

BellSouth Monthly Performance Summary Kentucky, July 2001

Benchmark / Analog
BST Measure
BST Volume
CLEC Measure
CLEC Volume
Standard Deviation
Standard Error
ZScore
Jul-01 Equity

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity	
Resale - Ordering									
% Rejected Service Requests - Mechanized									
A.1.1.1	O-7	Residence/KY (%)	9.52%	8,565				Diagnostic	
A.1.1.2	O-7	Business/KY (%)	14.29%	287				Diagnostic	
A.1.1.3	O-7	Design (Specials)/KY (%)						Diagnostic	
A.1.1.4	O-7	PBX/KY (%)						Diagnostic	
A.1.1.5	O-7	Centrex/KY (%)						Diagnostic	
A.1.1.6	O-7	ISDN/KY (%)						Diagnostic	
% Rejected Service Requests - Partially Mechanized									
A.1.2.1	O-7	Residence/KY (%)	30.10%	1,073				Diagnostic	
A.1.2.2	O-7	Business/KY (%)	51.43%	175				Diagnostic	
A.1.2.3	O-7	Design (Specials)/KY (%)						Diagnostic	
A.1.2.4	O-7	PBX/KY (%)						Diagnostic	
A.1.2.5	O-7	Centrex/KY (%)						Diagnostic	
A.1.2.6	O-7	ISDN/KY (%)						Diagnostic	
% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7	Residence/KY (%)	33.33%	105				Diagnostic	
A.1.3.2	O-7	Business/KY (%)	51.85%	54				Diagnostic	
A.1.3.3	O-7	Design (Specials)/KY (%)	42.86%	7				Diagnostic	
A.1.3.4	O-7	PBX/KY (%)	16.67%	24				Diagnostic	
A.1.3.5	O-7	Centrex/KY (%)	16.67%	6				Diagnostic	
A.1.3.6	O-7	ISDN/KY (%)	37.50%	8				Diagnostic	
Reject Interval - Mechanized									
A.1.4.1	O-8	Residence/KY (%)	98.04%	815				YES	
A.1.4.2	O-8	Business/KY (%)	97.56%	41				YES	
A.1.4.3	O-8	Design (Specials)/KY (%)							
A.1.4.4	O-8	PBX/KY (%)							
A.1.4.5	O-8	Centrex/KY (%)							
A.1.4.6	O-8	ISDN/KY (%)							
Reject Interval - Partially Mechanized - 24 hours									
A.1.5.1	O-8	Residence/KY (%)	This data not applicable after 5-1-2001, see below						
A.1.5.2	O-8	Business/KY (%)	This data not applicable after 5-1-2001, see below						
A.1.5.3	O-8	Design (Specials)/KY (%)	This data not applicable after 5-1-2001, see below						
A.1.5.4	O-8	PBX/KY (%)	This data not applicable after 5-1-2001, see below						
A.1.5.5	O-8	Centrex/KY (%)	This data not applicable after 5-1-2001, see below						
A.1.5.6	O-8	ISDN/KY (%)	This data not applicable after 5-1-2001, see below						
Reject Interval - Partially Mechanized - 18 hours									
A.1.6.1	O-8	Residence/KY (%)	96.59%	323				YES	
A.1.6.2	O-8	Business/KY (%)	98.85%	90				YES	
A.1.6.3	O-8	Design (Specials)/KY (%)							
A.1.6.4	O-8	PBX/KY (%)							
A.1.6.5	O-8	Centrex/KY (%)							
A.1.6.6	O-8	ISDN/KY (%)							
Reject Interval - Non-Mechanized									
A.1.8.1	O-8	Residence/KY (%)	100.00%	35				YES	
A.1.8.2	O-8	Business/KY (%)	100.00%	28				YES	
A.1.8.3	O-8	Design (Specials)/KY (%)	66.67%	3				NO	
A.1.8.4	O-8	PBX/KY (%)	75.00%	4				NO	
A.1.8.5	O-8	Centrex/KY (%)	100.00%	1				YES	
A.1.8.6	O-8	ISDN/KY (%)	100.00%	3				YES	
FOC Timeliness - Mechanized									
A.1.9.1	O-9	Residence/KY (%)	98.64%	6,637				YES	
A.1.9.2	O-9	Business/KY (%)	100.00%	154				YES	

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
A.1.93									
A.1.94									
A.1.95									
A.1.96									
FOC Timeliness - Partially Mechanized									
A.1.101	>= 95% w in 3 hrs								
A.1.102	>= 95% w in 3 hrs								
A.1.103	>= 95% w in 3 hrs								
A.1.104	>= 95% w in 3 hrs								
A.1.105	>= 95% w in 3 hrs								
A.1.106	>= 95% w in 3 hrs								
FOC Timeliness - Partially Mechanized - 18 hours									
A.1.111	>= 85% w in 36 hrs								
A.1.112	>= 85% w in 36 hrs								
A.1.113	>= 85% w in 36 hrs								
A.1.114	>= 85% w in 36 hrs								
A.1.115	>= 85% w in 36 hrs								
A.1.116	>= 85% w in 36 hrs								
FOC Timeliness - Non-Mechanized									
A.1.131	>= 85% w in 18 hrs								
A.1.132	>= 85% w in 18 hrs								
A.1.133	>= 85% w in 18 hrs								
A.1.134	>= 85% w in 18 hrs								
A.1.135	>= 85% w in 18 hrs								
A.1.136	>= 85% w in 18 hrs								
FOC & Reject Response Completeness - Mechanized									
A.1.141	>= 95%								
A.1.142	>= 95%								
A.1.143	>= 95%								
A.1.144	>= 95%								
A.1.145	>= 95%								
A.1.146	>= 95%								
FOC & Reject Response Completeness - Partially Mechanized									
A.1.151	>= 95%								
A.1.152	>= 95%								
A.1.153	>= 95%								
A.1.154	>= 95%								
A.1.155	>= 95%								
A.1.156	>= 95%								
FOC & Reject Response Completeness - Non-Mechanized									
A.1.161	>= 95%								
A.1.162	>= 95%								
A.1.163	>= 95%								
A.1.164	>= 95%								
A.1.165	>= 95%								
A.1.166	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.171	>= 95%								
A.1.172	>= 95%								
A.1.173	>= 95%								
A.1.174	>= 95%								
A.1.175	>= 95%								
A.1.176	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.181	>= 95%								
A.1.182	>= 95%								

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	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
A.2.2.4.1.2	P-1	PBX<10 circuits/Equipment/KY (days)	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX<10 circuits/Other/KY (days)	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX>=10 circuits/Facility/KY (days)	0						
A.2.2.4.2.2	P-1	PBX>=10 circuits/Equipment/KY (days)	0						
A.2.2.4.2.3	P-1	PBX>=10 circuits/Other/KY (days)	0						
A.2.2.5.1.1	P-1	Centrex<10 circuits/Facility/KY (days)	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex<10 circuits/Equipment/KY (days)	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex<10 circuits/Other/KY (days)	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex>=10 circuits/Facility/KY (days)	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex>=10 circuits/Equipment/KY (days)	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex>=10 circuits/Other/KY (days)	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN<10 circuits/Facility/KY (days)	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN<10 circuits/Equipment/KY (days)	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN<10 circuits/Other/KY (days)	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN>=10 circuits/Facility/KY (days)	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN>=10 circuits/Equipment/KY (days)	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN>=10 circuits/Other/KY (days)	0	0.00	0				YES
% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/KY (%)	113,180	0.33%	5,386		0.00090	0.9393	YES
A.2.4.2	P-2	Business/KY (%)	9,172	0.41%	245		0.00813	1.4694	YES
A.2.4.3	P-2	Design (Specials)/KY (%)	1,181						
A.2.4.4	P-2	PBX/KY (%)	69	0.00%	4		0.14491	0.6001	YES
A.2.4.5	P-2	Centrex/KY (%)	706	0.00%	4		0.07231	0.2938	YES
A.2.4.6	P-2	ISDN/KY (%)	330	12.50%	8		0.08538	-0.7542	YES
% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/KY (%)		2.44%	205				Diagnostic
A.2.5.2	P-2	Business/KY (%)		3.45%	29				Diagnostic
A.2.5.3	P-2	Design (Specials)/KY (%)							Diagnostic
A.2.5.4	P-2	PBX/KY (%)		0.00%	9				Diagnostic
A.2.5.5	P-2	Centrex/KY (%)		0.00%	5				Diagnostic
A.2.5.6	P-2	ISDN/KY (%)		0.00%	6				Diagnostic
Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/KY (hours)		284.00	18				YES
A.2.7.2	P-2	Business/KY (hours)		1440.00	1				YES
A.2.7.3	P-2	Design (Specials)/KY (hours)							
A.2.7.4	P-2	PBX/KY (hours)							
A.2.7.5	P-2	Centrex/KY (hours)							
A.2.7.6	P-2	ISDN/KY (hours)		360.00	1				YES
Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/KY (hours)		57.60	5				Diagnostic
A.2.8.2	P-2	Business/KY (hours)		888.00	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/KY (hours)							Diagnostic
A.2.8.4	P-2	PBX/KY (hours)							Diagnostic
A.2.8.5	P-2	Centrex/KY (hours)							Diagnostic
A.2.8.6	P-2	ISDN/KY (hours)							Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/KY (%)		100.00%	2				YES
A.2.9.2	P-2	Business/KY (%)							
A.2.9.3	P-2	Design (Specials)/KY (%)							
A.2.9.4	P-2	PBX/KY (%)							
A.2.9.5	P-2	Centrex/KY (%)							
A.2.9.6	P-2	ISDN/KY (%)							
% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/KY (%)		93.33%	15				Diagnostic
A.2.10.2	P-2	Business/KY (%)		100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/KY (%)							Diagnostic
A.2.10.4	P-2	PBX/KY (%)							Diagnostic

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P-2	Centrex/KY (%)	ISDN/KY (%)	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
A.2.10.5			Diagnostic Diagnostic								
A.2.10.6			Diagnostic Diagnostic								
% Missed Installation Appointments											
A.2.11.1.1	Residence<10 circuits/Dispatch/KY (%)		Res	15.05%	5,514	10.45%	220		0.02458	1.8703	YES
A.2.11.1.2	Residence<10 circuits/Non-Dispatch/KY (%)		Res	0.07%	107,489	0.09%	5,378		0.00036	-0.7189	YES
A.2.11.1.2.1	Residence/>=10 circuits/Dispatch/KY (%)		Res	0.00%	9						
A.2.11.1.2.2	Residence/>=10 circuits/Non-Dispatch/KY (%)		Res								
A.2.11.2.1	Business<10 circuits/Dispatch/KY (%)		Bus	2.64%	4,011	6.35%	63		0.02037	-1.8199	NO
A.2.11.2.1.2	Business<10 circuits/Non-Dispatch/KY (%)		Bus	0.16%	5,059	0.48%	208		0.00281	-1.1477	YES
A.2.11.2.2.1	Business>=10 circuits/Dispatch/KY (%)		Bus	15.79%	19						
A.2.11.2.2.2	Business>=10 circuits/Non-Dispatch/KY (%)		Bus	0.00%	1						
A.2.11.3.1.1	Design (Specials)<10 circuits/Dispatch/KY (%)		Design	9.01%	943						
A.2.11.3.1.2	Design (Specials)<10 circuits/Non-Dispatch/KY (%)		Design	14.29%	14						
A.2.11.3.2.1	Design (Specials)>=10 circuits/Dispatch/KY (%)		Design	0.00%	1						
A.2.11.4.1.1	PBX<10 circuits/Dispatch/KY (%)		PBX	25.00%	12	0.00%	1		0.45069	0.5547	YES
A.2.11.4.1.2	PBX<10 circuits/Non-Dispatch/KY (%)		PBX	1.92%	52	0.00%	11		0.04558	0.4219	YES
A.2.11.4.2.1	PBX/>=10 circuits/Dispatch/KY (%)		PBX	0.00%	1						
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/KY (%)		PBX	0.00%	8						
A.2.11.5.1.1	Centrex<10 circuits/Dispatch/KY (%)		Centrex	1.86%	161						
A.2.11.5.1.2	Centrex<10 circuits/Non-Dispatch/KY (%)		Centrex	0.00%	480	0.00%	7		0.00000		YES
A.2.11.5.2.1	Centrex>=10 circuits/Dispatch/KY (%)		Centrex	0.00%	18						
A.2.11.5.2.2	Centrex>=10 circuits/Non-Dispatch/KY (%)		Centrex	0.00%	51	0.00%	3		0.00000		YES
A.2.11.6.1.1	ISDN<10 circuits/Dispatch/KY (%)		ISDN	0.97%	207	0.00%	2		0.06950	0.1390	YES
A.2.11.6.1.2	ISDN<10 circuits/Non-Dispatch/KY (%)		ISDN	0.00%	92	0.00%	12		0.00000		YES
A.2.11.6.2.1	ISDN/>=10 circuits/Dispatch/KY (%)		ISDN	0.00%	1						
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/KY (%)		ISDN	0.00%	3						
% Provisioning Troubles within 30 Days											
A.2.12.1.1.1	Residence<10 circuits/Dispatch/KY (%)		Res	9.46%	5,741	7.99%	288		0.01767	0.8331	YES
A.2.12.1.1.2	Residence<10 circuits/Non-Dispatch/KY (%)		Res	3.31%	112,894	3.83%	5,098		0.00256	-1.9950	NO
A.2.12.1.2.1	Residence/>=10 circuits/Dispatch/KY (%)		Res	0.00%	15	100.00%	1		0.00000		NO
A.2.12.1.2.2	Residence/>=10 circuits/Non-Dispatch/KY (%)		Res								
A.2.12.2.1	Business<10 circuits/Dispatch/KY (%)		Bus	3.67%	3,649	8.75%	80		0.02126	-2.3887	NO
A.2.12.2.1.2	Business<10 circuits/Non-Dispatch/KY (%)		Bus	3.80%	4,950	4.82%	260		0.01216	-0.6721	YES
A.2.12.2.2.1	Business>=10 circuits/Dispatch/KY (%)		Bus	10.26%	39						
A.2.12.2.2.2	Business>=10 circuits/Non-Dispatch/KY (%)		Bus								
A.2.12.3.1.1	Design (Specials)<10 circuits/Dispatch/KY (%)		Design	3.72%	886	0.00%	27		0.03699	1.0068	YES
A.2.12.3.1.2	Design (Specials)<10 circuits/Non-Dispatch/KY (%)		Design	0.20%	1,467	0.00%	174		0.00362	0.5646	YES
A.2.12.3.2.1	Design (Specials)>=10 circuits/Dispatch/KY (%)		Design	0.00%	2						
A.2.12.3.2.2	Design (Specials)>=10 circuits/Non-Dispatch/KY (%)		Design	50.00%	2						
A.2.12.4.1.1	PBX<10 circuits/Dispatch/KY (%)		PBX	0.00%	16						
A.2.12.4.1.2	PBX<10 circuits/Non-Dispatch/KY (%)		PBX	0.00%	77	0.00%	5		0.00000		YES
A.2.12.4.2.1	PBX/>=10 circuits/Dispatch/KY (%)		PBX								
A.2.12.4.2.2	PBX/>=10 circuits/Non-Dispatch/KY (%)		PBX								
A.2.12.5.1.1	Centrex<10 circuits/Dispatch/KY (%)		Centrex	0.00%	241	0.00%	2		0.00000		YES
A.2.12.5.1.2	Centrex<10 circuits/Non-Dispatch/KY (%)		Centrex	0.00%	379	0.00%	3		0.00000		YES
A.2.12.5.2.1	Centrex>=10 circuits/Dispatch/KY (%)		Centrex	0.00%	20						
A.2.12.5.2.2	Centrex>=10 circuits/Non-Dispatch/KY (%)		Centrex	0.00%	14	0.00%	3		0.00000		YES
A.2.12.6.1.1	ISDN<10 circuits/Dispatch/KY (%)		ISDN	0.00%	191	0.00%	1		0.00000		YES
A.2.12.6.1.2	ISDN<10 circuits/Non-Dispatch/KY (%)		ISDN	0.00%	77	0.00%	7		0.00000		YES
A.2.12.6.2.1	ISDN/>=10 circuits/Dispatch/KY (%)		ISDN								
A.2.12.6.2.2	ISDN/>=10 circuits/Non-Dispatch/KY (%)		ISDN								
Average Completion Notice Interval - Mechanized											
A.2.14.1.1.1	Residence<10 circuits/Dispatch/KY (hours)		Res	4.40	4,007	0.41	169	18.005	1.41394	2.8193	YES
A.2.14.1.1.2	Residence<10 circuits/Non-Dispatch/KY (hours)		Res	0.79	82,126	0.33	4,530	6.915	0.10553	4.2717	YES
A.2.14.1.2.1	Residence/>=10 circuits/Dispatch/KY (hours)		Res	0.12	6			0.243			
A.2.14.1.2.2	Residence/>=10 circuits/Non-Dispatch/KY (hours)		Res								
A.2.14.2.1.1	Business<10 circuits/Dispatch/KY (hours)		Bus	3.27	1,239	1.05	45	15.599	2.36720	0.9394	YES
A.2.14.2.1.2	Business<10 circuits/Non-Dispatch/KY (hours)		Bus	1.02	3,387	0.28	112	8.616	0.82749	0.8886	YES

**BellSouth Monthly Performance Summary
Kentucky, July 2001**

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
Res	28.84	20,866	26.21	489	32.131	1.46996	1.7668	YES
Res	14.78	8,446	8.47	120	23.817	2.18996	2.8612	YES
Bus	11.18	2,773	9.25	134	16.230	1.43555	1.3442	YES
Bus	4.03	1,154	4.69	23	8.391	1.76695	-0.3743	YES
Design	5.77	589	14.62	4	27.796	13.94531	-0.6343	YES
Design	2.45	597	5.85	2	19.110	13.53536	-0.2515	YES
PBX	16.29	20	9.91	10	14.828	5.74294	1.1109	YES
PBX	4.64	16	2.11	2	6.562	4.92120	0.5135	YES
Centrex	10.71	227	6.90	5	16.233	7.33918	0.5192	YES
Centrex	6.06	88	8.85	1	13.417	13.49272	-0.2067	YES
ISDN	8.28	75	6.93	4	11.119	5.70583	0.2361	YES
ISDN	3.46	63			4.280			YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
Res	23.95%	20,866	17.36%	489		0.01963	3.3651	YES
Res	20.57%	8,446	18.33%	120		0.03716	0.6008	YES
Bus	19.59%	2,773	17.16%	134		0.03510	0.6888	YES
Bus	17.50%	1,154	17.39%	23		0.08002	0.0141	YES
Design	38.88%	589	75.00%	4		0.24456	-1.4769	YES
Design	39.03%	597	50.00%	2		0.34551	-0.3175	YES
PBX	20.00%	20	30.00%	10		0.15482	-0.6455	YES
PBX	0.00%	16	50.00%	2		0.00000		NO
Centrex	13.66%	227	20.00%	5		0.15525	-0.4086	YES
Centrex	15.91%	88	0.00%	1		0.36783	0.4325	YES
ISDN	32.00%	75	75.00%	4		0.23938	-1.7963	NO
ISDN	31.75%	63						NO

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
Res	17.34%	14,529	11.92%	369		0.01966	2.7157	YES
Res	8.50%	2,683	7.55%	53		0.03868	0.2458	YES
Bus	6.11%	1,701	5.81%	86		0.02848	0.1133	YES
Bus	3.92%	434	0.00%	14		0.05268	0.7436	YES
Design	1.19%	589	25.00%	4		0.05437	-4.3798	NO
Design	0.84%	597	0.00%	2		0.06465	0.1298	YES
PBX	0.00%	9	0.00%	8		0.00000		YES
PBX	8.33%	12	0.00%	2		0.21109	0.3948	YES
Centrex	1.54%	130	0.00%	3		0.07187	0.2141	YES
Centrex	2.86%	35						YES
ISDN	8.00%	75	0.00%	4		0.13922	0.5746	YES
ISDN	0.00%	63						YES

% Repeat Troubles within 30 Days

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

Out of Service > 24 hours

M&R-5	Residence/Dispatch(KY)(%)	
M&R-5	Residence/Non-Dispatch(KY)(%)	
M&R-5	Business/Dispatch(KY)(%)	
M&R-5	Business/Non-Dispatch(KY)(%)	
M&R-5	Design (Specials)/Dispatch(KY)(%)	
M&R-5	Design (Specials)/Non-Dispatch(KY)(%)	
M&R-5	PBX/Dispatch(KY)(%)	
M&R-5	PBX/Non-Dispatch(KY)(%)	
M&R-5	Centrex/Dispatch(KY)(%)	
M&R-5	Centrex/Non-Dispatch(KY)(%)	
M&R-5	ISDN/Dispatch(KY)(%)	
M&R-5	ISDN/Non-Dispatch(KY)(%)	

Resale - Billing

Invoice Accuracy	
B-1	KY(%)
Mean Time to Deliver Invoices - CRIS	
B-2	Region(business days)

BST - State	\$98,036,278	99.89%	\$1,579,383	0.00008	-112,2485	YES
BST - Region	1	3.47	1,763			YES

BST - State
BST - Region

A.4.1
A.4.2

BellSouth Monthly Performance Summary Kentucky, July 2001

Benchmark / Analog
BST Measure
BST Volume
CLEC Measure
CLEC Volume
Standard Deviation
Standard Error
ZScore
Jul-01 Equity

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized									
B.1.1.1	O-7 Switch Ports/KY(%)								Diagnostic
B.1.1.2	O-7 Local Interoffice Transport/KY(%)								Diagnostic
B.1.1.3	O-7 Loop + Port Combinations/KY(%)								Diagnostic
B.1.1.4	O-7 Combo Other/KY(%)								Diagnostic
B.1.1.5	O-7 xDSL (ADSL, HDSL and UCL)/KY(%)								Diagnostic
B.1.1.6	O-7 ISDN Loop (UDN, UDC)/KY(%)								Diagnostic
B.1.1.7	O-7 Line Sharing/KY(%)								Diagnostic
B.1.1.8	O-7 2W Analog Loop Design/KY(%)								Diagnostic
B.1.1.9	O-7 2W Analog Loop Non-Design/KY(%)								Diagnostic
B.1.1.10	O-7 2W Analog Loop w/INP Design/KY(%)								Diagnostic
B.1.1.11	O-7 2W Analog Loop w/INP Non-Design/KY(%)								Diagnostic
B.1.1.12	O-13 2W Analog Loop w/LNP Design/KY(%)								Diagnostic
B.1.1.13	O-13 2W Analog Loop w/LNP Non-Design/KY(%)								Diagnostic
B.1.1.14	O-7 Other Design/KY(%)								Diagnostic
B.1.1.15	O-7 INP Standalone/KY(%)								Diagnostic
B.1.1.16	O-7 LNP Standalone/KY(%)								Diagnostic
B.1.1.17	O-13 LNP Standalone/KY(%)								Diagnostic

% Rejected Service Requests - Partially Mechanized									
B.1.2.1	O-7 Switch Ports/KY(%)								Diagnostic
B.1.2.2	O-7 Local Interoffice Transport/KY(%)								Diagnostic
B.1.2.3	O-7 Loop + Port Combinations/KY(%)								Diagnostic
B.1.2.4	O-7 Combo Other/KY(%)								Diagnostic
B.1.2.5	O-7 xDSL (ADSL, HDSL and UCL)/KY(%)								Diagnostic
B.1.2.6	O-7 ISDN Loop (UDN, UDC)/KY(%)								Diagnostic
B.1.2.7	O-7 Line Sharing/KY(%)								Diagnostic
B.1.2.8	O-7 2W Analog Loop Design/KY(%)								Diagnostic
B.1.2.9	O-7 2W Analog Loop Non-Design/KY(%)								Diagnostic
B.1.2.10	O-7 2W Analog Loop w/INP Design/KY(%)								Diagnostic
B.1.2.11	O-7 2W Analog Loop w/INP Non-Design/KY(%)								Diagnostic
B.1.2.12	O-13 2W Analog Loop w/LNP Design/KY(%)								Diagnostic
B.1.2.13	O-13 2W Analog Loop w/LNP Non-Design/KY(%)								Diagnostic
B.1.2.14	O-7 Other Design/KY(%)								Diagnostic
B.1.2.15	O-7 INP Standalone/KY(%)								Diagnostic
B.1.2.16	O-7 LNP Standalone/KY(%)								Diagnostic
B.1.2.17	O-13 LNP Standalone/KY(%)								Diagnostic

% Rejected Service Requests - Non-Mechanized									
B.1.3.1	O-7 Switch Ports/KY(%)								Diagnostic
B.1.3.2	O-7 Local Interoffice Transport/KY(%)								Diagnostic
B.1.3.3	O-7 Loop + Port Combinations/KY(%)								Diagnostic
B.1.3.4	O-7 Combo Other/KY(%)								Diagnostic
B.1.3.5	O-7 xDSL (ADSL, HDSL and UCL)/KY(%)								Diagnostic
B.1.3.6	O-7 ISDN Loop (UDN, UDC)/KY(%)								Diagnostic
B.1.3.7	O-7 Line Sharing/KY(%)								Diagnostic
B.1.3.8	O-7 2W Analog Loop Design/KY(%)								Diagnostic
B.1.3.9	O-7 2W Analog Loop Non-Design/KY(%)								Diagnostic
B.1.3.10	O-7 2W Analog Loop w/INP Design/KY(%)								Diagnostic
B.1.3.11	O-7 2W Analog Loop w/INP Non-Design/KY(%)								Diagnostic
B.1.3.12	O-13 2W Analog Loop w/LNP Design/KY(%)								Diagnostic
B.1.3.13	O-13 2W Analog Loop w/LNP Non-Design/KY(%)								Diagnostic
B.1.3.14	O-7 Other Design/KY(%)								Diagnostic
B.1.3.15	O-7 INP Standalone/KY(%)								Diagnostic
B.1.3.16	O-7 LNP Standalone/KY(%)								Diagnostic
B.1.3.17	O-13 LNP Standalone/KY(%)								Diagnostic

Reject Interval - Mechanized

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Kentucky, July 2001**

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
B.1.8.6	O-8 ISDN Loop (UDN, UDC)/KY(%)							
B.1.8.7	O-8 Line Sharing/KY(%)		100.00%	7				YES
B.1.8.8	O-8 2W Analog Loop Design/KY(%)		100.00%	1				YES
B.1.8.9	O-8 2W Analog Loop Non-Design/KY(%)		100.00%	12				YES
B.1.8.10	O-8 2W Analog Loop w/INP Design/KY(%)							
B.1.8.11	O-8 2W Analog Loop w/INP Non-Design/KY(%)							
B.1.8.12	O-14 2W Analog Loop w/LNP Design/KY(%)							
B.1.8.13	O-14 2W Analog Loop w/LNP Non-Design/KY(%)							
B.1.8.14	O-8 Other Design/KY(%)							
B.1.8.15	O-8 Other Non-Design/KY(%)							
B.1.8.16	O-8 INP Standalone/KY(%)		83.33%	18				NO
B.1.8.17	O-14 LNP Standalone/KY(%)		100.00%	15				YES
FOC Timeliness - Mechanized								
B.1.9.1	O-9 Switch Ports/KY(%)	>= 95% w in 3 hrs						
B.1.9.2	O-9 Local Interface Transport/KY(%)	>= 85% w in 3 hrs						YES
B.1.9.3	O-9 Loop + Port Combinations/KY(%)	>= 95% w in 3 hrs	98.15%	1,287				YES
B.1.9.4	O-9 Combo Other/KY(%)	>= 95% w in 3 hrs						NO
B.1.9.5	O-9 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% w in 3 hrs	77.22%	79				NO
B.1.9.6	O-9 ISDN Loop (UDN, UDC)/KY(%)	>= 95% w in 3 hrs						
B.1.9.7	O-9 Line Sharing/KY(%)	>= 95% w in 3 hrs						YES
B.1.9.8	O-9 2W Analog Loop Design/KY(%)	>= 85% w in 3 hrs	100.00%	10				YES
B.1.9.9	O-9 2W Analog Loop Non-Design/KY(%)	>= 95% w in 3 hrs	100.00%	1				YES
B.1.9.10	O-9 2W Analog Loop w/INP Design/KY(%)	>= 95% w in 3 hrs						
B.1.9.11	O-9 2W Analog Loop w/INP Non-Design/KY(%)	>= 95% w in 3 hrs						
B.1.9.12	O-15 2W Analog Loop w/LNP Design/KY(%)	>= 95% w in 3 hrs						
B.1.9.13	O-15 2W Analog Loop w/LNP Non-Design/KY(%)	>= 95% w in 3 hrs						YES
B.1.9.14	O-9 Other Design/KY(%)	>= 85% w in 3 hrs	100.00%	4				YES
B.1.9.15	O-9 Other Non-Design/KY(%)	>= 95% w in 3 hrs						
B.1.9.16	O-9 INP Standalone/KY(%)	>= 95% w in 3 hrs						
B.1.9.17	O-15 LNP Standalone/KY(%)	>= 95% w in 3 hrs	98.13%	230				YES
FOC Timeliness - Partially Mechanized								
B.1.10.1	O-9 Switch Ports/KY(%)	>= 85% w in 36 hrs						
B.1.10.2	O-9 Local Interface Transport/KY(%)	>= 85% w in 36 hrs						
B.1.10.3	O-9 Loop + Port Combinations/KY(%)	>= 85% w in 36 hrs						
B.1.10.4	O-9 Combo Other/KY(%)	>= 85% w in 36 hrs						
B.1.10.5	O-9 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 36 hrs						
B.1.10.6	O-9 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 36 hrs						
B.1.10.7	O-9 Line Sharing/KY(%)	>= 85% w in 36 hrs						
B.1.10.8	O-9 2W Analog Loop Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.9	O-9 2W Analog Loop Non-Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.10	O-9 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.11	O-9 2W Analog Loop w/INP Non-Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.12	O-15 2W Analog Loop w/LNP Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.13	O-15 2W Analog Loop w/LNP Non-Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.14	O-9 Other Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.15	O-9 Other Non-Design/KY(%)	>= 85% w in 36 hrs						
B.1.10.16	O-9 INP Standalone/KY(%)	>= 85% w in 36 hrs						
B.1.10.17	O-15 LNP Standalone/KY(%)	>= 85% w in 36 hrs						
FOC Timeliness - Partially Mechanized - 18 hours								
B.1.11.1	O-9 Switch Ports/KY(%)	>= 85% w in 18 hrs						
B.1.11.2	O-9 Local Interface Transport/KY(%)	>= 85% w in 18 hrs						
B.1.11.3	O-9 Loop + Port Combinations/KY(%)	>= 85% w in 18 hrs	97.93%	1,355				YES
B.1.11.4	O-9 Combo Other/KY(%)	>= 85% w in 18 hrs						
B.1.11.5	O-9 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 18 hrs	100.00%	5				YES
B.1.11.6	O-9 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 18 hrs						
B.1.11.7	O-9 Line Sharing/KY(%)	>= 85% w in 18 hrs						
B.1.11.8	O-9 2W Analog Loop Design/KY(%)	>= 85% w in 18 hrs	100.00%	6				YES
B.1.11.9	O-9 2W Analog Loop Non-Design/KY(%)	>= 85% w in 18 hrs						
B.1.11.10	O-9 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 18 hrs						

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B.1.11.11	O-9	2W Analog Loop w/LNP Non-DesignKY (%)	>= 85% w in 18 hrs
B.1.11.12	O-15	2W Analog Loop w/LNP DesignKY (%)	>= 85% w in 18 hrs
B.1.11.13	O-15	2W Analog Loop w/LNP Non-DesignKY (%)	>= 85% w in 18 hrs
B.1.11.14	O-9	Other DesignKY (%)	>= 85% w in 18 hrs
B.1.11.15	O-9	Other Non-DesignKY (%)	>= 85% w in 18 hrs
B.1.11.16	O-9	INP StandaloneKY (%)	>= 85% w in 18 hrs
B.1.11.17	O-15	LNP StandaloneKY (%)	>= 85% w in 18 hrs

FOC Timeliness - Non-Mechanized			
B.1.13.1	O-9	Switch PortsKY (%)	>= 85% w in 36 hrs
B.1.13.2	O-9	Local Interoffice TransportKY (%)	>= 85% w in 36 hrs
B.1.13.3	O-9	Loop + Port CombinationsKY (%)	>= 85% w in 36 hrs
B.1.13.4	O-9	Combo OtherKY (%)	>= 85% w in 36 hrs
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)KY (%)	>= 85% w in 36 hrs
B.1.13.6	O-9	ISDN Loop (UDN, UDC)KY (%)	>= 85% w in 36 hrs
B.1.13.7	O-9	Line SharingKY (%)	>= 85% w in 36 hrs
B.1.13.8	O-9	2W Analog Loop DesignKY (%)	>= 85% w in 36 hrs
B.1.13.9	O-9	2W Analog Loop Non-DesignKY (%)	>= 85% w in 36 hrs
B.1.13.10	O-9	2W Analog Loop w/LNP DesignKY (%)	>= 85% w in 36 hrs
B.1.13.11	O-9	2W Analog Loop w/LNP Non-DesignKY (%)	>= 85% w in 36 hrs
B.1.13.12	O-15	2W Analog Loop w/LNP DesignKY (%)	>= 85% w in 36 hrs
B.1.13.13	O-15	2W Analog Loop w/LNP Non-DesignKY (%)	>= 85% w in 36 hrs
B.1.13.14	O-9	Other DesignKY (%)	>= 85% w in 36 hrs
B.1.13.15	O-9	Other Non-DesignKY (%)	>= 85% w in 36 hrs
B.1.13.16	O-9	INP StandaloneKY (%)	>= 85% w in 36 hrs
B.1.13.17	O-15	LNP StandaloneKY (%)	>= 85% w in 36 hrs

FOC & Reject Response Completeness - Mechanized			
B.1.14.1	O-11	Switch PortsKY (%)	>= 95%
B.1.14.2	O-11	Local Interoffice TransportKY (%)	>= 95%
B.1.14.3	O-11	Loop + Port CombinationsKY (%)	>= 95%
B.1.14.4	O-11	Combo OtherKY (%)	>= 95%
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)KY (%)	>= 95%
B.1.14.6	O-11	ISDN Loop (UDN, UDC)KY (%)	>= 95%
B.1.14.7	O-11	Line SharingKY (%)	>= 95%
B.1.14.8	O-11	2W Analog Loop DesignKY (%)	>= 95%
B.1.14.9	O-11	2W Analog Loop Non-DesignKY (%)	>= 95%
B.1.14.10	O-11	2W Analog Loop w/LNP DesignKY (%)	>= 95%
B.1.14.11	O-11	2W Analog Loop w/LNP Non-DesignKY (%)	>= 95%
B.1.14.12	O-11	2W Analog Loop w/LNP DesignKY (%)	>= 95%
B.1.14.13	O-11	2W Analog Loop w/LNP Non-DesignKY (%)	>= 95%
B.1.14.14	O-11	Other DesignKY (%)	>= 95%
B.1.14.15	O-11	Other Non-DesignKY (%)	>= 95%
B.1.14.16	O-11	INP StandaloneKY (%)	>= 95%
B.1.14.17	O-11	LNP StandaloneKY (%)	>= 95%

FOC & Reject Response Completeness - Partially Mechanized			
B.1.15.1	O-11	Switch PortsKY (%)	>= 95%
B.1.15.2	O-11	Local Interoffice TransportKY (%)	>= 95%
B.1.15.3	O-11	Loop + Port CombinationsKY (%)	>= 95%
B.1.15.4	O-11	Combo OtherKY (%)	>= 95%
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)KY (%)	>= 95%
B.1.15.6	O-11	ISDN Loop (UDN, UDC)KY (%)	>= 95%
B.1.15.7	O-11	Line SharingKY (%)	>= 95%
B.1.15.8	O-11	2W Analog Loop DesignKY (%)	>= 95%
B.1.15.9	O-11	2W Analog Loop Non-DesignKY (%)	>= 95%
B.1.15.10	O-11	2W Analog Loop w/LNP DesignKY (%)	>= 95%
B.1.15.11	O-11	2W Analog Loop w/LNP Non-DesignKY (%)	>= 95%
B.1.15.12	O-11	2W Analog Loop w/LNP DesignKY (%)	>= 95%
B.1.15.13	O-11	2W Analog Loop w/LNP Non-DesignKY (%)	>= 95%
B.1.15.14	O-11	Other DesignKY (%)	>= 95%
B.1.15.15	O-11	Other Non-DesignKY (%)	>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
		100.00%	3				YES
		99.36%	312				YES

		100.00%	2				YES
		94.12%	68				YES
		100.00%	36				YES
		100.00%	3				YES
		100.00%	44				YES
		100.00%	7				YES
		100.00%	27				YES
		100.00%	1				YES
		100.00%	3				YES

		90.53%	1,805				NO
		95.00%	60				YES
		80.00%	20				NO
		100.00%	1				YES
		75.00%	8				NO
		100.00%	35				YES

		100.00%	1,815				YES
		50.00%	8				NO
		100.00%	8				YES
		100.00%	4				YES

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Order Completion Interval	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
B.1.19.2	O-11	Local Interoffice Transport(KY)(%)		94.64%	112				NO
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	ADSL (ADSL, HDSL and UCL)(KY)(%)		100.00%	2				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)(KY)(%)		100.00%	9				NO
B.1.19.7	O-11	Line Sharing(KY)(%)		88.89%	42				NO
B.1.19.8	O-11	2W Analog Loop Design(KY)(%)		92.86%					
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/LNP Design(KY)(%)		100.00%	4				YES
B.1.19.13	O-11	2W Analog Loop w/LNP 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	INP Standalone(KY)(%)		100.00%	105				YES

Unbilled Network Elements - Provisioning

Order Completion Interval	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity	
B.2.1.1.1	P-4	Switch Ports<10 circuits/Dispatch(KY)(days)	4.98			6.063				
B.2.1.1.2	P-4	Switch Ports<10 circuits/Non-Dispatch(KY)(days)	0.93			1.314				
B.2.1.1.3	P-4	Switch Ports>=10 circuits/Dispatch(KY)(days)	6.80			6.714				
B.2.1.1.4	P-4	Switch Ports>=10 circuits/Non-Dispatch(KY)(days)	1.00			0.000				
B.2.1.2.1	P-4	Local Interoffice Transport<10 circuits/Dispatch(KY)(days)								
B.2.1.2.2	P-4	Local Interoffice Transport<10 circuits/Non-Dispatch(KY)(days)								
B.2.1.3.1	P-4	Loop + Port Combinations<10 circuits/Dispatch(KY)(days)	4.96	3.52	50	6.054		1.6726	YES	
B.2.1.3.2	P-4	Loop + Port Combinations<10 circuits/Non-Dispatch(KY)(days)	0.93	0.83	1,232	1.320		0.03781	2.6235	YES
B.2.1.3.3	P-4	Loop + Port Combinations<10 circuits/Switch Based Orders(KY)(days)	0.33	0.33	703	0.137		0.00522	0.6236	YES
B.2.1.3.4	P-4	Loop + Port Combinations<10 circuits/Dispatch(KY)(days)	1.98	1.49	529	1.680		0.07340	1.2531	YES
B.2.1.3.5	P-4	Loop + Port Combinations>=10 circuits/Dispatch(KY)(days)	6.05		44	6.069				
B.2.1.3.6	P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch(KY)(days)	2.66	3.00	1	1.976		1.99266	-0.1731	YES
B.2.1.3.7	P-4	Loop + Port Combinations>=10 circuits/Switch Based Orders(KY)(days)	0.33		3	0.000				
B.2.1.3.8	P-4	Loop + Port Combinations>=10 circuits/Dispatch(KY)(days)	2.78	3.00	1	1.950		1.96785	-0.1109	YES
B.2.1.4.1	P-4	Combo Other<10 circuits/Dispatch(KY)(days)	8.74			21.952				
B.2.1.4.2	P-4	Combo Other<10 circuits/Non-Dispatch(KY)(days)								
B.2.1.4.3	P-4	Combo Other>=10 circuits/Dispatch(KY)(days)	6.00		46	5.952				
B.2.1.4.4	P-4	Combo Other>=10 circuits/Non-Dispatch(KY)(days)								
B.2.1.5.1	P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Dispatch(KY)(days)	7.38	4.73	30	13.975		2.79047	0.9497	YES
B.2.1.5.2	P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Non-Dispatch(KY)(days)	3.35		57	1.256				
B.2.1.5.3	P-4	ADSL (ADSL, HDSL and UCL)>=6 circuits/Dispatch(KY)(days)								
B.2.1.5.4	P-4	ADSL (ADSL, HDSL and UCL)>=6 circuits/Non-Dispatch(KY)(days)								
B.2.1.5.5	P-4	ADSL (ADSL, HDSL and UCL)>=14 circuits/Dispatch(KY)(days)								
B.2.1.5.6	P-4	ADSL (ADSL, HDSL and UCL)>=14 circuits/Non-Dispatch(KY)(days)								
B.2.1.6.1	P-4	LINE ISDN<6 circuits/Dispatch(KY)(days)	14.74	9.21	39	9.726		1.95358	2.8307	YES
B.2.1.6.2	P-4	LINE ISDN<6 circuits/Non-Dispatch(KY)(days)	16.89		9	12.293				
B.2.1.6.3	P-4	LINE ISDN<6 circuits/Dispatch(KY)(days)								
B.2.1.6.4	P-4	LINE ISDN<6 circuits/Non-Dispatch(KY)(days)								
B.2.1.6.5	P-4	LINE ISDN>=14 circuits/Dispatch(KY)(days)								
B.2.1.6.6	P-4	LINE ISDN>=14 circuits/Non-Dispatch(KY)(days)								
B.2.1.7.1	P-4	Line Sharing<6 circuits/Dispatch(KY)(days)	7.38	3.44	16	13.975		0.35540	-0.2532	YES
B.2.1.7.2	P-4	Line Sharing<6 circuits/Non-Dispatch(KY)(days)	3.35		57	1.256				
B.2.1.7.3	P-4	Line Sharing>=14 circuits/Dispatch(KY)(days)								
B.2.1.7.4	P-4	Line Sharing>=14 circuits/Non-Dispatch(KY)(days)								
B.2.1.7.5	P-4	Line Sharing>=14 circuits/Dispatch(KY)(days)								
B.2.1.7.6	P-4	Line Sharing>=14 circuits/Non-Dispatch(KY)(days)								
B.2.1.8.1	P-4	2W Analog Loop Design<10 circuits/Dispatch(KY)(days)	4.96	3.44	9	6.054		2.01913	0.7482	YES
B.2.1.8.2	P-4	2W Analog Loop Design<10 circuits/Non-Dispatch(KY)(days)	4.96		8,780	6.054				

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Benchmark / Analog	Measure	Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
R&B (POTS)	0.52%	123,149						
R&B (POTS)	0.51%	122,352						
R&B (POTS)	0.51%	122,352	0.00%	816		0.00250	2.0335	YES
Digital Loop < DS1	10.03%	319	0.00%	47		0.04694	2.1372	YES
Digital Loop >= DS1	18.18%	143	50.00%	2		0.27463	-1.1286	YES

Benchmark / Analog	Measure	Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
R&B (POTS)	0.52%	123,149						
R&B (POTS)	0.51%	122,352						
R&B (POTS)	0.51%	122,352	0.00%	816		0.00250	2.0335	YES
Digital Loop < DS1	10.03%	319	0.00%	47		0.04694	2.1372	YES
Digital Loop >= DS1	18.18%	143	50.00%	2		0.27463	-1.1286	YES

% Jeopardies - Non-Mechanized

P-2	Switch Ports/KY (%)							Diagnostic
P-2	Local Interoffice Transport/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 Non-Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/INP Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/INP Non-Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/LNP Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/LNP Non-Design/KY (%)							Diagnostic
P-2	Other Non-Design/KY (%)							Diagnostic
P-2	INP (Standalone)/KY (%)							Diagnostic
P-2	LNP (Standalone)/KY (%)							Diagnostic
P-2	Digital Loop < DS1/KY (%)							Diagnostic
P-2	Digital Loop >= DS1/KY (%)							Diagnostic

P-2	Switch Ports/KY (%)							Diagnostic
P-2	Local Interoffice Transport/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 Non-Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/INP Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/INP Non-Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/LNP Design/KY (%)							Diagnostic
P-2	2W Analog Loop w/LNP Non-Design/KY (%)							Diagnostic
P-2	Other Non-Design/KY (%)							Diagnostic
P-2	INP (Standalone)/KY (%)							Diagnostic
P-2	LNP (Standalone)/KY (%)							Diagnostic
P-2	Digital Loop < DS1/KY (%)							Diagnostic
P-2	Digital Loop >= DS1/KY (%)							Diagnostic

Average Jeopardy Notice Interval - Mechanized

P-2	Switch Ports/KY (hours)							
P-2	Local Interoffice Transport/KY (hours)							
P-2	Loop + Port Combinations/KY (hours)							
P-2	Combo Other/KY (hours)							
P-2	XDSL (ADSL, HDSL and UCL)/KY (hours)							
P-2	UNE ISDN/KY (hours)							
P-2	Line Sharing/KY (hours)							
P-2	2W Analog Loop Design/KY (hours)							
P-2	2W Analog Loop Non-Design/KY (hours)							
P-2	2W Analog Loop w/INP Design/KY (hours)							
P-2	2W Analog Loop w/INP Non-Design/KY (hours)							
P-2	2W Analog Loop w/LNP Design/KY (hours)							
P-2	2W Analog Loop w/LNP Non-Design/KY (hours)							
P-2	Other Non-Design/KY (hours)							
P-2	INP (Standalone)/KY (hours)							
P-2	LNP (Standalone)/KY (hours)							
P-2	Digital Loop < DS1/KY (hours)							
P-2	Digital Loop >= DS1/KY (hours)							

P-2	Switch Ports/KY (hours)							
P-2	Local Interoffice Transport/KY (hours)							
P-2	Loop + Port Combinations/KY (hours)							
P-2	Combo Other/KY (hours)							
P-2	XDSL (ADSL, HDSL and UCL)/KY (hours)							
P-2	UNE ISDN/KY (hours)							
P-2	Line Sharing/KY (hours)							
P-2	2W Analog Loop Design/KY (hours)							
P-2	2W Analog Loop Non-Design/KY (hours)							
P-2	2W Analog Loop w/INP Design/KY (hours)							
P-2	2W Analog Loop w/INP Non-Design/KY (hours)							
P-2	2W Analog Loop w/LNP Design/KY (hours)							
P-2	2W Analog Loop w/LNP Non-Design/KY (hours)							
P-2	Other Non-Design/KY (hours)							
P-2	INP (Standalone)/KY (hours)							
P-2	LNP (Standalone)/KY (hours)							
P-2	Digital Loop < DS1/KY (hours)							
P-2	Digital Loop >= DS1/KY (hours)							

Average Jeopardy Notice Interval - Non-Mechanized

P-2	Switch Ports/KY (hours)							
P-2	Local Interoffice Transport/KY (hours)							
P-2	Loop + Port Combinations/KY (hours)							
P-2	Combo Other/KY (hours)							
P-2	XDSL (ADSL, HDSL and UCL)/KY (hours)							
P-2	UNE ISDN/KY (hours)							
P-2	Line Sharing/KY (hours)							
P-2	2W Analog Loop Design/KY (hours)							
P-2	2W Analog Loop Non-Design/KY (hours)							
P-2	2W Analog Loop w/INP Design/KY (hours)							
P-2	2W Analog Loop w/INP Non-Design/KY (hours)							
P-2	2W Analog Loop w/LNP Design/KY (hours)							
P-2	2W Analog Loop w/LNP Non-Design/KY (hours)							

P-2	Switch Ports/KY (hours)							
P-2	Local Interoffice Transport/KY (hours)							
P-2	Loop + Port Combinations/KY (hours)							
P-2	Combo Other/KY (hours)							
P-2	XDSL (ADSL, HDSL and UCL)/KY (hours)							
P-2	UNE ISDN/KY (hours)							
P-2	Line Sharing/KY (hours)							
P-2	2W Analog Loop Design/KY (hours)							
P-2	2W Analog Loop Non-Design/KY (hours)							
P-2	2W Analog Loop w/INP Design/KY (hours)							
P-2	2W Analog Loop w/INP Non-Design/KY (hours)							
P-2	2W Analog Loop w/LNP Design/KY (hours)							
P-2	2W Analog Loop w/LNP Non-Design/KY (hours)							

BellSouth Monthly Performance Summary Kentucky, July 2001

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
B.2.14.4			100.00%	3				YES
% Hot Cuts > 15 minutes Late								
B.2.15.1	<= 5%							
B.2.15.2	<= 5%							
B.2.15.3	<= 5%							
B.2.15.4	<= 5%		0.00%	3				YES
Average Recovery Time - CCC								
B.2.16.1	Diagnostic							Diagnostic
B.2.16.2	Diagnostic							Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts								
B.2.17.1.1	<= 5%		50.00%	8				NO
B.2.17.1.2	<= 5%							
B.2.17.2.1	<= 5%							
B.2.17.2.2	<= 5%							
% Missed Installation Appointments								
B.2.18.1.1.1	R&B (POTS)	9,525						
B.2.18.1.1.2	R&B (POTS)	112,548						
B.2.18.1.2	R&B (POTS)	28						
B.2.18.1.2.2	R&B (POTS)	1						
B.2.18.2.1	DS1/DS3							
B.2.18.2.1.2	DS1/DS3							
B.2.18.2.2.1	DS1/DS3							
B.2.18.2.2.2	DS1/DS3							
B.2.18.3.1.1	R&B	9,693	9.89%	91	0.03115		-0.0651	YES
B.2.18.3.1.2	R&B	113,103	0.25%	2,029	0.00060		-2.9504	NO
B.2.18.3.1.3	R&B	47,639	0.00%	729	0.00000			YES
B.2.18.3.1.4	R&B	56,385	0.38%	1,300	0.00106		-2.2992	NO
B.2.18.3.2.1	R&B	47						
B.2.18.3.2.2	R&B	60	0.00%	1	0.00000			YES
B.2.18.3.2.3	R&B	3						
B.2.18.3.2.4	R&B	10,847	0.00%	1	0.00000			YES
B.2.18.4.1.1	R&B&D - Disp							
B.2.18.4.1.2	R&B&D - Disp							
B.2.18.4.2.1	R&B&D - Disp	49						
B.2.18.4.2.2	R&B&D - Disp							
B.2.18.5.1.1	ADSL to Retail	1,892	0.00%	58	0.02714		1.5967	YES
B.2.18.5.1.2	ADSL to Retail	84						
B.2.18.5.2.1	ADSL to Retail							
B.2.18.5.2.2	ADSL to Retail							
B.2.18.6.1.1	ISDN - BRI	69	0.00%	46	0.03193		0.9077	YES
B.2.18.6.1.2	ISDN - BRI	50						
B.2.18.6.2.1	ISDN - BRI							
B.2.18.6.2.2	ISDN - BRI							
B.2.18.7.1.1	ADSL to Retail							
B.2.18.7.1.2	ADSL to Retail	1,892						
B.2.18.7.2.1	ADSL to Retail	84	0.00%	17	0.00000			YES
B.2.18.7.2.2	ADSL to Retail							
B.2.18.8.1.1	R&B - Disp	9,693	0.00%	13	0.08209		1.1801	YES
B.2.18.8.1.2	R&B - Disp	9,693						
B.2.18.8.2.1	R&B - Disp	47						
B.2.18.8.2.2	R&B - Disp	47						
B.2.18.9.1.1	R&B (POTS) excl SB Or	9,524						
B.2.18.9.1.4	R&B (POTS) excl SB Or	56,179						
B.2.18.9.2.1	R&B (POTS) excl SB Or	28						
B.2.18.9.2.4	R&B (POTS) excl SB Or	1						
B.2.18.10.1.1	R&B - Disp	9,693						
B.2.18.10.1.2	R&B - Disp	9,693						
B.2.18.10.2.1	R&B - Disp	47						

**BellSouth Monthly Performance Summary
Kentucky, July 2001**

B.2.18.10.2.2	P-3	2W Analog Loop w/NP Design/Non-Dispatch/KY (%)	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
B.2.18.11.1.1	P-3	2W Analog Loop w/NP Non-Design/Dispatch/KY (%)	R&B - Disp	6.38%	47						
B.2.18.11.1.4	P-3	2W Analog Loop w/NP Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB Or	9.83%	9,524						
B.2.18.11.2.1	P-3	2W Analog Loop w/NP Non-Design/Dispatch InKY (%)	R&B (POTS) excl SB Or	0.14%	96,179						
B.2.18.11.2.4	P-3	2W Analog Loop w/NP Non-Design/Dispatch InKY (%)	R&B (POTS) excl SB Or	10.71%	28						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/Dispatch/KY (%)	R&B - Disp	0.00%	1						
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/Dispatch/KY (%)	R&B - Disp	9.69%	9,693	0.00%	3		0.17080	0.5672	YES
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/Dispatch/KY (%)	R&B - Disp	6.38%	47						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)	R&B - Disp	6.38%	47						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB Or	9.83%	9,524						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/Dispatch InKY (%)	R&B (POTS) excl SB Or	0.14%	96,179						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/Dispatch InKY (%)	R&B (POTS) excl SB Or	10.71%	28						
B.2.18.14.1.1	P-3	Other Design/Dispatch/KY (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.18.14.1.2	P-3	Other Design/Dispatch/KY (%)	Design	7.79%	1,155						
B.2.18.14.2.1	P-3	Other Design/Dispatch/KY (%)	Design	3.61%	83						
B.2.18.14.2.2	P-3	Other Design/Dispatch/KY (%)	Design	0.00%	2						
B.2.18.15.1.1	P-3	Other Non-Design/Dispatch/KY (%)	Design	0.00%	3						
B.2.18.15.1.2	P-3	Other Non-Design/Dispatch/KY (%)	R&B	9.69%	9,693						
B.2.18.15.2.1	P-3	Other Non-Design/Dispatch/KY (%)	R&B	0.07%	113,103	0.00%	2		0.01880	0.0376	YES
B.2.18.15.2.2	P-3	Other Non-Design/Dispatch/KY (%)	R&B	6.38%	47						
B.2.18.16.1.1	P-3	INP (Standalone)/Dispatch/KY (%)	R&B	0.00%	60						
B.2.18.16.1.2	P-3	INP (Standalone)/Dispatch/KY (%)	R&B (POTS)	9.83%	9,525						
B.2.18.16.2.1	P-3	INP (Standalone)/Dispatch/KY (%)	R&B (POTS)	0.07%	112,548	0.00%	2		0.01885	0.0377	YES
B.2.18.16.2.2	P-3	INP (Standalone)/Dispatch/KY (%)	R&B (POTS)	10.71%	28						
B.2.18.17.1.1	P-12	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	0.00%	4						
B.2.18.17.1.2	P-12	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	9.83%	9,525						
B.2.18.17.2.1	P-12	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	0.07%	112,548	0.57%	526		0.00116	-4.2834	NO
B.2.18.17.2.2	P-12	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	10.71%	28						
B.2.18.18.1.1	P-3	Digital Loop < DS1/Dispatch/KY (%)	R&B (POTS)	0.00%	1	0.00%	4		0.00000		YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/Dispatch/KY (%)	Digital Loop < DS1	9.73%	113	0.00%	104		0.04028	2.4167	YES
B.2.18.18.2.1	P-3	Digital Loop < DS1/Dispatch/KY (%)	Digital Loop < DS1	0.00%	202						
B.2.18.18.2.2	P-3	Digital Loop < DS1/Dispatch/KY (%)	Digital Loop < DS1	14.04%	57	0.00%	2		0.24989	0.5617	YES
B.2.18.19.1.1	P-3	Digital Loop >= DS1/Dispatch/KY (%)	Digital Loop >= DS1	0.00%	83						
B.2.18.19.1.2	P-3	Digital Loop >= DS1/Dispatch/KY (%)	Digital Loop >= DS1	0.00%							
B.2.18.19.2.1	P-3	Digital Loop >= DS1/Dispatch/KY (%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/Dispatch/KY (%)	Digital Loop >= DS1								

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/Dispatch/KY (%)	R&B (POTS)	7.21%	9,390						
B.2.19.1.1.2	P-9	Switch Ports/Dispatch/KY (%)	R&B (POTS)	3.33%	117,844						
B.2.19.1.2.1	P-9	Switch Ports/Dispatch/KY (%)	R&B (POTS)	7.41%	54						
B.2.19.2.1.1	P-9	Local Interface Transport/Dispatch/KY (%)	DS1/DS3			0.00%	2				
B.2.19.2.1.2	P-9	Local Interface Transport/Dispatch/KY (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interface Transport/Dispatch/KY (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interface Transport/Dispatch/KY (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B	7.05%	9,616	6.06%	726		0.00985	1.0049	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B	3.32%	118,356	5.83%	1,132		0.00535	-4.6929	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B								
B.2.19.3.1.4	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B								
B.2.19.3.2.1	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B	5.41%	74						
B.2.19.3.2.2	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B	0.00%	23	0.00%	1		0.00000		YES
B.2.19.3.3.1	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B								
B.2.19.3.3.2	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B								
B.2.19.3.3.4	P-9	Loop + Port Combinations/Dispatch/KY (%)	R&B								
B.2.19.4.1.1	P-9	Combo Other/Dispatch/KY (%)	R&B&D - Disp	6.63%	10,724						
B.2.19.4.1.4	P-9	Combo Other/Dispatch/KY (%)	R&B&D - Disp	5.26%	76						
B.2.19.4.2.1	P-9	Combo Other/Dispatch/KY (%)	R&B&D - Disp	5.27%	1,498	4.55%	22		0.04800	0.1517	YES
B.2.19.4.2.4	P-9	Combo Other/Dispatch/KY (%)	ADSL to Retail	5.22%	115						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL, and UCL)/Dispatch/KY (%)									
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL, and UCL)/Dispatch/KY (%)									

**BellSouth Monthly Performance Summary
Kentucky, July 2001**

Line	Measure	Value	Measure	Volume	Standard Deviation	ZScore	Jul-01 Equity
B.2.19.5.2.1	ADSL (ADSL_HDSL and UCL) >= 10 circuits/DispatchKY (%)						
B.2.19.5.2.2	ADSL (ADSL_HDSL and UCL) >= 10 circuits/Non-DispatchKY (%)						
B.2.19.6.1.1	UNE ISDN < 10 circuits/DispatchKY (%)						
B.2.19.6.1.2	UNE ISDN < 10 circuits/Non-DispatchKY (%)						
B.2.19.6.2.1	UNE ISDN >= 10 circuits/DispatchKY (%)						
B.2.19.6.2.2	UNE ISDN >= 10 circuits/Non-DispatchKY (%)						
B.2.19.7.1.1	Line Sharing < 10 circuits/DispatchKY (%)						
B.2.19.7.1.2	Line Sharing < 10 circuits/Non-DispatchKY (%)						
B.2.19.7.2.1	Line Sharing >= 10 circuits/DispatchKY (%)						
B.2.19.7.2.2	Line Sharing >= 10 circuits/Non-DispatchKY (%)						
B.2.19.8.1.1	2W Analog Loop Design < 10 circuits/DispatchKY (%)						
B.2.19.8.1.2	2W Analog Loop Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.8.2.1	2W Analog Loop Design >= 10 circuits/DispatchKY (%)						
B.2.19.8.2.2	2W Analog Loop Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.9.1.1	2W Analog Loop Non-Design < 10 circuits/DispatchKY (%)						
B.2.19.9.1.2	2W Analog Loop Non-Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.9.2.1	2W Analog Loop Non-Design >= 10 circuits/DispatchKY (%)						
B.2.19.9.2.2	2W Analog Loop Non-Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.10.1.1	2W Analog Loop w/INP Design < 10 circuits/DispatchKY (%)						
B.2.19.10.1.2	2W Analog Loop w/INP Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.10.2.1	2W Analog Loop w/INP Design >= 10 circuits/DispatchKY (%)						
B.2.19.10.2.2	2W Analog Loop w/INP Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.11.1.1	2W Analog Loop w/INP Non-Design < 10 circuits/DispatchKY (%)						
B.2.19.11.1.2	2W Analog Loop w/INP Non-Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.11.2.1	2W Analog Loop w/INP Non-Design >= 10 circuits/DispatchKY (%)						
B.2.19.11.2.2	2W Analog Loop w/INP Non-Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.12.1.1	2W Analog Loop w/LNP Design < 10 circuits/DispatchKY (%)						
B.2.19.12.1.2	2W Analog Loop w/LNP Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.12.2.1	2W Analog Loop w/LNP Design >= 10 circuits/DispatchKY (%)						
B.2.19.12.2.2	2W Analog Loop w/LNP Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.13.1.1	2W Analog Loop w/LNP Non-Design < 10 circuits/DispatchKY (%)						
B.2.19.13.1.2	2W Analog Loop w/LNP Non-Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.13.2.1	2W Analog Loop w/LNP Non-Design >= 10 circuits/DispatchKY (%)						
B.2.19.13.2.2	2W Analog Loop w/LNP Non-Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.14.1.1	Other Design < 10 circuits/DispatchKY (%)						
B.2.19.14.1.2	Other Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.14.2.1	Other Design >= 10 circuits/DispatchKY (%)						
B.2.19.14.2.2	Other Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.15.1.1	Other Non-Design < 10 circuits/DispatchKY (%)						
B.2.19.15.1.2	Other Non-Design < 10 circuits/Non-DispatchKY (%)						
B.2.19.15.2.1	Other Non-Design >= 10 circuits/DispatchKY (%)						
B.2.19.15.2.2	Other Non-Design >= 10 circuits/Non-DispatchKY (%)						
B.2.19.16.1.1	INP (Standalone) < 10 circuits/DispatchKY (%)						
B.2.19.16.1.2	INP (Standalone) < 10 circuits/Non-DispatchKY (%)						
B.2.19.16.2.1	INP (Standalone) >= 10 circuits/DispatchKY (%)						
B.2.19.16.2.2	INP (Standalone) >= 10 circuits/Non-DispatchKY (%)						
B.2.19.17.1.1	LNP (Standalone) < 10 circuits/DispatchKY (%)						
B.2.19.17.1.2	LNP (Standalone) < 10 circuits/Non-DispatchKY (%)						
B.2.19.17.2.1	LNP (Standalone) >= 10 circuits/DispatchKY (%)						
B.2.19.17.2.2	LNP (Standalone) >= 10 circuits/Non-DispatchKY (%)						
B.2.19.18.1.1	Digital Loop < DS1 < 10 circuits/DispatchKY (%)						
B.2.19.18.1.2	Digital Loop < DS1 < 10 circuits/Non-DispatchKY (%)						
B.2.19.18.2.1	Digital Loop < DS1 >= 10 circuits/DispatchKY (%)						
B.2.19.18.2.2	Digital Loop < DS1 >= 10 circuits/Non-DispatchKY (%)						
B.2.19.19.1.1	Digital Loop >= DS1 < 10 circuits/DispatchKY (%)						
B.2.19.19.1.2	Digital Loop >= DS1 < 10 circuits/Non-DispatchKY (%)						
B.2.19.19.2.1	Digital Loop >= DS1 >= 10 circuits/DispatchKY (%)						
B.2.19.19.2.2	Digital Loop >= DS1 >= 10 circuits/Non-DispatchKY (%)						

Line	Measure	Value	Measure	Volume	Standard Deviation	ZScore	Jul-01 Equity
B.2.21.1.1.1	Average Completion Notice Interval - Mechanized						
P-5	Switch Ports < 10 circuits/DispatchKY (hours)	4.13		5,246	17.473		

Line	Measure	Value	Measure	Volume	Standard Deviation	ZScore	Jul-01 Equity
B.2.19.5.2.1	ADSL to Retail						
B.2.19.5.2.2	ADSL to Retail						
B.2.19.6.1.1	ISDN - BRI						
B.2.19.6.1.2	ISDN - BRI						
B.2.19.6.2.1	ISDN - BRI						
B.2.19.6.2.2	ISDN - BRI						
B.2.19.7.1.1	ADSL to Retail						
B.2.19.7.1.2	ADSL to Retail						
B.2.19.7.2.1	ADSL to Retail						
B.2.19.7.2.2	ADSL to Retail						
B.2.19.8.1.1	R&B - Disp						
B.2.19.8.1.2	R&B - Disp						
B.2.19.8.2.1	R&B - Disp						
B.2.19.8.2.2	R&B - Disp						
B.2.19.9.1.1	R&B (POTS) excl SB Or						
B.2.19.9.1.2	R&B (POTS) excl SB Or						
B.2.19.9.2.1	R&B (POTS) excl SB Or						
B.2.19.9.2.2	R&B (POTS) excl SB Or						
B.2.19.10.1.1	R&B - Disp						
B.2.19.10.1.2	R&B - Disp						
B.2.19.10.2.1	R&B - Disp						
B.2.19.10.2.2	R&B - Disp						
B.2.19.11.1.1	R&B (POTS) excl SB Or						
B.2.19.11.1.2	R&B (POTS) excl SB Or						
B.2.19.11.2.1	R&B (POTS) excl SB Or						
B.2.19.11.2.2	R&B (POTS) excl SB Or						
B.2.19.12.1.1	R&B - Disp						
B.2.19.12.1.2	R&B - Disp						
B.2.19.12.2.1	R&B - Disp						
B.2.19.12.2.2	R&B - Disp						
B.2.19.13.1.1	R&B (POTS) excl SB Or						
B.2.19.13.1.2	R&B (POTS) excl SB Or						
B.2.19.13.2.1	R&B (POTS) excl SB Or						
B.2.19.13.2.2	R&B (POTS) excl SB Or						
B.2.19.14.1.1	Design						
B.2.19.14.1.2	Design						
B.2.19.14.2.1	Design						
B.2.19.14.2.2	Design						
B.2.19.15.1.1	R&B						
B.2.19.15.1.2	R&B						
B.2.19.15.2.1	R&B						
B.2.19.15.2.2	R&B						
B.2.19.16.1.1	R&B (POTS)						
B.2.19.16.1.2	R&B (POTS)						
B.2.19.16.2.1	R&B (POTS)						
B.2.19.16.2.2	R&B (POTS)						
B.2.19.17.1.1	R&B (POTS)						
B.2.19.17.1.2	R&B (POTS)						
B.2.19.17.2.1	R&B (POTS)						
B.2.19.17.2.2	R&B (POTS)						
B.2.19.18.1.1	Digital Loop < DS1						
B.2.19.18.1.2	Digital Loop < DS1						
B.2.19.18.2.1	Digital Loop >= DS1						
B.2.19.18.2.2	Digital Loop >= DS1						
B.2.19.19.1.1	Digital Loop >= DS1						
B.2.19.19.1.2	Digital Loop >= DS1						
B.2.19.19.2.1	Digital Loop >= DS1						
B.2.19.19.2.2	Digital Loop >= DS1						

Line	Measure	Value	Measure	Volume	Standard Deviation	ZScore	Jul-01 Equity
B.2.21.1.1.1	Average Completion Notice Interval - Mechanized	4.13		5,246	17.473		

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Code	Description
B.2.21.1.1.2	P-5 Switch Ports<10 circuits/Non-DispatchKY(hours)
B.2.21.1.2.1	P-5 Switch Ports>=10 circuits/DispatchKY(hours)
B.2.21.1.2.2	P-5 Switch Ports>=10 circuits/Non-DispatchKY(hours)
B.2.21.2.1.1	P-5 Local Interface Transport<10 circuits/DispatchKY(hours)
B.2.21.2.1.2	P-5 Local Interface Transport<10 circuits/Non-DispatchKY(hours)
B.2.21.2.2.1	P-5 Local Interface Transport>=10 circuits/DispatchKY(hours)
B.2.21.2.2.2	P-5 Local Interface Transport>=10 circuits/Non-DispatchKY(hours)
B.2.21.3.1	P-5 Loop + Port Combinations<10 circuits/DispatchKY(hours)
B.2.21.3.1.2	P-5 Loop + Port Combinations<10 circuits/Non-DispatchKY(hours)
B.2.21.3.1.3	P-5 Loop + Port Combinations<10 circuits/Switch Based OrdersKY(hours)
B.2.21.3.1.4	P-5 Loop + Port Combinations<10 circuits/Switch Based OrdersKY(hours)
B.2.21.3.2.1	P-5 Loop + Port Combinations>=10 circuits/DispatchKY(hours)
B.2.21.3.2.2	P-5 Loop + Port Combinations>=10 circuits/Non-DispatchKY(hours)
B.2.21.3.2.3	P-5 Loop + Port Combinations>=10 circuits/Switch Based OrdersKY(hours)
B.2.21.3.2.4	P-5 Loop + Port Combinations>=10 circuits/Switch Based OrdersKY(hours)
B.2.21.4.1.1	P-5 Combo Other<10 circuits/DispatchKY(hours)
B.2.21.4.1.2	P-5 Combo Other<10 circuits/DispatchKY(hours)
B.2.21.4.2.1	P-5 Combo Other>=10 circuits/DispatchKY(hours)
B.2.21.4.2.2	P-5 Combo Other>=10 circuits/DispatchKY(hours)
B.2.21.5.1.1	P-5 xDSL (ADSL, HDSL, and UCLY)<10 circuits/DispatchKY(hours)
B.2.21.5.1.2	P-5 xDSL (ADSL, HDSL, and UCLY)<10 circuits/Non-DispatchKY(hours)
B.2.21.5.2.1	P-5 xDSL (ADSL, HDSL, and UCLY)>=10 circuits/DispatchKY(hours)
B.2.21.5.2.2	P-5 xDSL (ADSL, HDSL, and UCLY)>=10 circuits/Non-DispatchKY(hours)
B.2.21.6.1.1	P-5 UNE (SDN)<10 circuits/DispatchKY(hours)
B.2.21.6.1.2	P-5 UNE (SDN)<10 circuits/DispatchKY(hours)
B.2.21.6.2.1	P-5 UNE (SDN)>=10 circuits/DispatchKY(hours)
B.2.21.6.2.2	P-5 UNE (SDN)>=10 circuits/DispatchKY(hours)
B.2.21.7.1.1	P-5 Line Shaming<10 circuits/DispatchKY(hours)
B.2.21.7.1.2	P-5 Line Shaming<10 circuits/Non-DispatchKY(hours)
B.2.21.7.2.1	P-5 Line Shaming>=10 circuits/DispatchKY(hours)
B.2.21.7.2.2	P-5 Line Shaming>=10 circuits/Non-DispatchKY(hours)
B.2.21.8.1.1	P-5 2W Analog Loop Design<10 circuits/DispatchKY(hours)
B.2.21.8.1.2	P-5 2W Analog Loop Design<10 circuits/Non-DispatchKY(hours)
B.2.21.8.2.1	P-5 2W Analog Loop Design>=10 circuits/DispatchKY(hours)
B.2.21.8.2.2	P-5 2W Analog Loop Design>=10 circuits/Non-DispatchKY(hours)
B.2.21.9.1.1	P-5 2W Analog Loop Non-Design<10 circuits/DispatchKY(hours)
B.2.21.9.1.4	P-5 2W Analog Loop Non-Design<10 circuits/DispatchKY(hours)
B.2.21.9.2.1	P-5 2W Analog Loop Non-Design>=10 circuits/DispatchKY(hours)
B.2.21.9.2.4	P-5 2W Analog Loop Non-Design>=10 circuits/DispatchKY(hours)
B.2.21.10.1.1	P-5 2W Analog Loop w/ NP Design<10 circuits/DispatchKY(hours)
B.2.21.10.1.2	P-5 2W Analog Loop w/ NP Design<10 circuits/Non-DispatchKY(hours)
B.2.21.10.2.1	P-5 2W Analog Loop w/ NP Design>=10 circuits/DispatchKY(hours)
B.2.21.10.2.2	P-5 2W Analog Loop w/ NP Design>=10 circuits/Non-DispatchKY(hours)
B.2.21.11.1.1	P-5 2W Analog Loop w/ NP Non-Design<10 circuits/DispatchKY(hours)
B.2.21.11.1.4	P-5 2W Analog Loop w/ NP Non-Design<10 circuits/DispatchKY(hours)
B.2.21.11.2.1	P-5 2W Analog Loop w/ NP Non-Design>=10 circuits/DispatchKY(hours)
B.2.21.11.2.4	P-5 2W Analog Loop w/ NP Non-Design>=10 circuits/DispatchKY(hours)
B.2.21.12.1.1	P-5 2W Analog Loop w/ NP Design<10 circuits/DispatchKY(hours)
B.2.21.12.1.2	P-5 2W Analog Loop w/ NP Design<10 circuits/Non-DispatchKY(hours)
B.2.21.12.2.1	P-5 2W Analog Loop w/ NP Design>=10 circuits/DispatchKY(hours)
B.2.21.12.2.2	P-5 2W Analog Loop w/ NP Design>=10 circuits/Non-DispatchKY(hours)
B.2.21.13.1.1	P-5 2W Analog Loop w/ NP Non-Design<10 circuits/DispatchKY(hours)
B.2.21.13.1.4	P-5 2W Analog Loop w/ NP Non-Design<10 circuits/DispatchKY(hours)
B.2.21.13.2.1	P-5 2W Analog Loop w/ NP Non-Design>=10 circuits/DispatchKY(hours)
B.2.21.13.2.4	P-5 2W Analog Loop w/ NP Non-Design>=10 circuits/DispatchKY(hours)
B.2.21.14.1.1	P-5 Other Design<10 circuits/DispatchKY(hours)
B.2.21.14.1.2	P-5 Other Design<10 circuits/Non-DispatchKY(hours)
B.2.21.14.2.1	P-5 Other Design>=10 circuits/DispatchKY(hours)
B.2.21.14.2.2	P-5 Other Design>=10 circuits/Non-DispatchKY(hours)
B.2.21.15.1.1	P-5 Other Non-Design<10 circuits/DispatchKY(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
R&B (POTS)	0.79	85,513			5.944			
R&B (POTS)	1.11	18			4.305			
R&B (POTS)								
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
R&B	4.10	5,364	0.36	65	17,318	2,16101	1.7305	YES
R&B	0.79	85,740	0.38	1,711	5,936	0.14493	2.8226	YES
R&B	1.20	39,110	0.36	610	7,002	0.28571	2.9512	YES
R&B	0.45	46,627	0.40	1,101	4,853	0.14798	0.3478	YES
R&B	0.59	34			2,841			
R&B	0.31	58			0,100			
R&B	0.21	3			0,089			
R&B	0.31	55			0,096			
R&B	59.85	6,097			523,359			
R&B&D - Disp								
R&B&D - Disp	0.57	35			2,782			
R&B&D - Disp								
R&B&D - Disp								
ADSL to Retail	51.90	1,621			54,948			
ADSL to Retail	14.37	71			29,091			
ADSL to Retail								
ADSL to Retail								
ISDN - BRI	34.83	41			43,944			
ISDN - BRI	4.34	42			21,279			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	51.90	1,621			54,948			
ADSL to Retail	14.37	71			29,091			
ADSL to Retail								
ADSL to Retail								
R&B - Disp	4.10	5,364	13.37	10	17,318	5,48153	-1.6925	NO
R&B - Disp	4.10	5,364			17,318			
R&B - Disp	0.59	34			2,841			
R&B - Disp	0.59	34			2,841			
R&B (POTS) excl SB Or	4.13	5,246			17,473			
R&B (POTS) excl SB Or	0.45	46,456			4,862			
R&B (POTS) excl SB Or	1.11	18			4,305			
R&B (POTS) excl SB Or								
R&B - Disp	4.10	5,364			17,318			
R&B - Disp	4.10	5,364			17,318			
R&B - Disp	0.59	34			2,841			
R&B - Disp	0.59	34			2,841			
R&B (POTS) excl SB Or	4.13	5,246			17,473			
R&B (POTS) excl SB Or	0.45	46,456			4,862			
R&B (POTS) excl SB Or	1.11	18			4,305			
R&B (POTS) excl SB Or								
R&B - Disp	4.10	5,364			17,318			
R&B - Disp	4.10	5,364			17,318			
R&B - Disp	0.59	34			2,841			
R&B - Disp	0.59	34			2,841			
R&B (POTS) excl SB Or	4.13	5,246			17,473			
R&B (POTS) excl SB Or	0.45	46,456			4,862			
R&B (POTS) excl SB Or	1.11	18			4,305			
R&B (POTS) excl SB Or								
Design	467.86	733			102,916			
Design	40.65	49			122,642			
Design	0.00	1			0,000			
Design	0.35	2			0,071			
R&B	4.10	5,364			17,318			

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
B 2.25.16.2.1	P-10	INP (Standalone)>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.25.16.2.2	P-10	INP (Standalone)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.25.17.1.1	P-14	LNP (Standalone)<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.25.17.1.2	P-14	LNP (Standalone)<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.25.17.2.1	P-14	LNP (Standalone)>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.25.17.2.2	P-14	LNP (Standalone)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.25.18.1.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.25.18.2.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.25.19.1.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.25.19.2.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

Total Service Order Cycle Time - Non-Mechanized

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
B 2.26.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.2.1.1	P-10	Local Interface Transport<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.2.1.2	P-10	Local Interface Transport<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.2.2.1	P-10	Local Interface Transport>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.2.2.2	P-10	Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.4.1.1	P-10	Combo Other<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)						Diagnostic
B 2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
B 2.26.12.1.1	P-14	2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)						Diagnostic

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M&R-1	Other Design/Non-Dispatch/KY(%)
B.3.1.10.2	
B.3.1.11.1	
B.3.1.11.2	
B.3.1.12.1	
B.3.1.12.2	

Customer Trouble Report Rate	
M&R-2	Switch Ports/Dispatch/KY(%)
M&R-2	Switch Ports/Non-Dispatch/KY(%)
M&R-2	Local Interface Transport/Dispatch/KY(%)
M&R-2	Local Interface Transport/Non-Dispatch/KY(%)
M&R-2	Loop + Port Combinations/Dispatch/KY(%)
M&R-2	Loop + Port Combinations/Non-Dispatch/KY(%)
M&R-2	Combo Other/Dispatch/KY(%)
M&R-2	Combo Other/Non-Dispatch/KY(%)
M&R-2	XDSL (ADSL, HDSL, and UCL)/Dispatch/KY(%)
M&R-2	XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/KY(%)
M&R-2	UNE ISDN/Dispatch/KY(%)
M&R-2	UNE ISDN/Non-Dispatch/KY(%)
M&R-2	Line Sharing/Dispatch/KY(%)
M&R-2	Line Sharing/Non-Dispatch/KY(%)
M&R-2	2W Analog Loop Design/Dispatch/KY(%)
M&R-2	2W Analog Loop Design/Non-Dispatch/KY(%)
M&R-2	2W Analog Loop Non-Design/Dispatch/KY(%)
M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
M&R-2	Other Design/Dispatch/KY(%)
M&R-2	Other Design/Non-Dispatch/KY(%)
M&R-2	Other Non-Design/Dispatch/KY(%)
M&R-2	Other Non-Design/Non-Dispatch/KY(%)
M&R-2	LNP (Standalone)/Dispatch/KY(%)
M&R-2	LNP (Standalone)/Non-Dispatch/KY(%)

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

% Repeat Troubles within 30 Days	
M&R-4	Switch Ports/Dispatch/KY(%)
M&R-4	Switch Ports/Non-Dispatch/KY(%)
M&R-4	Local interface Transport/Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
Design	0.76%	660						
R&B	12.04%	23,886	0.00%	11		0.09814	1.2268	YES
R&B	3.80%	9,704	0.00%	3		0.11044	0.3443	YES
R&B (POTS)	12.11%	23,639						
R&B (POTS)	3.76%	9,600						

R&B (POTS)	2.29%	1,032,705						
R&B (POTS)	0.93%	1,032,705						
DS1/DS3	2.11%	7,914	0.00%	33		0.02534	0.8327	YES
DS1/DS3	1.49%	7,914	0.00%	33		0.02130	0.7000	YES
R&B	2.15%	1,109,391	1.48%	18,569		0.00109	6.1901	YES
R&B	0.87%	1,109,391	0.83%	18,569		0.00069	6.6557	YES
R&B&D - Disp	1.93%	1,270,389	3.66%	82		0.01534	-1.1283	YES
R&B&D - Disp	1.93%	1,270,389	0.00%	82		0.01534	1.2574	YES
ADSL to Retail	0.76%	14,442	0.65%	614		0.00360	0.3064	YES
ADSL to Retail	0.39%	14,442	0.33%	614		0.00238	0.0279	YES
ISDN - BRI	1.30%	3,620	2.39%	628		0.00493	-2.2134	NO
ISDN - BRI	1.08%	3,620	0.00%	628		0.00449	0.9816	YES
ADSL to Retail	0.76%	14,442	0.64%	177		0.00660	1.1540	YES
ADSL to Retail	0.33%	14,442	4.52%	177		0.00436	-8.6046	NO
R&B - Disp	2.15%	1,109,391	0.74%	3,222		0.00259	5.4996	YES
R&B - Disp	2.15%	1,109,391	0.65%	3,222		0.00259	5.7993	YES
R&B (POTS) excl SB FT	2.28%	1,032,705	0.00%	2		0.10686	0.2137	YES
R&B (POTS) excl SB FT	0.85%	1,032,705	0.00%	2		0.06514	0.1303	YES
Design	0.41%	160,998	0.00%	318		0.00360	1.1441	YES
R&B	2.15%	1,109,391	2.16%	510		0.00359	1.1406	YES
R&B	0.87%	1,109,391	0.59%	510		0.00650	-0.0058	YES
R&B (POTS)	2.29%	1,032,705						
R&B (POTS)	0.93%	1,032,705						

R&B (POTS)	26.77	23,639			31,171			
R&B (POTS)	13.48	9,600			22,793			
DS1/DS3	4.57	167			3,440			
DS1/DS3	3.12	118			6,825			
R&B	26.61	23,886	15.86	275	31,089	1,88547	5.6993	YES
R&B	13.40	9,704	4.52	154	22,721	1,84536	4.8137	YES
R&B&D - Disp	26.00	24,496	7.57	3	31,065	17,93631	1,0276	YES
R&B&D - Disp	26.00	24,496			31,065			
ADSL to Retail	75.35	110	14.29	4	44,138	22,46642	2,7179	YES
ADSL to Retail	26.88	48	1.48	2	36,673	26,46646	0.9600	YES
ISDN - BRI	8.85	47	10.25	15	11,011	3,26522	-0.4278	YES
ISDN - BRI	2.87	39	20.87	4	3,678	1,93090	-9.3181	NO
ADSL to Retail	75.35	110			44,138			
ADSL to Retail	26.88	48	12.23	8	36,673	14,00473	1,0460	YES
R&B - Disp	26.61	23,886	6.03	24	31,089	6,34910	3,2410	YES
R&B - Disp	26.61	23,886	4.34	21	31,089	6,78705	3,2802	YES
R&B (POTS) excl SB FT	26.72	23,585			31,147			
R&B (POTS) excl SB FT	13.46	8,765			22,785			
Design	6.05	664			26,628			
Design	2.34	660			18,494			
R&B	26.61	23,886	12.34	11	31,089	9,37569	1,5220	YES
R&B	13.40	9,704	7.74	3	22,721	13,11989	0.4313	YES
R&B (POTS)	26.77	23,639			31,171			
R&B (POTS)	13.48	9,600			22,793			

R&B (POTS)	23.44%	23,639						
R&B (POTS)	20.20%	9,600						
DS1/DS3	34.73%	167						

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B3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY(%)
B3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY(%)
B3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY(%)
B3.4.4.1	M&R-4	Combo Other/Dispatch/KY(%)
B3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY(%)
B3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)
B3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)
B3.4.6.1	M&R-4	LINE ISDN/Dispatch/KY(%)
B3.4.6.2	M&R-4	LINE ISDN/Non-Dispatch/KY(%)
B3.4.7.1	M&R-4	Line Shaming/Dispatch/KY(%)
B3.4.7.2	M&R-4	Line Shaming/Non-Dispatch/KY(%)
B3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY(%)
B3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY(%)
B3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY(%)
B3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B3.4.10.1	M&R-4	Other Design/Dispatch/KY(%)
B3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY(%)
B3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY(%)
B3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY(%)
B3.4.12.1	M&R-4	UNP (Stations)/Dispatch/KY(%)
B3.4.12.2	M&R-4	UNP (Stations)/Non-Dispatch/KY(%)

Out of Service > 24 hours

B3.5.1.1	M&R-5	Switch Ports/Dispatch/KY(%)
B3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY(%)
B3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY(%)
B3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY(%)
B3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY(%)
B3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY(%)
B3.5.4.1	M&R-5	Combo Other/Dispatch/KY(%)
B3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY(%)
B3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)
B3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)
B3.5.6.1	M&R-5	LINE ISDN/Dispatch/KY(%)
B3.5.6.2	M&R-5	LINE ISDN/Non-Dispatch/KY(%)
B3.5.7.1	M&R-5	Line Shaming/Dispatch/KY(%)
B3.5.7.2	M&R-5	Line Shaming/Non-Dispatch/KY(%)
B3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY(%)
B3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY(%)
B3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY(%)
B3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B3.5.10.1	M&R-5	Other Design/Dispatch/KY(%)
B3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY(%)
B3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY(%)
B3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY(%)
B3.5.12.1	M&R-5	UNP (Stations)/Dispatch/KY(%)
B3.5.12.2	M&R-5	UNP (Stations)/Non-Dispatch/KY(%)

Unbundled Network Elements - Billing

Invoice Accuracy	
B.4.1	B-1 KY(%)
Mean Time to Deliver Invoices - CRIS	
B.4.2	B-2 Region(business days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
DS1/DS3	33.90%	118						
R&B	23.34%	23,886	12.36%	275		0.02566	4.2800	YES
R&B	20.13%	9,704	18.18%	154		0.03256	0.9969	YES
R&B&D - Disp	23.70%	24,496	0.00%	3		0.24554	0.9653	YES
R&B&D - Disp	23.70%	24,496						
ADSL to Retail	18.18%	110	0.00%	4		0.19632	0.9261	YES
ADSL to Retail	18.75%	48	0.00%	2		0.28168	0.6656	YES
ISDN - BRI	27.66%	47	20.00%	15		0.13265	0.5774	YES
ISDN - BRI	35.90%	39	75.00%	4		0.25185	-1.5526	YES
ADSL to Retail	18.18%	110						
ADSL to Retail	18.75%	48	12.50%	8		0.14905	0.4193	YES
R&B - Disp	23.34%	23,886	25.00%	24		0.08639	-0.1917	YES
R&B - Disp	23.34%	23,886	4.76%	21		0.09235	2.0121	YES
R&B (POTS) exd SB FT	23.40%	23,565						
R&B (POTS) exd SB FT	20.38%	8,765						
Design	38.10%	664						
Design	36.33%	660						
R&B	23.34%	23,886	0.00%	11		0.12758	1.8298	YES
R&B	20.13%	9,704	66.67%	3		0.23152	-2.0102	NO
R&B (POTS)	23.44%	23,639						
R&B (POTS)	20.20%	9,600						

R&B (POTS)	16.17%	16,230						
R&B (POTS)	7.86%	3,117						
DS1/DS3	0.00%	118						
R&B	16.04%	16,369	5.92%	169		0.02838	3.5683	YES
R&B	7.81%	3,164	1.56%	64		0.03367	1.8434	YES
R&B&D - Disp	15.49%	17,029	0.00%	3		0.20888	0.7413	YES
R&B&D - Disp	15.49%	17,029						
ADSL to Retail	0.00%	1	25.00%	4		0.00000		NO
ADSL to Retail	47		0.00%	2				
ISDN - BRI	0.00%	39	50.00%	15		0.08275	1.0285	YES
ADSL to Retail	0.00%	1		4		0.00000		NO
ADSL to Retail			50.00%	2				
R&B - Disp	16.04%	16,369	4.17%	24		0.07497	1.5841	YES
R&B - Disp	16.04%	16,369	0.00%	21		0.08014	2.0019	YES
R&B (POTS) exd SB FT	16.16%	16,226						
R&B (POTS) exd SB FT	7.80%	3,114						
Design	1.96%	664						
Design	0.76%	660						
R&B	16.04%	16,369	0.00%	6		0.14985	1.0705	YES
R&B	7.81%	3,164	0.00%	2		0.18976	0.4114	YES
R&B (POTS)	16.17%	16,230						
R&B (POTS)	7.86%	3,117						

96.00%	\$98,036,278	99.84%	\$794,109	0.00011	-75.5037	YES
5.04	1	3.46	1,191			YES

BellSouth Monthly Performance Summary Kentucky, July 2001

	Benchmark / Axiology	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
Local Interconnection Trunks - Ordering									
C.1.1	% Rejected Service Requests								
	O-7 Local Interconnection Trunks/KY(%)	Diagnostic		88.89%	18				Diagnostic
C.1.2	Reject Interval								
	O-8 Local Interconnection Trunks/KY(%)	>= 85% w in 4 days		100.00%	16				YES
C.1.3	FOC Timeliness								
	O-9 Local Interconnection Trunks/KY(%)	>= 95% w in 10 days		100.00%	7				YES
C.1.4	FOC & Reject Response Completeness								
	O-11 Local Interconnection Trunks/KY(%)	>= 95%		100.00%	14				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses)								
	O-11 Local Interconnection Trunks/KY(%)	>= 95%							
Local Interconnection Trunks - Provisioning									
C.2.1	Order Completion Interval								
	P-4 Local Interconnection Trunks/KY(days)	Parity w Retail	41.18	14.00	2	71.044	51.50798	0.9277	YES
C.2.2	Held Orders								
	P-1 Local Interconnection Trunks/KY(days)	Parity w Retail	Not Applicable for Trunks						
C.2.3	% Jeopardies								
	P-2 Local Interconnection Trunks/KY(%)	Parity w Retail	Not Applicable for Trunks						
C.2.4	Average Jeopardy Notice Interval								
	P-2 Local Interconnection Trunks/KY(hours)	95% >= 48 hrs	Not Applicable for Trunks						
C.2.5	% Missed Installation Appointments								
	P-3 Local Interconnection Trunks/KY(%)	Parity w Retail	2.56%	0.00%	2		0.11460	0.2238	YES
C.2.6	% Provisioning Troubles within 30 Days								
	P-9 Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	0.00%	1,230		0.00000		YES
C.2.7	Average Completion Notice Interval								
	P-5 Local Interconnection Trunks/KY(hours)	Parity w Retail	658.96	13.06	2	1800.719	1313.55794	0.4917	YES
C.2.8	Total Service Order Cycle Time								
	P-10 Local Interconnection Trunks/KY(days)	Diagnostic	Under development						
C.2.9	Total Service Order Cycle Time (offered)								
	P-10 Local Interconnection Trunks/KY(days)	Diagnostic	Under development						
C.2.11.1.1	Service Order Accuracy								
	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/KY(%)	>= 95%		100.00%	2				YES
C.2.11.1.2									
	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY(%)	>= 95%		100.00%	2				YES
C.2.11.2.1									
	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/KY(%)	>= 95%		100.00%	15				YES
C.2.11.2.2									
	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY(%)	>= 95%		100.00%	8				YES
Local Interconnection Trunks - Maintenance and Repair									
C.3.1.1	Missed Repair Appointments								
	M&R-1 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%		341				
C.3.1.2									
	M&R-1 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail							
C.3.2.1	Customer Trouble Report Rate								
	M&R-2 Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	0.00%	11,065		0.00000		YES
C.3.2.2									
	M&R-2 Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.56%	0.00%	11,065		0.00077	7.2403	YES
C.3.3.1	Maintenance Average Duration								
	M&R-3 Local Interconnection Trunks/Dispatch/KY(hours)	Parity w Retail	0.39		341		0.685		
C.3.3.2									
	M&R-3 Local Interconnection Trunks/Non-Dispatch/KY(hours)	Parity w Retail							

BellSouth Monthly Performance Summary Kentucky, July 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity	
% Repeat Troubles within 30 Days											
C.3.4.1	M&R-4	Local Interconnection Trunks/DispatchKY(%)									
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-DispatchKY(%)	7.33%	341							
Out of Service > 24 hours											
C.3.5.1	M&R-5	Local Interconnection Trunks/DispatchKY(%)									
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-DispatchKY(%)	0.00%	341							
Local Interconnection Trunks - Billing											
Invoice Accuracy											
C.4.1	B-1	KY(%)	99.00%	\$98,036,278	99.87%	\$554,364	0.00073		-65.0439	YES	
Mean Time to Deliver Invoices - CABS											
C.4.2	B-2	Region(calendar days)	5.08	1	4.78	3,199				YES	
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING											
Trunk Group Performance - Aggregate											
C.5.1	TGP-1	KY								YES	
			>0.5% dif 2 consec. Hrs								

BellSouth Monthly Performance Summary Kentucky, July 2001

Benchmark /
Analog

BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error ZScore Jul-01 Equity

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC	
D.1.1.1	OSS-2 EDI/Region (%)
D.1.1.2	OSS-2 FAX/Region (%)
D.1.1.3	OSS-2 LENS/Region (%)
D.1.1.4	OSS-2 LEO MAINFRAME/Region (%)
D.1.1.5	OSS-2 LEO UNIX/Region (%)
D.1.1.6	OSS-2 LESQ/Region (%)
D.1.1.7	OSS-2 TAG/Region (%)
D.1.1.8	OSS-2 PSIM/SR/Region (%)

% Interface Availability - BST & CLEC	
D.1.2.1	OSS-2 ATLAS/COFIR/Region (%)
D.1.2.2	OSS-2 BOCRIS/Region (%)
D.1.2.3	OSS-2 DSAP/Region (%)
D.1.2.4	OSS-2 RSAG/Region (%)
D.1.2.5	OSS-2 SOCS/Region (%)
D.1.2.6	OSS-2 SONGS/Region (%)
D.1.2.7	OSS-2 DGE/Region (%)
D.1.2.8	OSS-2 LNP Gateway/Region (%)
D.1.2.9	OSS-2 COG/Region (%)
D.1.2.10	OSS-2 DOM/Region (%)
D.1.2.11	OSS-2 SOG/Region (%)

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 + 2 Sec
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region (seconds)
D.1.3.2.2	OSS-1 RSAG, by ADDR + 2 Sec
D.1.3.3.1	OSS-1 ATLAS/Region (seconds)
D.1.3.3.2	OSS-1 ATLAS + 2 Sec
D.1.3.4.1	OSS-1 DSAP/Region (seconds)
D.1.3.4.2	OSS-1 DSAP + 2 Sec
D.1.3.5.1	OSS-1 HALCRIS/Region (seconds)
D.1.3.5.2	OSS-1 HALCRIS + 2 Sec
D.1.3.6.1	OSS-1 COFF/USOC/Region (seconds)
D.1.3.6.2	OSS-1 COFF/USOC + 2 Sec
D.1.3.7.1	OSS-1 PSIM/SOR/Region (seconds)
D.1.3.7.2	OSS-1 PSIM/SOR + 2 Sec

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 + 2 Sec
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region (seconds)
D.1.4.2.2	OSS-1 RSAG, by ADDR + 2 Sec
D.1.4.3.1	OSS-1 ATLAS - ML/Region (seconds)
D.1.4.3.2	OSS-1 ATLAS - ML + 2 Sec
D.1.4.4.1	OSS-1 ATLAS - DID/Region (seconds)
D.1.4.4.2	OSS-1 ATLAS - DID + 2 Sec
D.1.4.5.1	OSS-1 ATLAS - TN/Region (seconds)
D.1.4.5.2	OSS-1 ATLAS - TN + 2 Sec
D.1.4.6.1	OSS-1 DSAP/Region (seconds)
D.1.4.6.2	OSS-1 DSAP + 2 Sec
D.1.4.7.1	OSS-1 HALCRIS/Region (seconds)
D.1.4.7.2	OSS-1 HALCRIS + 2 Sec
D.1.4.8.1	OSS-1 ROS/CRSEINT/Region (seconds)
D.1.4.8.2	OSS-1 ROS/CRSEINT + 2 Sec
D.1.4.8.3	OSS-1 ROS/CRSCLR/Region (seconds)
D.1.4.8.4	OSS-1 ROS/CRSCLR + 2 Sec

This data not applicable after 5/1/2001, see D1.4.1.1
This data not applicable after 5/1/2001, see D1.4.1.1
This data not applicable after 7/1/2001, see D1.4.1.1

BellSouth Monthly Performance Summary Kentucky, July 2001

Benchmark / Analog BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error ZScore Jul-01 Equity

Operations Support Systems - Maintenance and Repair

% Interface Availability - BST		% Interface Availability - CLEC		% Interface Availability - BST & CLEC	
D.2.1.1	OSS-3 TAFIRRegion(%)	>= 99.5%	>= 99.5%	99.93%	YES
D.2.2.1	OSS-3 CLEC TAFIRRegion(%)	>= 99.5%	100.00%	100.00%	YES
D.2.2.2	OSS-3 CLEC ETARRegion(%)	>= 99.5%	100.00%	100.00%	YES
D.2.3.1	OSS-3 CRISIRRegion(%)	>= 99.5%	99.93%	99.93%	YES
D.2.3.2	OSS-3 LMOS HOSTIRRegion(%)	>= 99.5%	100.00%	100.00%	YES
D.2.3.3	OSS-3 LNPRegion(%)	>= 99.5%	100.00%	100.00%	YES
D.2.3.4	OSS-3 MARCHRegion(%)	>= 99.5%	100.00%	100.00%	YES
D.2.3.5	OSS-3 OSPCMRegion(%)	>= 99.5%	100.00%	100.00%	YES
D.2.3.6	OSS-3 PredictorRegion(%)	>= 99.5%	100.00%	100.00%	YES
D.2.3.7	OSS-3 SOCSRegion(%)	>= 99.5%	99.91%	99.91%	YES

Average Response Interval

Code	Measure	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
D.2.4.1.1	OSS-4 CRISIRRegion(%) <= 4 Seconds	Parity w Retail	1,946,965	95.04%	92,271		0.00067	11.5662	NO
D.2.4.1.2	OSS-4 CRISIRRegion(%) <= 10 Seconds	Parity w Retail	1,946,965	99.19%	92,271		0.00037	-10.4334	YES
D.2.4.1.3	OSS-4 CRISIRRegion(%) > 10 Seconds	Parity w Retail	1,946,965	0.81%	92,271		0.00037	10.4334	YES
D.2.4.2.1	OSS-4 DLETHIRRegion(%) <= 4 Seconds	Parity w Retail	47,554	11.48%	932		0.01022	-0.7748	YES
D.2.4.2.2	OSS-4 DLETHIRRegion(%) <= 10 Seconds	Parity w Retail	47,554	89.38%	932		0.01278	-5.9848	YES
D.2.4.2.3	OSS-4 DLETHIRRegion(%) > 10 Seconds	Parity w Retail	47,554	10.62%	932		0.01278	5.9848	YES
D.2.4.3.1	OSS-4 DLRRRegion(%) <= 4 Seconds	Parity w Retail	35,497	22.13%	29,083		0.00196	-79.5474	YES
D.2.4.3.2	OSS-4 DLRRRegion(%) <= 10 Seconds	Parity w Retail	35,497	98.14%	29,083		0.00250	-37.6471	YES
D.2.4.3.3	OSS-4 DLRRRegion(%) > 10 Seconds	Parity w Retail	35,497	1.86%	29,083		0.00250	37.6471	YES
D.2.4.4.1	OSS-4 LMOSIRRegion(%) <= 4 Seconds	Parity w Retail	1,946,930	99.85%	92,311		0.00012	2.3442	NO
D.2.4.4.2	OSS-4 LMOSIRRegion(%) <= 10 Seconds	Parity w Retail	1,946,930	99.93%	92,311		0.00008	2.1646	NO
D.2.4.4.3	OSS-4 LMOSIRRegion(%) > 10 Seconds	Parity w Retail	1,946,930	0.07%	92,311		0.00008	-2.1646	NO
D.2.4.5.1	OSS-4 LMOSupIRRegion(%) <= 4 Seconds	Parity w Retail	1,463,874	97.31%	56,552		0.00062	9.1600	NO
D.2.4.5.2	OSS-4 LMOSupIRRegion(%) <= 10 Seconds	Parity w Retail	1,463,874	99.67%	56,552		0.00018	-9.3826	NO
D.2.4.5.3	OSS-4 LMOSupIRRegion(%) > 10 Seconds	Parity w Retail	1,463,874	0.33%	56,552		0.00018	9.3826	NO
D.2.4.6.1	OSS-4 LNPRegion(%) <= 4 Seconds	Parity w Retail	134,687	99.43%	5,486		0.00085	2.2146	NO
D.2.4.6.2	OSS-4 LNPRegion(%) <= 10 Seconds	Parity w Retail	134,687	99.84%	5,486		0.00061	-0.5469	YES
D.2.4.6.3	OSS-4 LNPRegion(%) > 10 Seconds	Parity w Retail	134,687	0.16%	5,486		0.00061	0.5469	YES
D.2.4.7.1	OSS-4 MARCHRegion(%) <= 4 Seconds	Parity w Retail	9,546	31.76%	403		0.02327	-0.8146	YES
D.2.4.7.2	OSS-4 MARCHRegion(%) <= 10 Seconds	Parity w Retail	9,546	31.76%	403		0.02327	-0.8146	YES
D.2.4.7.3	OSS-4 MARCHRegion(%) > 10 Seconds	Parity w Retail	9,546	68.24%	403		0.02327	0.8146	YES
D.2.4.8.1	OSS-4 OSPCMRegion(%) <= 4 Seconds	Parity w Retail	9,365	34.75%	118		0.04609	2.2245	NO
D.2.4.8.2	OSS-4 OSPCMRegion(%) <= 10 Seconds	Parity w Retail	9,365	96.61%	118		0.01434	0.6513	YES
D.2.4.8.3	OSS-4 OSPCMRegion(%) > 10 Seconds	Parity w Retail	9,365	3.39%	118		0.01434	-0.6513	YES
D.2.4.9.1	OSS-4 PredictorRegion(%) <= 4 Seconds	Parity w Retail	77,635	27.50%	3,898		0.00615	-17.2457	YES
D.2.4.9.2	OSS-4 PredictorRegion(%) <= 10 Seconds	Parity w Retail	77,635	77.63%	3,898		0.00615	-17.2457	YES
D.2.4.9.3	OSS-4 PredictorRegion(%) > 10 Seconds	Parity w Retail	77,635	22.50%	3,898		0.00615	17.2457	YES
D.2.4.10.1	OSS-4 SOCSRegion(%) <= 4 Seconds	Parity w Retail	250,355	99.81%	14,222		0.00036	0.5068	YES
D.2.4.10.2	OSS-4 SOCSRegion(%) <= 10 Seconds	Parity w Retail	250,355	99.96%	14,222		0.00013	0.8387	YES
D.2.4.10.3	OSS-4 SOCSRegion(%) > 10 Seconds	Parity w Retail	250,355	0.04%	14,222		0.00013	-0.8387	YES
D.2.4.11.1	OSS-4 NIWMIRRegion(%) <= 4 Seconds	Parity w Retail	77,529	82.24%	3,818		0.00625	0.9734	YES
D.2.4.11.2	OSS-4 NIWMIRRegion(%) <= 10 Seconds	Parity w Retail	77,529	99.63%	3,818		0.00108	-0.5352	YES
D.2.4.11.3	OSS-4 NIWMIRRegion(%) > 10 Seconds	Parity w Retail	77,529	0.37%	3,818		0.00108	0.5352	YES

BellSouth Monthly Performance Summary Kentucky, July 2001

Benchmark / Analog BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error ZScore Jul-01 Equity

COLLOCATION - Collocation									
Average Response Time									
E.1.1.1	C-1	Virtual/KY (calendar days)							
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/KY (business days)							
E.1.1.3	C-1	Physical-Caged/KY (business days)							
E.1.1.4	C-1	Physical-Cageless/KY (business days)							
Average Arrangement Time									
E.1.2.1	C-2	Virtual-Ordinary/KY (calendar days)							
E.1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)							
E.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/KY (business days)							
E.1.2.4	C-2	Physical Caged-Ordinary/KY (business days)							
E.1.2.5	C-2	Physical Caged-Extraordinary/KY (business days)							
E.1.2.6	C-2	Physical Cageless-Ordinary/KY (business days)							
E.1.2.7	C-2	Physical Cageless-Extraordinary/KY (business days)							
% Due Dates Missed									
E.1.3.1	C-3	Virtual/KY (%)							
E.1.3.2	C-3	Physical/KY (%)							
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/KY (%)							

<= 20 days
<= 23 days
<= 23 days
<= 23 days

<= 50 days
<= 75 days
<= 45 days
<= 76 days
<= 91 days
<= 76 days
<= 91 days

< 5% missed
< 5% missed
< 5% missed

BellSouth Monthly Performance Summary Kentucky, July 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
General - Flow Through									
% Flow Through Service Requests									
F.1.1.1	O-3 Summary/Region(%)	Diagnostic		87.38%	252,927				Diagnostic
F.1.1.2	O-3 Aggregate/Region(%)	Diagnostic		87.38%	252,927				Diagnostic
F.1.1.3	O-3 Residence/Region(%)	>= 95%		87.09%	183,387				NO
F.1.1.4	O-3 Business/Region(%)	>= 90%		69.92%	6,480				NO
F.1.1.5	O-3 UNE/Region(%)	>= 85%		90.00%	63,060				YES
% Flow Through Service Requests - Achieved									
F.1.2.1	O-3 Summary/Region(%)	Diagnostic		71.33%	309,818				Diagnostic
F.1.2.2	O-3 Aggregate/Region(%)	Diagnostic		71.33%	309,818				Diagnostic
F.1.2.3	O-3 Residence/Region(%)	Diagnostic		75.18%	212,428				Diagnostic
F.1.2.4	O-3 Business/Region(%)	Diagnostic		49.41%	9,170				Diagnostic
F.1.2.5	O-3 UNE/Region(%)	Diagnostic		64.34%	88,220				Diagnostic
% Flow Through Service Requests - LNP									
F.1.3.1	O-3 Summary/Region(%)	>= 85%		86.36%	4,860				YES
F.1.3.2	O-3 Aggregate/Region(%)	>= 85%		86.36%	4,860				YES
F.1.3.3	O-3 Residence/Region(%)	Diagnostic							Diagnostic
F.1.3.4	O-3 Business/Region(%)	Diagnostic							Diagnostic
General - Pre-Ordering									
Loop Makeup Inquiry (Manual)									
F.2.1.1	PO-1 Loops/KY(%)	>= 95% w in 3 bus days		100.00%	2				YES
Loop Makeup Inquiry (Electronic)									
F.2.2.1	PO-2 Loops/KY(%)	>= 95% w in 5 min		100.00%	238				YES
General - Ordering									
Service Inquiry with Firm Order									
F.3.1.1	O-10 XDSL (ADSL, HDSL, and UCL)/KY(%)	>= 95% w in 5 bus days		100.00%	16				YES
F.3.1.2	O-10 Local Interface Transport/KY(%)	>= 95% w in 5 bus days							
General - Ordering									
Average Speed of Answer									
F.4.1	O-12 Region(seconds)	Parity w Retail	199.33	6,834,494	59.15	44,282			YES
General - Maintenance Center									
Average Answer Time									
F.5.1	MAR-8 Region(seconds)	Parity w Retail	144.73	1,777,813	27.37	96,407			YES
General - Operator Services (Toll)									
Average Speed to Answer									
F.6.1	OS-1 KY(seconds)	PBD		5.55					PBD
% Answered in 10 seconds									
F.6.2	OS-2 KY(%)	PBD		96.70%					PBD
General - Directory Assistance									
Average Speed to Answer									
F.7.1	DA-1 KY(seconds)	PBD		5.58					PBD

**BellSouth Monthly Performance Summary
Kentucky, July 2001**

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
F.7.2	% Answered in 10 seconds	PBD		94.20%					PBD
General - E911									
F.8.1	Mean Interval	PBD		1.12	1,881				PBD
F.8.2	% Accuracy	PBD		96.77%	110,247				PBD
F.8.3	% Timeliness	PBD		100.00%	1,881				PBD
General - Billing									
F.9.1	Usage Data Delivery Accuracy	Parity w Retail	5,950	100.00%	15,556	0.00000			YES
F.9.2	Usage Data Delivery Timeliness	Parity w Retail	40,304	96.62%	220,452,428	0.00051		45,8681	NO
F.9.3	Usage Data Delivery Completeness	Parity w Retail	40,304	99.93%	220,452,428	0.00015		-1,7954	YES
F.9.4	Mean Time to Deliver Usage	Parity w Retail	40,304	3.83	220,452,428				NO
Recurring Charge Completeness									
F.9.5.1	B-7 Resale(KY)(%)	Parity w Retail	\$4,573,216	97.45%	\$106,235	0.00256		-113,8115	YES
F.9.5.2	B-7 UNE(KY)(%)	>= 90%		39.62%	\$167,382				NO
F.9.5.3	B-7 Interconnection(KY)(%)	>= 90%		69.92%	\$1,080				NO
Non-Recurring Charge Completeness									
F.9.6.1	B-8 Resale(KY)(%)	Parity w Retail	\$4,602,180	98.60%	\$149,488	0.00245		-47,8785	YES
F.9.6.2	B-8 UNE(KY)(%)	>= 90%		99.34%	\$91,802				YES
F.9.6.3	B-8 Interconnection(KY)(%)	>= 90%		40.86%	\$33,724				NO
General - Change Management									
F.10.1	% Software Release Notices Sent On Time	>= 95% w in 30 days							
F.10.2	Average Software Release Notice Delay Days	>= 22 bus days prior to release							
F.10.3	% Change Management Documentation Sent On Time	>= 95% w in 30 days		50.00%	4				NO
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time	>= 95% w in 5 days							
F.10.5	Average Documentation Release Delay Days	>= 22 bus days prior to release		6	2				NO
F.10.6	% CLEC Interface Outages Sent within 15 Minutes	>= 97% w in 15 min		100.00%	32				YES
General - New Business Requests									
F.11.1	% New Business Requests Processed within 30 Business Days	>= 90% w in 30 bus days		100.00%	5				YES
F.11.2.1	% Quotes Provided within X Business Days	>= 90% w in 10 bus days		66.67%	3				NO

BellSouth Monthly Performance Summary Kentucky, July 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Jul-01 Equity
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days		100.00%	2				YES
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days							
General - Ordering									
Acknowledgement Message Timeliness									
F.12.1.1	EDJRegion(%)	>= 90% w in 30 min		96.50%	78,663				YES
F.12.1.2	TAGRRegion(%)	>= 95% w in 30 min		99.75%	194,073				YES
Acknowledgement Message Completeness									
F.12.2.1	EDJRegion(%)	100%		99.95%	78,663				NO
F.12.2.2	TAGRRegion(%)	100%		99.75%	194,073				NO
General - Database Updates									
Average Database Update Interval									
F.13.1.1	LIDB(KY)(hours)	PBD	0.30	0.30	22				PBD
F.13.1.2	Directory Listings(KY)(hours)	PBD	0.09	0.09	26				PBD
F.13.1.3	Directory Assistance(KY)(hours)	PBD	4.01	4.00	26				PBD
% Update Accuracy									
F.13.2.1	LIDB(KY)(%)	>= 95%		100.00%	36				YES
F.13.2.2	Directory Listings(KY)(%)	>= 95%		100.00%	37				YES
F.13.2.3	Directory Assistance(KY)(%)	>= 95%		100.00%	37				YES
% NXXs / LRNs Loaded by LERG Effective Date									
F.13.3	D-3 Region(%)	100%		99.35%	153				NO
General - Network Outage Notification									
Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7 Region (minutes)	Parity w Retail	4,824	4,582	4				YES

BellSouth Monthly State Summary Kentucky, June 2001

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

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

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

B.2.32.1.1	Switch Ports/Dispatch/KY (%)
B.2.32.1.2	Switch Ports/Non-Dispatch/KY (%)
B.2.32.2.1	Local Interface Transport/Dispatch/KY (%)
B.2.32.2.2	Local Interface Transport/Non-Dispatch/KY (%)
B.2.32.3.1	Loop + Port Combinations/Dispatch/KY (%)
B.2.32.3.2	Loop + Port Combinations/Non-Dispatch/KY (%)
B.2.32.4.1	Combo Other/Dispatch/KY (%)
B.2.32.4.2	Combo Other/Non-Dispatch/KY (%)
B.2.32.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)
B.2.32.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)
B.2.32.6.1	UNE ISDN/Dispatch/KY (%)
B.2.32.6.2	UNE ISDN/Non-Dispatch/KY (%)
B.2.32.7.1	Line Sharing/Dispatch/KY (%)
B.2.32.7.2	Line Sharing/Non-Dispatch/KY (%)
B.2.32.8.1	2W Analog Loop Design/Dispatch/KY (%)
B.2.32.8.2	2W Analog Loop Design/Non-Dispatch/KY (%)
B.2.32.9.1	2W Analog Loop Non-Design/Dispatch/KY (%)
B.2.32.9.2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)
B.2.32.10.1	2W Analog Loop w/INP Design/Dispatch/KY (%)
B.2.32.10.2	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)
B.2.32.11.1	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)
B.2.32.11.2	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)
B.2.32.12.1	2W Analog Loop w/LNP Design/Dispatch/KY (%)
B.2.32.12.2	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)
B.2.32.13.1	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)
B.2.32.13.2	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)
B.2.32.14.1	Other Design/Dispatch/KY (%)
B.2.32.14.2	Other Design/Non-Dispatch/KY (%)
B.2.32.15.1	Other Non-Design/Dispatch/KY (%)
B.2.32.15.2	Other Non-Design/Non-Dispatch/KY (%)
B.2.32.16.1	INP (Standalone)/Dispatch/KY (%)
B.2.32.16.2	INP (Standalone)/Non-Dispatch/KY (%)
B.2.32.17.1	LNP (Standalone)/Dispatch/KY (%)
B.2.32.17.2	LNP (Standalone)/Non-Dispatch/KY (%)
B.2.32.18.1	Digital Loop < DS1/Dispatch/KY (%)

Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic		100.00%	192				Diagnostic
Diagnostic		100.00%	4,834				Diagnostic
Diagnostic		100.00%	42				Diagnostic
Diagnostic		100.00%	181				Diagnostic
Diagnostic		100.00%	8				Diagnostic
Diagnostic		100.00%	1				Diagnostic
Diagnostic		100.00%	11				Diagnostic
Diagnostic		100.00%					Diagnostic
Diagnostic		100.00%	5				Diagnostic
Diagnostic		100.00%	9				Diagnostic

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	50				Diagnostic
Diagnostic		100.00%	1,233				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	30				Diagnostic
Diagnostic		100.00%	39				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	16				Diagnostic
Diagnostic		100.00%	9				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	3				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	50				Diagnostic
Diagnostic		100.00%	1,235				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	2				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	69				Diagnostic

B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)
% Completions w/o Notice or < 24 hours (LIT)		
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/KY (%)

Diagnostic
Diagnostic
Diagnostic

Diagnostic
Diagnostic

						Diagnostic
						Diagnostic
		100.00%	1			Diagnostic
		100.00%	2			Diagnostic
						Diagnostic