 0.00216 | -0.6081  | YES |
| D 2.5.9  | Average Response Interval <= 10 Seconds | Partly w Retail | 11.67% | 53,433    | 25.61%  | 6,424   | 0.00424 | -32.8700 | YES |
| D 2.5.10 | Average Response Interval <= 10 Seconds | Partly w Retail | 99.99% | 212,329   | 99.98%  | 27,379  | 0.00005 | 2.6124   | YES |
| D 2.5.11 | Average Response Interval <= 10 Seconds | Partly w Retail | 99.35% | 55,603    | 99.29%  | 6,026   | 0.00109 | 0.5388   | YES |

| D 2.6.1  | Average Response Interval > 10 Seconds | Partly w Retail | 0.74%  | 1,568,313 | 0.39%  | 191,571 | 0.00021 | 16.7198  | YES |
|----------|--|-----------------|--------|-----------|--------|---------|---------|----------|-----|
| D 2.6.2  | Average Response Interval > 10 Seconds | Partly w Retail | 27.18% | 51,439    | 16.26% | 2,847   | 0.00857 | 12.7434  | YES |
| D 2.6.3  | Average Response Interval > 10 Seconds | Partly w Retail | 42.97% | 30,418    | 48.79% | 9,660   | 0.00578 | -10.0625 | NO  |
| D 2.6.4  | Average Response Interval > 10 Seconds | Partly w Retail | 0.16%  | 1,568,202 | 0.15%  | 194,918 | 0.00010 | 1.2361   | YES |
| D 2.6.5  | Average Response Interval > 10 Seconds | Partly w Retail | 0.16%  | 1,114,556 | 0.30%  | 100,128 | 0.00013 | -10.8106 | NO  |
| D 2.6.6  | Average Response Interval > 10 Seconds | Partly w Retail | 0.75%  | 109,301   | 0.93%  | 9,244   | 0.00093 | -1.9380  | NO  |
| D 2.6.7  | Average Response Interval > 10 Seconds | Partly w Retail | 71.41% | 6,083     | 64.25% | 716     | 0.01785 | 4.0143   | YES |
| D 2.6.8  | Average Response Interval > 10 Seconds | Partly w Retail | 0.13%  | 6,847     | 0.00%  | 293     | 0.00216 | 0.6081   | YES |
| D 2.6.9  | Average Response Interval > 10 Seconds | Partly w Retail | 89.33% | 53,433    | 74.39% | 6,424   | 0.00424 | -32.8700 | YES |
| D 2.6.10 | Average Response Interval > 10 Seconds | Partly w Retail | 0.01%  | 212,329   | 0.02%  | 27,379  | 0.00005 | -2.6124  | NO  |

| D 2.6.1  | Average Response Interval > 10 Seconds | Partly w Retail | 0.74%  | 1,568,313 | 0.39%  | 191,571 | 0.00021 | 16.7198  | YES |
|----------|--|-----------------|--------|-----------|--------|---------|---------|----------|-----|
| D 2.6.2  | Average Response Interval > 10 Seconds | Partly w Retail | 27.18% | 51,439    | 16.26% | 2,847   | 0.00857 | 12.7434  | YES |
| D 2.6.3  | Average Response Interval > 10 Seconds | Partly w Retail | 42.97% | 30,418    | 48.79% | 9,660   | 0.00578 | -10.0625 | NO  |
| D 2.6.4  | Average Response Interval > 10 Seconds | Partly w Retail | 0.16%  | 1,568,202 | 0.15%  | 194,918 | 0.00010 | 1.2361   | YES |
| D 2.6.5  | Average Response Interval > 10 Seconds | Partly w Retail | 0.16%  | 1,114,556 | 0.30%  | 100,128 | 0.00013 | -10.8106 | NO  |
| D 2.6.6  | Average Response Interval > 10 Seconds | Partly w Retail | 0.75%  | 109,301   | 0.93%  | 9,244   | 0.00093 | -1.9380  | NO  |
| D 2.6.7  | Average Response Interval > 10 Seconds | Partly w Retail | 71.41% | 6,083     | 64.25% | 716     | 0.01785 | 4.0143   | YES |
| D 2.6.8  | Average Response Interval > 10 Seconds | Partly w Retail | 0.13%  | 6,847     | 0.00%  | 293     | 0.00216 | 0.6081   | YES |
| D 2.6.9  | Average Response Interval > 10 Seconds | Partly w Retail | 89.33% | 53,433    | 74.39% | 6,424   | 0.00424 | -32.8700 | YES |
| D 2.6.10 | Average Response Interval > 10 Seconds | Partly w Retail | 0.01%  | 212,329   | 0.02%  | 27,379  | 0.00005 | -2.6124  | NO  |

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

D 2.6 11

|       |               |
|-------|---------------|
| OSS-4 | NW/Region (%) |
|-------|---------------|

Benchmark/  
 Analog  
 Parly w Retail

| BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore  | Equity |
|-------------|------------|--------------|-------------|--------------------|----------------|---------|--------|
| 0.65%       | 55,603     | 0.71%        | 6,026       |                    | 0.00109        | -0.5388 | YES    |

# Bellsouth Monthly State Summary Kentucky, June 2003

## Collocation - Collocation

### Average Response Time

| Benchmark | Analogy                           | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|-----------|-----------------------------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| E1111     | Virtual/KY (calendar days)        |             |            |              |             |                    |                |        |        |
| E1112     | Physical Capex/KY (calendar days) |             |            |              |             |                    |                |        |        |
| E1113     | Physical Capex/KY (calendar days) |             |            | 9            | 3           |                    |                |        | YES    |

### Average Arrangement Time

|        |  |            |  |  |  |  |  |  |  |
|--------|--|------------|--|--|--|--|--|--|--|
| E1211  | Virtual-Ordinary/KY (calendar days)              | <= 50 days |  |  |  |  |  |  |  |
| E1212  | Virtual-Extraordinary/KY (calendar days)         | <= 75 days |  |  |  |  |  |  |  |
| E1213  | Physical Capex/KY (calendar days)                | <= 90 days |  |  |  |  |  |  |  |
| E1214  | Physical Capex/KY (calendar days)                | <= 80 days |  |  |  |  |  |  |  |
| E1215  | Physical Capex-Extraordinary/KY (calendar days)  | <= 90 days |  |  |  |  |  |  |  |
| E1216  | Virtual-Simple Augment/KY (calendar days)        | <= 20 days |  |  |  |  |  |  |  |
| E1217  | Virtual-Minor Augment/KY (calendar days)         | <= 45 days |  |  |  |  |  |  |  |
| E1218  | Virtual-Intermediate Augment/KY (calendar days)  | <= 80 days |  |  |  |  |  |  |  |
| E1219  | Virtual-Major Augment/KY (calendar days)         | <= 75 days |  |  |  |  |  |  |  |
| E12110 | Physical-Simple Augment/KY (calendar days)       | <= 20 days |  |  |  |  |  |  |  |
| E12111 | Physical-Minor Augment/KY (calendar days)        | <= 45 days |  |  |  |  |  |  |  |
| E12112 | Physical-Intermediate Augment/KY (calendar days) | <= 80 days |  |  |  |  |  |  |  |
| E12113 | Physical-Major Augment/KY (calendar days)        | <= 90 days |  |  |  |  |  |  |  |

### % Due Dates Missed

|       |                          |             |  |  |  |  |  |  |  |
|-------|--------------------------|-------------|--|--|--|--|--|--|--|
| E1311 | Virtual/KY (%)           | < 5% missed |  |  |  |  |  |  |  |
| E1312 | Physical/KY (%)          | < 5% missed |  |  |  |  |  |  |  |
| E1313 | Virtual-Augments/KY (%)  | < 5% missed |  |  |  |  |  |  |  |
| E1314 | Physical-Augments/KY (%) | < 5% missed |  |  |  |  |  |  |  |

# Bellsouth Monthly State Summary Kentucky, June 2003

|  | Benchmark/<br>Analog                   | BST<br>Measure         | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Standard<br>Score | Equity     |
|--|--|------------------------|---------------|-----------------|----------------|-----------------------|-------------------|-------------------|------------|
| <b>General - Flow Through</b>                        |  |                        |               |                 |                |                       |                   |                   |            |
| <b>% Flow Through Service Requests</b>               |  |                        |               |                 |                |                       |                   |                   |            |
| F.1.1.1  | O-3 Summary/Region (%)                 | Diagnostic             |               | 96.11%          | 533,561        |                       |                   |                   | Diagnostic |
| F.1.1.2  | O-3 Aggregate/Region (%)               | Diagnostic             |               | 96.11%          | 533,561        |                       |                   |                   | Diagnostic |
| F.1.1.3  | O-3 Residence/Region (%)               | >= 95%                 |               | 97.43%          | 110,825        |                       |                   |                   | YES        |
| F.1.1.4  | O-3 Business/Region (%)                | >= 90%                 |               | 86.15%          | 5,119          |                       |                   |                   | NO         |
| F.1.1.5  | O-3 UNE/Region (%)                     | >= 85%                 |               | 95.89%          | 417,617        |                       |                   |                   | YES        |
| <b>% Flow Through Service Requests - Achieved</b>    |  |                        |               |                 |                |                       |                   |                   |            |
| F.1.2.1  | O-3 Summary/Region (%)                 | Diagnostic             |               | 88.02%          | 592,568        |                       |                   |                   | Diagnostic |
| F.1.2.2  | O-3 Aggregate/Region (%)               | Diagnostic             |               | 88.02%          | 592,568        |                       |                   |                   | Diagnostic |
| F.1.2.3  | O-3 Residence/Region (%)               | Diagnostic             |               | 87.59%          | 123,276        |                       |                   |                   | Diagnostic |
| F.1.2.4  | O-3 Business/Region (%)                | Diagnostic             |               | 61.17%          | 7,210          |                       |                   |                   | Diagnostic |
| F.1.2.5  | O-3 UNE/Region (%)                     | Diagnostic             |               | 88.57%          | 452,082        |                       |                   |                   | Diagnostic |
| <b>% Flow Through Service Requests - LNP</b>         |  |                        |               |                 |                |                       |                   |                   |            |
| F.1.3.1  | O-3 Summary/Region (%)                 | >= 85%                 |               | 83.05%          | 4,973          |                       |                   |                   | NO         |
| F.1.3.2  | O-3 Aggregate/Region (%)               | >= 85%                 |               | 83.05%          | 4,973          |                       |                   |                   | NO         |
| 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) - Non-Mechanized</b> |  |                        |               |                 |                |                       |                   |                   |            |
| F.2.1  | PO-1 Loops/KY (%)                      | >= 95% w in 3 bus days |               | 100.00%         | 25             |                       |                   |                   | YES        |
| F.2.2  | PO-2 Loops/KY (%)                      | >= 95% w in 1 min      |               | 100.00%         | 33             |                       |                   |                   | YES        |
| <b>General - Ordering</b>                            |  |                        |               |                 |                |                       |                   |                   |            |
| <b>Service Inquiry with Firm Order</b>               |  |                        |               |                 |                |                       |                   |                   |            |
| F.3.1.1  | O-10 XDSL (ADSL, HDSL, and UCLJKY) (%) | >= 95% w in 5 bus days |               | 100.00%         | 3              |                       |                   |                   | YES        |
| F.3.1.2  | O-10 Local Interface Transport/KY (%)  | >= 95% w in 5 bus days |               |                 |                |                       |                   |                   |            |
| <b>Average Speed of Answer</b>                       |  |                        |               |                 |                |                       |                   |                   |            |
| F.4.1  | O-12 Region (seconds)                  | Partly w Retail        | 106.92        | 6,696,491       | 22.34          | 47,117                |                   |                   | YES        |
| <b>General - Maintenance Center</b>                  |  |                        |               |                 |                |                       |                   |                   |            |
| <b>Average Answer Time</b>                           |  |                        |               |                 |                |                       |                   |                   |            |
| F.5.1  | M&R-6 Region (seconds)                 | Partly w Retail        | 79.98         | 1,565,173       | 29.75          | 98,256                |                   |                   | YES        |
| <b>General - Operator Services (Toll)</b>            |  |                        |               |                 |                |                       |                   |                   |            |
| <b>Average Speed to Answer</b>                       |  |                        |               |                 |                |                       |                   |                   |            |
| F.6.1  | OS-1 KY (seconds)                      | PBD                    |               | 5.70            |                |                       |                   |                   | PBD        |
| F.6.2  | % Answered in 10 seconds               | PBD                    |               | 77.90%          |                |                       |                   |                   | PBD        |
| <b>General - Directory Assistance</b>                |  |                        |               |                 |                |                       |                   |                   |            |
| <b>Average Speed to Answer</b>                       |  |                        |               |                 |                |                       |                   |                   |            |
| F.7.1  | DA-1 KY (seconds)                      | PBD                    |               | 5.10            |                |                       |                   |                   | PBD        |
| <b>% Answered in 12 seconds</b>                      |  |                        |               |                 |                |                       |                   |                   |            |

# BellSouth Monthly State Summary Kentucky, June 2003

| Code   | Measure                    | Benchmark/Analogy           | BST Measure | BST Volume  | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore   | Equity |
|--|----------------------------|-----------------------------|-------------|-------------|--------------|-------------|--------------------|----------------|----------|--------|
| F.7.2  | DA-2 KY (%)                | PBD                         | 87.30%      |             |              |             |                    |                |          | PBD    |
| <b>General - E911</b>  |                            |                             |             |             |              |             |                    |                |          |        |
| <b>Mean Interval</b>   |                            |                             |             |             |              |             |                    |                |          |        |
| F.8.1  | E-3 KY (hours)             | PBD                         | 2.63        |             | 1.922        |             |                    |                |          | PBD    |
| <b>% Accuracy</b>  |                            |                             |             |             |              |             |                    |                |          |        |
| F.8.2  | E-2 KY (%)                 | PBD                         | 92.96%      |             | 120.062      |             |                    |                |          | PBD    |
| <b>% Timeliness</b>  |                            |                             |             |             |              |             |                    |                |          |        |
| F.8.3  | E-1 KY (%)                 | PBD                         | 100.00%     |             | 1.922        |             |                    |                |          | PBD    |
| <b>General - Billing</b>   |                            |                             |             |             |              |             |                    |                |          |        |
| <b>Usage Data Delivery Accuracy</b>  |                            |                             |             |             |              |             |                    |                |          |        |
| F.9.1  | B-3 Region (%)             | Partly w Retail             | 100.00%     | 1,723       | 100.00%      | 33,382      |                    | 0.00000        |          | YES    |
| F.9.2  | B-5 Region (%)             | Partly w Retail             | 99.85%      | 1,293       | 99.85%       | 970,737,014 |                    | 0.00109        | -0.0836  | YES    |
| F.9.3  | B-4 Region (%)             | Partly w Retail             | 99.82%      | 1,293       | 99.99%       | 970,737,014 |                    | 0.00077        | -0.8739  | YES    |
| F.9.4  | B-6 Region (days)          | Partly w Retail             | 3.33        | 1,293       | 2.12         | 970,737,014 |                    |                |          | YES    |
| <b>Recurring Charge Completeness</b>   |                            |                             |             |             |              |             |                    |                |          |        |
| F.9.5.1  | B-7 Resale/KY (%)          | Partly w Retail             | 94.54%      | \$3,181,961 | 99.90%       | \$96,892    |                    | 0.00334        | -16.0391 | YES    |
| F.9.5.2  | B-7 UNE/KY (%)             | >= 90%                      | 98.81%      | \$251,979   | 98.14%       | \$16,831    |                    |                |          | YES    |
| F.9.5.3  | B-7 Interconnection/KY (%) | >= 90%                      |             |             |              |             |                    |                |          | YES    |
| <b>Non-Recurring Charge Completeness</b>   |                            |                             |             |             |              |             |                    |                |          |        |
| F.9.6.1  | B-8 Resale/KY (%)          | Partly w Retail             | 88.08%      | \$4,562,207 | 98.25%       | \$99,576    |                    | 0.00301        | -33.7663 | YES    |
| F.9.6.2  | B-8 UNE/KY (%)             | >= 90%                      |             |             | 99.35%       | \$172,870   |                    |                |          | YES    |
| F.9.6.3  | B-8 Interconnection/KY (%) | >= 90%                      |             |             | 98.47%       | \$47,916    |                    |                |          | YES    |
| <b>General - Change Management</b>   |                            |                             |             |             |              |             |                    |                |          |        |
| <b>% Software Release Notices Sent On Time</b>                                     |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.1   | CM-1 KY (%)                | >= 95% w in 30 days         |             |             |              |             |                    |                |          |        |
| <b>Average Software Release Notice Delay Days</b>                                  |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.2   | CM-2 KY (average)          | >= 22 days prior to release |             |             |              |             |                    |                |          |        |
| <b>% Change Management Documentation Sent On Time</b>                              |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.3   | CM-3 KY (%)                | >= 95% w in 30 days         |             |             |              |             |                    |                |          |        |
| <b>% Change Management Documentation (Defects, Corrections, etc.) Sent On Time</b> |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.4   | CM-3 KY (%)                | >= 95% w in 5 days          |             |             |              |             |                    |                |          |        |
| <b>Average Documentation Release Delay Days</b>                                    |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.5   | CM-4 KY (average)          | >= 22 days prior to release |             |             |              |             |                    |                |          |        |
| <b>% CLEC Interface Outages Sent within 15 Minutes</b>                             |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.6   | CM-5 KY (%)                | >= 97% w in 15 min          |             |             | 100.00%      | 16          |                    |                |          | YES    |
| <b>% Software Errors Corrected within 10 Business Days</b>                         |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.7   | CM-6 Region (%)            | >= 95% w in 10 days         |             |             | 75.00%       | 4           |                    |                |          | NO     |
| <b>% Software Errors Corrected within 30 Business Days</b>                         |                            |                             |             |             |              |             |                    |                |          |        |
| F.10.8   | CM-6 Region (%)            | >= 95% w in 30 days         |             |             | 77.78%       | 18          |                    |                |          | NO     |



# BellSouth Monthly State Summary Kentucky, June 2003

|  |                                     | Benchmark/<br>Analog    | BST<br>Measure | BST<br>Volume | CLEC<br>Measure | CLEC<br>Volume | Standard<br>Deviation | Standard<br>Error | Score | Equity     |
|--|-------------------------------------|-------------------------|----------------|---------------|-----------------|----------------|-----------------------|-------------------|-------|------------|
| F.10.9                                     | CM-6 Region (%)                     | >= 95% w in 45 days     | 0.00%          | 1             |                 |                |                       |                   |       | NO         |
| F.10.10                                    | CM-7 Region (%)                     | >= 95% w in 10 days     | 100.00%        | 6             |                 |                |                       |                   |       | YES        |
| F.10.11                                    | CM-8 Region (%)                     | Diagnostic              | 33.33%         | 6             |                 |                |                       |                   |       | Diagnostic |
| F.10.12                                    | CM-9 Region (number)                | = 0 Defects             | 0              |               |                 |                |                       |                   |       | YES        |
| F.10.13                                    | CM-9 Region (number)                | = 0 Defects             | 2              |               |                 |                |                       |                   |       | NO         |
| F.10.14                                    | CM-9 Region (number)                | = 0 Defects             | 2              |               |                 |                |                       |                   |       | NO         |
| F.10.15                                    | CM-10 Region (%)                    | <= 5%                   | 0.00%          | 100           |                 |                |                       |                   |       | YES        |
| F.10.16                                    | CM-11 Region (%)                    | >= 95% w in 60 days     | 100.00%        | 4             |                 |                |                       |                   |       | YES        |
| F.10.17                                    | CM-11 Region (%)                    | >= 95% w in 60 days     | 100.00%        | 11            |                 |                |                       |                   |       | YES        |
| <b>General - New Business Requests</b>     |                                     |                         |                |               |                 |                |                       |                   |       |            |
| F.11.1                                     | BFR-1 Region (%)                    | >= 90% w in 30 bus days | 100.00%        | 1             |                 |                |                       |                   |       | YES        |
| F.11.2                                     | BFR-2A Region (%)                   | >= 90% w in 10 bus days |                |               |                 |                |                       |                   |       |            |
| F.11.3                                     | BFR-2B Region (%)                   | >= 90% w in 30 bus days | 100.00%        | 1             |                 |                |                       |                   |       | YES        |
| F.11.4                                     | BFR-2C Region (%)                   | >= 90% w in 60 bus days |                |               |                 |                |                       |                   |       |            |
| <b>General - Ordering</b>                  |                                     |                         |                |               |                 |                |                       |                   |       |            |
| <b>Acknowledgment Message Timeliness</b>   |                                     |                         |                |               |                 |                |                       |                   |       |            |
| F.12.1.1                                   | O-1 EDI/Region (%)                  | >= 95% w in 30 min      | 99.12%         | 301,082       |                 |                |                       |                   |       | YES        |
| F.12.1.2                                   | O-1 TAG/Region (%)                  | >= 95% w in 30 min      | 100.00%        | 257,903       |                 |                |                       |                   |       | YES        |
| <b>Acknowledgment Message Completeness</b> |                                     |                         |                |               |                 |                |                       |                   |       |            |
| F.12.2.1                                   | O-2 EDI/Region (%)                  | 100%                    | 99.81%         | 301,689       |                 |                |                       |                   |       | NO         |
| F.12.2.2                                   | O-2 TAG/Region (%)                  | 100%                    | 100.00%        | 257,903       |                 |                |                       |                   |       | YES        |
| <b>General - Database Updates</b>          |                                     |                         |                |               |                 |                |                       |                   |       |            |
| <b>Average Database Update Interval</b>    |                                     |                         |                |               |                 |                |                       |                   |       |            |
| F.13.1.1                                   | D-1 LDB/KY (hours)                  | PBD                     | 0.30           | 21            | 0.30            | 21             |                       |                   |       | PBD        |
| F.13.1.2                                   | D-1 Directory Listings/KY (hours)   | PBD                     | 0.06           | 25            | 0.06            | 25             |                       |                   |       | PBD        |
| F.13.1.3                                   | D-1 Directory Assistance/KY (hours) | PBD                     | 4.44           | 23            | 4.43            | 23             |                       |                   |       | PBD        |
| <b>% Update Accuracy</b>                   |                                     |                         |                |               |                 |                |                       |                   |       |            |
| F.13.2.1                                   | D-2 LDB/KY (%)                      | >= 95%                  | 100.00%        | 1,479         |                 |                |                       |                   |       | YES        |
| F.13.2.2                                   | D-2 Directory Listings/KY (%)       | >= 95%                  | 99.88%         | 822           |                 |                |                       |                   |       | YES        |
| F.13.2.3                                   | D-2 Directory Assistance/KY (%)     | >= 95%                  | 99.81%         | 538           |                 |                |                       |                   |       | YES        |
| F.13.3                                     | D-3 Region (%)                      | 100%                    | 100.00%        | 15            |                 |                |                       |                   |       | YES        |

# BellSouth Monthly State Summary

## Kentucky, June 2003

F.14.1

| General - Network Outage Notification             |                  |                |             |            |              |             |                    |                |        |        |
|---|------------------|----------------|-------------|------------|--------------|-------------|--------------------|----------------|--------|--------|
| Mean Time to Notify CLEC of Major Network Outages |                  |                |             |            |              |             |                    |                |        |        |
| M&R-7   | Region (minutes) | Party w Retail | BST Measure | BST Volume | CLEC Measure | CLEC Volume | Standard Deviation | Standard Error | Zscore | Equity |
|   |                  |                | 0           | 0          | 0            | 0           |                    |                |        | YES    |