

# BellSouth Monthly State Summary Kentucky, July 2003

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>Retail - Ordering</b>									
<b>% Rejected Service Requests - Mechanized</b>									
A1111	Residence/RY (%)	Diagnostic		15.44%	4,794				Diagnostic
A112	Business/RY (%)	Diagnostic		13.48%	141				Diagnostic
A113	Design (Specials)/RY (%)	Diagnostic							Diagnostic
A114	PBX/RY (%)	Diagnostic							Diagnostic
A115	Centre/RY (%)	Diagnostic							Diagnostic
A116	ISDN/RY (%)	Diagnostic							Diagnostic
<b>% Rejected Service Requests - Partially Mechanized</b>									
A121	Residence/RY (%)	Diagnostic		33.38%	602				Diagnostic
A122	Business/RY (%)	Diagnostic		43.88%	98				Diagnostic
A123	Design (Specials)/RY (%)	Diagnostic							Diagnostic
A124	PBX/RY (%)	Diagnostic							Diagnostic
A125	Centre/RY (%)	Diagnostic							Diagnostic
A126	ISDN/RY (%)	Diagnostic							Diagnostic
<b>% Rejected Service Requests - Non-Mechanized</b>									
A131	Residence/RY (%)	Diagnostic		41.67%	36				Diagnostic
A132	Business/RY (%)	Diagnostic		61.54%	39				Diagnostic
A133	Design (Specials)/RY (%)	Diagnostic		25.00%	28				Diagnostic
A134	PBX/RY (%)	Diagnostic		63.64%	22				Diagnostic
A135	Centre/RY (%)	Diagnostic		66.67%	6				Diagnostic
A136	ISDN/RY (%)	Diagnostic		50.00%	8				Diagnostic
<b>Reject Interval - Mechanized</b>									
A141	Residence/RY (%)	>= 97% w in 1 hr		99.46%	740				YES
A142	Business/RY (%)	>= 97% w in 1 hr		94.74%	19				NO
A143	Design (Specials)/RY (%)	>= 97% w in 1 hr							
A144	PBX/RY (%)	>= 97% w in 1 hr							
A145	Centre/RY (%)	>= 97% w in 1 hr							
A146	ISDN/RY (%)	>= 97% w in 1 hr							
<b>Reject Interval - 10 hours - Partially Mechanized</b>									
A171	Residence/RY (%)	>= 85% w in 10 hrs		96.74%	215				YES
A172	Business/RY (%)	>= 85% w in 10 hrs		95.45%	44				YES
A173	Design (Specials)/RY (%)	>= 85% w in 10 hrs							
A174	PBX/RY (%)	>= 85% w in 10 hrs							
A175	Centre/RY (%)	>= 85% w in 10 hrs							
A176	ISDN/RY (%)	>= 85% w in 10 hrs							
<b>Reject Interval - Non-Mechanized</b>									
A181	Residence/RY (%)	>= 85% w in 24 hrs		93.33%	15				YES
A182	Business/RY (%)	>= 85% w in 24 hrs		91.67%	24				YES
A183	Design (Specials)/RY (%)	>= 85% w in 24 hrs		86.71%	7				YES
A184	PBX/RY (%)	>= 85% w in 24 hrs		100.00%	14				YES
A185	Centre/RY (%)	>= 85% w in 24 hrs		100.00%	5				YES
A186	ISDN/RY (%)	>= 85% w in 24 hrs		50.00%	4				NO
<b>FOC Timeliness - Mechanized</b>									
A191	Residence/RY (%)	>= 95% w in 3 hrs		99.90%	4,054				YES
A192	Business/RY (%)	>= 95% w in 3 hrs		100.00%	119				YES
A193	Design (Specials)/RY (%)	>= 95% w in 3 hrs							
A194	PBX/RY (%)	>= 95% w in 3 hrs							
A195	Centre/RY (%)	>= 95% w in 3 hrs							
A196	ISDN/RY (%)	>= 95% w in 3 hrs							
<b>FOC Timeliness - 10 hours - Partially Mechanized</b>									
A1121	Residence/RY (%)	>= 85% w in 10 hrs		96.22%	423				YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
A.1.12.2	Business/KY (%)								
A.1.12.3	Design (Specials)/KY (%)			96.09%	61				YES
A.1.12.4	PBX/KY (%)								
A.1.12.5	Centrex/KY (%)								
A.1.12.6	ISDN/KY (%)								

### FOC Timeliness - Non-Mechanized

A.1.13.1	Residence/KY (%)	>= 85% w in 36 hrs		100.00%	21				YES
A.1.13.2	Business/KY (%)	>= 85% w in 36 hrs		100.00%	15				YES
A.1.13.3	Design (Specials)/KY (%)	>= 85% w in 36 hrs		100.00%	20				YES
A.1.13.4	PBX/KY (%)	>= 85% w in 36 hrs		100.00%	9				YES
A.1.13.5	Centrex/KY (%)	>= 85% w in 36 hrs							
A.1.13.6	ISDN/KY (%)	>= 85% w in 36 hrs		100.00%	2				YES

### FOC & Reject Response Completeness - Mechanized

A.1.14.1.1	Residence/ED/KY (%)	>= 95%		100.00%	639				YES
A.1.14.1.2	Residence/TAG/KY (%)	>= 95%		100.00%	4,156				YES
A.1.14.2.1	Business/ED/KY (%)	>= 95%		100.00%	2				YES
A.1.14.2.2	Business/TAG/KY (%)	>= 95%		97.84%	139				YES
A.1.14.3.1	Design (Specials)/ED/KY (%)	>= 95%							
A.1.14.3.2	Design (Specials)/TAG/KY (%)	>= 95%							
A.1.14.4.1	PBX/ED/KY (%)	>= 95%							
A.1.14.4.2	PBX/TAG/KY (%)	>= 95%							
A.1.14.5.1	Centrex/ED/KY (%)	>= 95%							
A.1.14.5.2	Centrex/TAG/KY (%)	>= 95%							
A.1.14.6.1	ISDN/ED/KY (%)	>= 95%							
A.1.14.6.2	ISDN/TAG/KY (%)	>= 95%							

### FOC & Reject Response Completeness - Partially Mechanized

A.1.15.1.1	Residence/ED/KY (%)	>= 95%		100.00%	62				YES
A.1.15.1.2	Residence/TAG/KY (%)	>= 95%		99.81%	540				YES
A.1.15.2.1	Business/ED/KY (%)	>= 95%							
A.1.15.2.2	Business/TAG/KY (%)	>= 95%		100.00%	98				YES
A.1.15.3.1	Design (Specials)/ED/KY (%)	>= 95%							
A.1.15.3.2	Design (Specials)/TAG/KY (%)	>= 95%							
A.1.15.4.1	PBX/ED/KY (%)	>= 95%							
A.1.15.4.2	PBX/TAG/KY (%)	>= 95%							
A.1.15.5.1	Centrex/ED/KY (%)	>= 95%							
A.1.15.5.2	Centrex/TAG/KY (%)	>= 95%							
A.1.15.6.1	ISDN/ED/KY (%)	>= 95%							
A.1.15.6.2	ISDN/TAG/KY (%)	>= 95%							

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

A.1.16.1	Residence/KY (%)	>= 95%		100.00%	36				YES
A.1.16.2	Business/KY (%)	>= 95%		100.00%	39				YES
A.1.16.3	Design (Specials)/KY (%)	>= 95%		100.00%	28				YES
A.1.16.4	PBX/KY (%)	>= 95%		100.00%	22				YES
A.1.16.5	Centrex/KY (%)	>= 95%		83.33%	6				NO
A.1.16.6	ISDN/KY (%)	>= 95%		100.00%	8				YES

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

A.1.17.1.1	Residence/ED/KY (%)	>= 95%		100.00%	639				YES
A.1.17.1.2	Residence/TAG/KY (%)	>= 95%		99.83%	4,156				YES
A.1.17.2.1	Business/ED/KY (%)	>= 95%		100.00%	2				YES
A.1.17.2.2	Business/TAG/KY (%)	>= 95%		99.26%	136				YES
A.1.17.3.1	Design (Specials)/ED/KY (%)	>= 95%							
A.1.17.3.2	Design (Specials)/TAG/KY (%)	>= 95%							
A.1.17.4.1	PBX/ED/KY (%)	>= 95%							
A.1.17.4.2	PBX/TAG/KY (%)	>= 95%							
A.1.17.5.1	Centrex/ED/KY (%)	>= 95%							
A.1.17.5.2	Centrex/TAG/KY (%)	>= 95%							

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O-11	ISDN/EDI/KY (%)
A.1.17.6.1	>= 95%
A.1.17.6.2	>= 95%
O-11	ISDN/TAG/KY (%)
<b>FOC &amp; Reflect Response Completeness (Multiple Responses) - Partially Mechanized</b>	
O-11	Residence/EDI/KY (%)
O-11	Residence/TAG/KY (%)
O-11	Business/EDI/KY (%)
O-11	Business/TAG/KY (%)
O-11	Design (Specials)/EDI/KY (%)
O-11	Design (Specials)/TAG/KY (%)
O-11	PBX/EDI/KY (%)
O-11	PBX/TAG/KY (%)
O-11	Centrex/EDI/KY (%)
O-11	Centrex/TAG/KY (%)
O-11	ISDN/EDI/KY (%)
O-11	ISDN/TAG/KY (%)

A.1.19.1	Residence/KY (%)	>= 95%
A.1.19.2	Business/KY (%)	>= 95%
A.1.19.3	Design (Specials)/KY (%)	>= 95%
A.1.19.4	PBX/KY (%)	>= 95%
A.1.19.5	Centrex/KY (%)	>= 95%
A.1.19.6	ISDN/KY (%)	>= 95%

## Resale - Provisioning

<b>Order Completion Interval</b>			
P-4	Residence/<10 circuits/Dispatch/KY (days)	Res	6.88
P-4	Residence/<10 circuits/Non-Dispatch/KY (days)	Res	1.02
P-4	Residence/>=10 circuits/Dispatch/KY (days)	Res	5.64
P-4	Residence/>=10 circuits/Non-Dispatch/KY (days)	Res	5.72
P-4	Business/<10 circuits/Dispatch/KY (days)	Bus	1.72
P-4	Business/<10 circuits/Non-Dispatch/KY (days)	Bus	9.77
P-4	Business/>=10 circuits/Dispatch/KY (days)	Bus	19.97
P-4	Business/>=10 circuits/Non-Dispatch/KY (days)	Bus	9.40
P-4	Design (Specials)/<10 circuits/Dispatch/KY (days)	Design	18.28
P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design	22.00
P-4	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design	22.62
P-4	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Design	22.82
P-4	PBX/<10 circuits/Dispatch/KY (days)	PBX	1.76
P-4	PBX/<10 circuits/Non-Dispatch/KY (days)	PBX	36.00
P-4	PBX/>=10 circuits/Dispatch/KY (days)	PBX	1.56
P-4	PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX	3.86
P-4	Centrex/<10 circuits/Dispatch/KY (days)	Centrex	2.32
P-4	Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex	7.08
P-4	Centrex/>=10 circuits/Dispatch/KY (days)	Centrex	5.11
P-4	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Centrex	15.81
P-4	ISDN/<10 circuits/Dispatch/KY (days)	ISDN	6.44
P-4	ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN	12.47
P-4	ISDN/>=10 circuits/Dispatch/KY (days)	ISDN	12.47
P-4	ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN	12.47

## Held Orders

P-1	Residence/<10 circuits/Facility/KY (days)	Res	33.89
P-1	Residence/<10 circuits/Equipment/KY (days)	Res	8.00
P-1	Residence/<10 circuits/Other/KY (days)	Res	10.25
P-1	Residence/>=10 circuits/Facility/KY (days)	Res	0.00
P-1	Residence/>=10 circuits/Equipment/KY (days)	Res	0.00
P-1	Residence/>=10 circuits/Other/KY (days)	Res	0.00

Benchmark	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Analogy								

>= 95%			96.77%	62				YES
>= 95%			91.65%	539				NO
>= 95%								NO
>= 95%			87.76%	98				NO
>= 95%								NO
>= 95%								NO
>= 95%								NO
>= 95%								NO
>= 95%								NO

>= 95%	100.00%	36						YES
>= 95%	100.00%	39						YES
>= 95%	100.00%	28						YES
>= 95%	96.45%	22						YES
>= 95%	100.00%	5						YES
>= 95%	87.50%	8						NO

Res	6.88	4,346	5.38	110	5,858	0.56560	2,6648	YES
Res	1.02	104,382	0.52	2,820	1,158	0.02211	22,2661	YES
Res	5.64	25	6.00	1	2,430	2.47849	0.2582	YES
Res	5.72	1,254	2.86	7	9,174	3.47728	0.8241	YES
Bus	1.72	6,694	0.57	109	3,226	0.31154	3,7059	YES
Bus	9.77	22			13,391			NO
Bus	19.97	374			15,768			NO
Design	9.40	80			13,322			NO
Design	18.28	53			11,129			NO
Design	22.00	1			0,000			NO
Design	22.62	13			38,689			NO
PBX	1.76	17			2,884			NO
PBX	36.00	1			0,000			NO
PBX	1.56	6	3.00	1	0,988	1.03518	-1.3954	YES
PBX	3.86	95			2,417			NO
Centrex	2.32	213			2,830			NO
Centrex	7.08	12			8,281			NO
Centrex	5.11	3			4,401			NO
ISDN	6.44	64			8,772			NO
ISDN	15.81	51			11,376			NO
ISDN	12.47	5			19,085			NO
ISDN	12.47	5			19,085			NO

Res	33.89	74	44.00	1	74,453	74,95418	-0.1349	YES
Res	8.00	1	0.00	0	3,694	3,91768	2.2611	YES
Res	10.25	8	1.00	0				YES
Res	0.00	0	0.00	0				YES
Res	0.00	0	0.00	0				YES
Res	0.00	0	0.00	0				YES

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A.2.2.2.1	P-1	Business<10 circuits/Facility/KY (days)	Bus	23.38	8	0.00	0	31.414			YES
A.2.2.2.12	P-1	Business<10 circuits/Equipment/KY (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.13	P-1	Business<10 circuits/Other/KY (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2	P-1	Business>=10 circuits/Facility/KY (days)	Bus	0.00	0						
A.2.2.2.22	P-1	Business>=10 circuits/Equipment/KY (days)	Bus	0.00	0						
A.2.2.3.1	P-1	Design (Specialty)<10 circuits/Facility/KY (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.12	P-1	Design (Specialty)<10 circuits/Equipment/KY (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.13	P-1	Design (Specialty)<10 circuits/Other/KY (days)	Design	37.13	8	0.00	0	27.493			YES
A.2.2.3.21	P-1	Design (Specialty)>=10 circuits/Facility/KY (days)	Design	0.00	0						
A.2.2.3.22	P-1	Design (Specialty)>=10 circuits/Equipment/KY (days)	Design	0.00	0						
A.2.2.3.23	P-1	Design (Specialty)>=10 circuits/Other/KY (days)	Design	0.00	0						
A.2.2.4.11	P-1	PBX<10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.12	P-1	PBX<10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.13	P-1	PBX<10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.21	P-1	PBX>=10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.22	P-1	PBX>=10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.23	P-1	PBX>=10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.11	P-1	Centrex<10 circuits/Facility/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.12	P-1	Centrex<10 circuits/Equipment/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.13	P-1	Centrex<10 circuits/Other/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.21	P-1	Centrex>=10 circuits/Facility/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.22	P-1	Centrex>=10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.23	P-1	Centrex>=10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.6.11	P-1	ISDN<10 circuits/Facility/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.12	P-1	ISDN<10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.13	P-1	ISDN<10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.21	P-1	ISDN>=10 circuits/Facility/KY (days)	ISDN	0.00	0						
A.2.2.6.22	P-1	ISDN>=10 circuits/Equipment/KY (days)	ISDN	0.00	0						
A.2.2.6.23	P-1	ISDN>=10 circuits/Other/KY (days)	ISDN	0.00	0						

### % Jeopardies - Mechanized

A.2.4.1	P-2	Residence/KY (%)	Res	0.34%	117,042	0.43%	3,058	0.00707	-0.8067	YES
A.2.4.2	P-2	Business/KY (%)	Bus	1.30%	8,127	0.00%	212	0.00789	1.6524	YES
A.2.4.3	P-2	Design (Specialty)/KY (%)	Design	10.06%	537					
A.2.4.4	P-2	PBX/KY (%)	PBX	5.88%	34					
A.2.4.5	P-2	Centrex/KY (%)	Centrex	2.17%	323					
A.2.4.6	P-2	ISDN/KY (%)	ISDN	12.70%	126					

### % Jeopardies - Non-Mechanized

A.2.5.1	P-2	Residence/KY (%)	Diagnostic	0.00%	46					Diagnostic
A.2.5.2	P-2	Business/KY (%)	Diagnostic	0.00%	13					Diagnostic
A.2.5.3	P-2	Design (Specialty)/KY (%)	Diagnostic	0.00%	2					Diagnostic
A.2.5.4	P-2	PBX/KY (%)	Diagnostic	0.00%	9					Diagnostic
A.2.5.5	P-2	Centrex/KY (%)	Diagnostic	0.00%	1					Diagnostic
A.2.5.6	P-2	ISDN/KY (%)	Diagnostic	0.00%	1					Diagnostic

### Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2	Residence/KY (hours)	>= 48 hrs	176.65	11					YES
A.2.7.2	P-2	Business/KY (hours)	>= 48 hrs							
A.2.7.3	P-2	Design (Specialty)/KY (hours)	>= 48 hrs							
A.2.7.4	P-2	PBX/KY (hours)	>= 48 hrs							
A.2.7.5	P-2	Centrex/KY (hours)	>= 48 hrs							
A.2.7.6	P-2	ISDN/KY (hours)	>= 48 hrs							

### Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2	Residence/KY (hours)	Diagnostic							Diagnostic
A.2.8.2	P-2	Business/KY (hours)	Diagnostic							Diagnostic
A.2.8.3	P-2	Design (Specialty)/KY (hours)	Diagnostic							Diagnostic
A.2.8.4	P-2	PBX/KY (hours)	Diagnostic							Diagnostic
A.2.8.5	P-2	Centrex/KY (hours)	Diagnostic							Diagnostic

### Benchmark/ Analogy

### BST Measure Volume CLEC Measure Volume CLEC Measure Volume Standard Deviation Standard Error Zscore Equity

Bus	23.38	8	0.00	0	31.414					YES
Bus	0.00	0	0.00	0						YES
Bus	0.00	0	0.00	0						YES
Bus	0.00	0								
Bus	0.00	0								
Design	0.00	0	0.00	0						YES
Design	0.00	0	0.00	0						YES
Design	37.13	8	0.00	0	27.493					YES
Design	0.00	0								
Design	0.00	0								
PBX	0.00	0	0.00	0						YES
PBX	0.00	0	0.00	0						YES
PBX	0.00	0	0.00	0						YES
PBX	0.00	0	0.00	0						YES
PBX	0.00	0	0.00	0						YES
Centrex	0.00	0	0.00	0						YES
Centrex	0.00	0	0.00	0						YES
Centrex	0.00	0	0.00	0						YES
Centrex	0.00	0								
ISDN	0.00	0	0.00	0						YES
ISDN	0.00	0	0.00	0						YES
ISDN	0.00	0	0.00	0						YES
ISDN	0.00	0								
ISDN	0.00	0								

Res	0.34%	117,042	0.43%	3,058	0.00707	-0.8067	YES
Bus	1.30%	8,127	0.00%	212	0.00789	1.6524	YES
Design	10.06%	537					
PBX	5.88%	34					
Centrex	2.17%	323					
ISDN	12.70%	126					

Diagnostic	0.00%	46					Diagnostic
Diagnostic	0.00%	13					Diagnostic
Diagnostic	0.00%	2					Diagnostic
Diagnostic	0.00%	9					Diagnostic
Diagnostic	0.00%	1					Diagnostic
Diagnostic	0.00%	1					Diagnostic

>= 48 hrs	176.65	11					YES
>= 48 hrs							
>= 48 hrs							
>= 48 hrs							
>= 48 hrs							

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic

# Bellsouth Monthly State Summary Kentucky, July 2003

A2.86	P-2	ISDN/KY (hours)
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<b>% Jeopardy Notice &gt;= 48 hours - Mechanized</b>		
A2.91	P-2	Residence/<10 circuits/Dispatch/KY (%)
A2.92	P-2	Business/<10 circuits/Dispatch/KY (%)
A2.93	P-2	Design (Specials)/KY (%)
A2.94	P-2	PBX/KY (%)
A2.95	P-2	Centrex/KY (%)
A2.96	P-2	ISDN/KY (%)

<b>% Jeopardy Notice &gt;= 48 hours - Non-Mechanized</b>		
A2.101	P-2	Residence/KY (%)
A2.102	P-2	Business/KY (%)
A2.103	P-2	Design (Specials)/KY (%)
A2.104	P-2	PBX/KY (%)
A2.105	P-2	Centrex/KY (%)
A2.106	P-2	ISDN/KY (%)

<b>% Missed Installation Appointments</b>		
A2.111.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)
A2.111.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)
A2.111.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)
A2.111.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY (%)
A2.112.1	P-3	Business/<10 circuits/Dispatch/KY (%)
A2.112.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)
A2.113.1	P-3	Business/>=10 circuits/Dispatch/KY (%)
A2.113.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)
A2.113.2.1	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
A2.113.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
A2.114.1	P-3	PBX/<10 circuits/Dispatch/KY (%)
A2.114.1.1	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)
A2.114.1.2	P-3	PBX/>=10 circuits/Dispatch/KY (%)
A2.114.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)
A2.114.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)
A2.115.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)
A2.115.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)
A2.115.2	P-3	Centrex/>=10 circuits/Dispatch/KY (%)
A2.115.2.1	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)
A2.116.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)
A2.116.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)
A2.116.2	P-3	ISDN/>=10 circuits/Dispatch/KY (%)
A2.116.2.1	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)
A2.116.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)

<b>% Provisioning Troubles Within 30 Days</b>		
A2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)
A2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)
A2.12.1.2	P-9	Residence/>=10 circuits/Dispatch/KY (%)
A2.12.1.2.1	P-9	Residence/>=10 circuits/Non-Dispatch/KY (%)
A2.12.2.1	P-9	Business/<10 circuits/Dispatch/KY (%)
A2.12.2.1.1	P-9	Business/<10 circuits/Non-Dispatch/KY (%)
A2.12.2.1.2	P-9	Business/>=10 circuits/Dispatch/KY (%)
A2.12.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)
A2.12.3.1	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
A2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
A2.12.3.1.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
A2.12.3.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)
A2.12.4.1	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)
A2.12.4.1.1	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)
A2.12.4.1.2	P-9	PBX/>=10 circuits/Dispatch/KY (%)
A2.12.4.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)
A2.12.4.2.1	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)
A2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)

Benchmark/  
Analog

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

Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic  
Diagnostic

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

		100.00%	11				YES
--	--	---------	----	--	--	--	-----

							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

	16.66%	5,024	8.80%	126		0.03374	2,3296	YES
	0.03%	112,040	0.03%	2,979		0.00032	-0.0966	YES
	11.54%	26	0.00%	1		0.32657	0.3544	YES
	5.47%	1,352	11.11%	9		0.07607	-0.7411	YES
	0.03%	6,742	0.00%	216		0.00119	0.2492	YES
	0.00%	23						
	7.59%	382						
	1.22%	82	0.00%	1		0.11042	0.1104	YES
	0.00%	56						
	0.00%	1						
	0.00%	13						
	0.00%	19	0.00%	8				YES
	0.00%	1						
	0.00%	6	0.00%	1				YES
	0.00%	95						
	0.00%	213	0.00%	1				YES
	0.00%	12						
	0.00%	3						
	2.94%	68						
	0.00%	53	0.00%	1				YES
	20.00%	5						

	11.14%	5,124	9.49%	137		0.02724	0.6074	YES
	4.45%	113,311	4.91%	2,935		0.00386	-1.1796	YES
	0.00%	11						
	11.39%	1,572	25.00%	8		0.11259	-1.2091	YES
	5.85%	6,320	3.61%	166		0.01846	1.2135	YES
	16.67%	24						
	6.33%	395	0.00%	2		0.17261	0.3667	YES
	2.33%	86	0.00%	5		0.06933	0.3354	YES
	0.00%	41						
	0.00%	6						
	0.00%	13	0.00%	2				YES
	0.00%	31						
	0.00%	2						
	0.00%	3						

## BellSouth Monthly State Summary Kentucky, July 2003

A.2.12.5.1.1	P-9	Centrex<10 circuits/Dispatch/KY (%)
A.2.12.5.1.2	P-9	Centrex<10 circuits/Non-Dispatch/KY (%)
A.2.12.5.2.1	P-9	Centrex>=10 circuits/Dispatch/KY (%)
A.2.12.6.1.1	P-9	ISDN<10 circuits/Dispatch/KY (%)
A.2.12.6.1.2	P-9	ISDN<10 circuits/Non-Dispatch/KY (%)
A.2.12.6.2.1	P-9	ISDN>=10 circuits/Dispatch/KY (%)
A.2.12.6.2.2	P-9	ISDN>=10 circuits/Non-Dispatch/KY (%)

Benchmark/  
Analog

Measure	BST	CLEC	Standard	Standard Error	Zscore	Equity
Centrex	1.10%					
Centrex	4.57%	175				
Centrex	0.00%	16				
Centrex	33.33%	6				
ISDN	9.76%	41				
ISDN	0.00%	46				
ISDN						
ISDN	0.00%	5				

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

Average Completion Notice Interval - Mechanized

Measure	BST	CLEC	Standard	Standard Error	Zscore	Equity		
Res	3.66	5,024	0.02	115	20,972	1,97788	1,8419	YES
Res	0.65	111,859	0.38	2,943	6,319	0.11801	2,2420	YES
Res	1.54	26			5,492			
Res								
Bus	2.67	1,352	0.02	8	17,730	6,28697	0,4221	YES
Bus	1.78	6,725	0.35	204	24,215	1,72093	0,8311	YES
Bus	13.87	23			37,158			
Bus								
Design	8.11	392			51,966			
Design	12.39	82			57,047			
Design	6.81	56			26,464			
Design	16.37	1			0,000			
PBX	5.40	13			9,889			
PBX	37.82	19			98,872			
PBX	0.02	1			0,000			
PBX	0.27	6			0,153			
Centrex	3.32	95			17,944			
Centrex	0.54	212			1,953			
Centrex	0.02	12			0,000			
Centrex	21.02	3			35,594			
ISDN	11.06	68			19,413			
ISDN	18.50	53			58,108			
ISDN								
ISDN	3.07	5			6,352			

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

Average Completion Notice Interval - Non-Mechanized

Measure	BST	CLEC	Standard	Standard Error	Zscore	Equity
Diagnostic						
Diagnostic	20.43	10				
Diagnostic	4.90	36				
Diagnostic	0.02	1				
Diagnostic	41.22	1				
Diagnostic	15.05	12				
Diagnostic						
Diagnostic	36.73	1				
Diagnostic						
Diagnostic	26.07	8				
Diagnostic	23.80	1				
Diagnostic	0.33	1				
Diagnostic						
Diagnostic	156.48	1				
Diagnostic						
Diagnostic						
Diagnostic						

## BellSouth Monthly State Summary Kentucky, July 2003

				Benchmark/ Analog							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>Total Service Order Cycle Time - Mechanized</b>											
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			5.64	89				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.58	2,447				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.74	3				Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			0.49	51				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specialty)<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specialty)<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specialty)>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specialty)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time - Partially Mechanized</b>											
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			4.46	8				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.00	293				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic			4.02	2				Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			1.44	37				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specialty)<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specialty)<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specialty)>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specialty)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
<b>Total Service Order Cycle Time - Non-Mechanized</b>											
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			4.27	6				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.69	6				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.80	1				Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			1.09	1				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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Anallog	Benchmark	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-10	Business/=>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
P-10	Design (Specials)<=10 circuits/Dispatch/KY (days)								Diagnostic
P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
P-10	PBX/<10 circuits/Dispatch/KY (days)								Diagnostic
P-10	PBX/=>=10 circuits/Non-Dispatch/KY (days)			5.52	5				Diagnostic
P-10	PBX/=>=10 circuits/Dispatch/KY (days)			4.70	1				Diagnostic
P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)								Diagnostic
P-10	Centrex/=>=10 circuits/Dispatch/KY (days)								Diagnostic
P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
P-10	SDN/<10 circuits/Dispatch/KY (days)			10.77	1				Diagnostic
P-10	SDN/=>=10 circuits/Non-Dispatch/KY (days)								Diagnostic
P-10	SDN/>=10 circuits/Non-Dispatch/KY (days)								Diagnostic

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

A.2.21.1.1.1	P-10	Residence/=>=10 circuits/Dispatch/KY (days)	5.64	89					Diagnostic
A.2.21.1.1.2	P-10	Residence/=>=10 circuits/Non-Dispatch/KY (days)	0.60	2,180					Diagnostic
A.2.21.1.2.1	P-10	Residence/=>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.1.2.2	P-10	Residence/=>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	2.74	3					Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	0.49	49					Diagnostic
A.2.21.3.1.1	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.4.2.1	P-10	PBX/=>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.4.2.2	P-10	PBX/=>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.5.1.1	P-10	Centrex/<=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.5.1.2	P-10	Centrex/<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.6.1.1	P-10	SDN/<=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.6.1.2	P-10	SDN/<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.21.6.2.1	P-10	SDN/>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.21.6.2.2	P-10	SDN/>=10 circuits/Non-Dispatch/KY (days)							Diagnostic

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

A.2.22.1.1.1	P-10	Residence/=>=10 circuits/Dispatch/KY (days)	4.46	8					Diagnostic
A.2.22.1.1.2	P-10	Residence/=>=10 circuits/Non-Dispatch/KY (days)	1.04	263					Diagnostic
A.2.22.1.2.1	P-10	Residence/=>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.22.1.2.2	P-10	Residence/=>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	4.02	2					Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	1.44	37					Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)<=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.22.4.1.1	P-10	PBX/<=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.22.4.1.2	P-10	PBX/<=10 circuits/Non-Dispatch/KY (days)							Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)							Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)							Diagnostic



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A.2.22.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.22.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.22.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.22.6.1.1	P-10	Centrex>=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.22.6.1.2	P-10	Centrex>=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.22.6.2.1	P-10	ISDN<10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.22.6.2.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic

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

A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic	4.27	6					Diagnostic
A.2.23.1.1.2	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic	0.69	6					Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic	6.80	1					Diagnostic
A.2.23.1.2.2	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.1.2.3	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic	1.09	1					Diagnostic
A.2.23.2.1.2	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.2.2.1	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)	Diagnostic	5.68	4					Diagnostic
A.2.23.4.2.1	P-10	PBX>=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.4.2.2	P-10	PBX>=10 circuits/Non-Dispatch/KY (days)	Diagnostic	4.70	1					Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic	10.77	1					Diagnostic
A.2.23.6.1.2	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.6.2.1	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic							Diagnostic

### % Completions w/o Notice or < 24 Hours

A.2.24.1.1	P-6	Residence/Dispatch/KY (%)	Diagnostic	2.46%	122					Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY (%)	Diagnostic	4.57%	2,979					Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/KY (%)	Diagnostic	22.22%	9					Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/KY (%)	Diagnostic	3.26%	215					Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY (%)	Diagnostic	0.00%	1					Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/KY (%)	Diagnostic	33.33%	9					Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/KY (%)	Diagnostic							Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY (%)	Diagnostic							Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/KY (%)	Diagnostic							Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY (%)	Diagnostic	0.00%	1					Diagnostic

### Service Order Accuracy

A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY (%)	>= 95%	98.00%	300					YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY (%)	>= 95%	98.50%	400					YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY (%)	>= 95%	100.00%	7					YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY (%)	>= 95%							NO
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY (%)	>= 95%	93.00%	100					NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY (%)	>= 95%	94.64%	112					NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY (%)	>= 95%	57.14%	7					NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY (%)	>= 95%	83.33%	6					NO
A.2.25.3.1.1	P-11	Design (Specials)<10 circuits/Dispatch/KY (%)	>= 95%	95.24%	21					YES

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A2.263.2.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)
A2.263.2.1.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)
A2.263.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)

Benchmark/ Analog  
 >= 95%  
 >= 95%  
 >= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		94.74%	76				NO
		94.44%	18				NO

## Resale - Maintenance and Repair

A3.1.1.1	M&R-1	Residence/Dispatch/KY (%)
A3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)
A3.1.2.1	M&R-1	Business/Dispatch/KY (%)
A3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)
A3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)
A3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)
A3.1.4.1	M&R-1	PBX/Dispatch/KY (%)
A3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)
A3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)
A3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)
A3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)
A3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)

Res  
Res  
Bus  
Bus  
Design  
Design  
PBX  
Centrex  
Centrex  
ISDN  
ISDN

13.55%	21,307	4.48%	335	54,342	0.01885	4.8156	YES
2.16%	7,991	0.00%	41	43,471	0.02279	0.9501	YES
13.39%	2,571	8.47%	59	21,356	0.04483	1.0943	YES
2.39%	1,128	0.00%	4	7,711	0.07656	0.3128	YES
1.23%	487	0.00%	18	4,746	0.02648	0.4633	YES
0.61%	656	0.00%	14	5,245	0.02103	0.2900	YES
10.39%	77	0.00%	2	19,580	0.21854	0.4754	YES
0.00%	50	0.00%	0	2,367			YES
16.55%	139	0.00%	0	12,233			YES
3.96%	101	0.00%	0	5,352			YES
3.13%	32	0.00%	1	7,964	0.17669	0.1769	YES
0.00%	37	0.00%	1	2,581	0.17669	0.1769	YES

## Customer Trouble Report Rate

A3.2.1.1	M&R-2	Residence/Dispatch/KY (%)
A3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)
A3.2.2.1	M&R-2	Business/Dispatch/KY (%)
A3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)
A3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)
A3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)
A3.2.4.1	M&R-2	PBX/Dispatch/KY (%)
A3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)
A3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)
A3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)
A3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)
A3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)

Res  
Res  
Bus  
Bus  
Design  
Design  
PBX  
Centrex  
Centrex  
ISDN  
ISDN

2.89%	736,641	2.99%	11,204	54,342	0.00162	-0.6026	YES
1.08%	736,641	0.37%	11,204	43,471	0.00099	7.2506	YES
1.31%	195,699	1.47%	4,009	21,356	0.00183	-0.9837	YES
0.59%	195,699	0.10%	4,009	7,711	0.00124	3.9346	YES
0.43%	112,658	1.71%	1,051	4,746	0.00204	-6.2940	NO
0.59%	112,658	0.33%	1,051	5,245	0.00236	-3.1706	NO
0.24%	32,510	0.29%	701	19,580	0.00186	-0.2608	YES
0.15%	32,510	0.00%	701	12,233	0.00150	1.0273	YES
0.29%	35,246	0.00%	229	5,352	0.00332	0.7875	YES
0.18%	55,246	0.00%	229	7,964	0.00283	0.6457	YES
0.49%	7,505	0.74%	136	2,581	0.00565	-0.5468	YES
0.49%	7,505	0.74%	136	2,581	0.00608	-0.3988	YES

## Maintenance Average Duration

A3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)
A3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)
A3.3.2.1	M&R-3	Business/Dispatch/KY (hours)
A3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)
A3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)
A3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)
A3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)
A3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)
A3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)
A3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)
A3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)
A3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)

Res  
Res  
Bus  
Bus  
Design  
Design  
PBX  
Centrex  
Centrex  
ISDN  
ISDN

37.14	21,307	29.42	335	54,342	2.99226	2.5910	YES
22.33	7,991	13.25	41	43,471	6.80635	1.3340	YES
13.08	2,571	13.24	59	21,356	2.81199	-0.0574	YES
3.12	1,128	0.70	4	4,746	3.86224	0.6277	YES
4.97	487	2.57	18	5,245	1.13923	2.1119	YES
1.95	656	1.10	14	19,580	1.41667	0.5946	YES
10.27	77	9.12	2	19,580	14.02386	0.0826	YES
3.04	50	0.00	0	2,367			YES
10.44	139	0.00	0	12,233			YES
3.19	101	0.00	0	5,352			YES
6.11	32	2.42	1	7,964	7.99630	0.4623	YES
1.72	37	0.67	1	2,581	2.61610	0.4045	YES

## % Repeat Troubles within 30 Days

A3.4.1.1	M&R-4	Residence/Dispatch/KY (%)
A3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)
A3.4.2.1	M&R-4	Business/Dispatch/KY (%)
A3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)
A3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)
A3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)
A3.4.4.1	M&R-4	PBX/Dispatch/KY (%)
A3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)
A3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)
A3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)
A3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)
A3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)

Res  
Res  
Bus  
Bus  
Design  
Design  
PBX  
Centrex  
Centrex  
ISDN  
ISDN

21.05%	21,307	14.63%	335	54,342	0.02245	2.8612	YES
19.05%	7,991	12.20%	41	43,471	0.06148	1.1144	YES
15.83%	2,571	11.86%	59	21,356	0.04806	0.8251	YES
15.96%	1,128	0.00%	4	4,746	0.18343	-0.2689	YES
25.05%	487	27.78%	18	5,245	0.10400	-0.2822	YES
19.36%	656	14.29%	14	19,580	0.10672	0.4735	YES
11.69%	77	50.00%	2	19,580	0.23011	-1.6649	NO
4.00%	50	0.00%	0	2,367			YES
12.23%	139	0.00%	0	12,233			YES
24.75%	101	0.00%	0	5,352			YES
6.25%	32	0.00%	1	7,964	0.24581	0.2543	YES

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	ISDN/Non-Dispatch/KY (%)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.4.0.2	M&R-4	ISDN	8.11%	37	0.00%	1		0.27662	0.2931	YES
<b>Out of Service &gt; 24 hours</b>										
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	14.83%	14,192	7.48%	254		0.02260	3.2651	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	6.17%	2,288	0.00%	20		0.05405	1.1421	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	6.31%	1,553	9.09%	33		0.04277	-0.6501	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	2.03%	395	0.00%	1		0.14104	0.1436	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	1.23%	487	0.00%	18		0.02648	0.4653	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	0.67%	656	0.00%	14		0.02103	0.2900	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	5.88%	68	0.00%	1		0.23702	0.2482	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	0.00%	41	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	9.09%	77	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	3.13%	43	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	0.00%	32	0.00%	1		0.17669	0.1769	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	0.00%	37	0.00%	1				YES

## Resale - Billing

	Invoice Accuracy	BST - State	BST - Region	Mean Time to Deliver Invoices - CRIS				
A.4.1	B-1 KY (%)	98.46%	\$96,569,395	96.45%	\$881,593	0.00013	152,5927	NO
A.4.2	B-2 Region (business days)	4.69	1	4.46	1,937			YES

## BellSouth Monthly State Summary Kentucky, July 2003

### Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.1.1	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.1.2	Local Interface Transports/KY (%)	Diagnostic								Diagnostic
B.1.1.3	Loop + Port Combinations/KY (%)	Diagnostic			10.59%	27,008				Diagnostic
B.1.1.4	Combo Other/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.1.1.5	XDSL (ADSL, HDSL and UCLJKY (%)	Diagnostic			9.26%	54				Diagnostic
B.1.1.6	ISDN Loop (UDN, UDCY/KY (%)	Diagnostic			15.61%	44				Diagnostic
B.1.1.7	Line Sharing/KY (%)	Diagnostic			1.49%	134				Diagnostic
B.1.1.8	2W Analog Loop Design/KY (%)	Diagnostic			80.00%	10				Diagnostic
B.1.1.9	2W Analog Loop Non-Design/KY (%)	Diagnostic			16.67%	18				Diagnostic
B.1.1.10	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.11	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.12	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic			5.26%	38				Diagnostic
B.1.1.14	Other Design/KY (%)	Diagnostic			11.67%	1491				Diagnostic
B.1.1.15	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.16	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.1.17	LNP Standalone/KY (%)	Diagnostic			3.79%	739				Diagnostic

% Rejected Service Requests - Partially Mechanized		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.2.1	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.2.2	Local Interface Transports/KY (%)	Diagnostic			45.89%	3,465				Diagnostic
B.1.2.3	Loop + Port Combinations/KY (%)	Diagnostic			0.00%	11				Diagnostic
B.1.2.4	Combo Other/KY (%)	Diagnostic			25.00%	4				Diagnostic
B.1.2.5	XDSL (ADSL, HDSL and UCLJKY (%)	Diagnostic			22.22%	9				Diagnostic
B.1.2.6	ISDN Loop (UDN, UDCY/KY (%)	Diagnostic			12.50%	16				Diagnostic
B.1.2.7	Line Sharing/KY (%)	Diagnostic			31.59%	19				Diagnostic
B.1.2.8	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	7				Diagnostic
B.1.2.9	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.10	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.11	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.12	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.14	Other Design/KY (%)	Diagnostic			38.46%	13				Diagnostic
B.1.2.15	Other Non-Design/KY (%)	Diagnostic			17.80%	2,022				Diagnostic
B.1.2.16	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.2.17	LNP Standalone/KY (%)	Diagnostic			31.49%	181				Diagnostic

% Rejected Service Requests - Non-Mechanized		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.3.1	Switch Ports/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.1.3.2	Local Interface Transports/KY (%)	Diagnostic			38.91%	293				Diagnostic
B.1.3.3	Loop + Port Combinations/KY (%)	Diagnostic			17.31%	52				Diagnostic
B.1.3.4	Combo Other/KY (%)	Diagnostic			0.00%	6				Diagnostic
B.1.3.5	XDSL (ADSL, HDSL and UCLJKY (%)	Diagnostic								Diagnostic
B.1.3.6	ISDN Loop (UDN, UDCY/KY (%)	Diagnostic			0.00%	4				Diagnostic
B.1.3.7	Line Sharing/KY (%)	Diagnostic			71.43%	7				Diagnostic
B.1.3.8	2W Analog Loop Design/KY (%)	Diagnostic			23.08%	13				Diagnostic
B.1.3.9	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.10	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.11	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.12	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.14	Other Design/KY (%)	Diagnostic			19.35%	31				Diagnostic
B.1.3.15	Other Non-Design/KY (%)	Diagnostic			30.14%	146				Diagnostic
B.1.3.16	INP Standalone/KY (%)	Diagnostic			25.00%	12				Diagnostic
B.1.3.17	LNP Standalone/KY (%)	Diagnostic			19.55%	179				Diagnostic

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Object Interval - Mechanized	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-8	Switch Ports/KY (%)	>= 97% w in 1 hr							
O-8	Local Interoffice Transport/KY (%)	>= 97% w in 1 hr		95.77%	2,861				NO
O-8	Loop + Port Combinations/KY (%)	>= 97% w in 1 hr		100.00%	1				YES
O-8	Combo Other/KY (%)	>= 97% w in 1 hr		100.00%	5				YES
O-8	XDSL (ADSL, HDSL and UCLJ)/KY (%)	>= 97% w in 1 hr		100.00%	7				YES
O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 97% w in 1 hr		100.00%	2				YES
O-8	Line Sharing/KY (%)	>= 97% w in 1 hr		100.00%	3				YES
O-8	2W Analog Loop Design/KY (%)	>= 97% w in 1 hr							
O-8	2W Analog Loop Non-Design/KY (%)	>= 97% w in 1 hr							
O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr							
O-14	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr							
O-14	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr		100.00%	2				YES
O-8	Other Design/KY (%)	>= 97% w in 1 hr		95.40%	174				NO
O-8	Other Non-Design/KY (%)	>= 97% w in 1 hr							
O-8	INP Standalone/KY (%)	>= 97% w in 1 hr							
O-14	INP Standalone/KY (%)	>= 97% w in 1 hr		95.43%	28				NO

Object Interval - 10 hours - Partially Mechanized	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-8	Switch Ports/KY (%)	>= 85% w in 10 hrs							
O-8	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs		95.71%	1,609				YES
O-8	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs							
O-8	Combo Other/KY (%)	>= 85% w in 10 hrs		100.00%	1				YES
O-8	XDSL (ADSL, HDSL and UCLJ)/KY (%)	>= 85% w in 10 hrs		100.00%	2				YES
O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs		66.67%	3				NO
O-8	Line Sharing/KY (%)	>= 85% w in 10 hrs		100.00%	6				YES
O-8	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs							
O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs							
O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs							
O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs							
O-14	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs							
O-14	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs		80.00%	5				NO
O-8	Other Design/KY (%)	>= 85% w in 10 hrs		97.30%	371				YES
O-8	Other Non-Design/KY (%)	>= 85% w in 10 hrs							
O-8	INP Standalone/KY (%)	>= 85% w in 10 hrs							
O-14	INP Standalone/KY (%)	>= 85% w in 10 hrs		94.74%	57				YES

Object Interval - Non-Mechanized	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-8	Switch Ports/KY (%)	>= 85% w in 24 hrs		100.00%	1				YES
O-8	Local Interoffice Transport/KY (%)	>= 85% w in 24 hrs		95.83%	120				YES
O-8	Loop + Port Combinations/KY (%)	>= 85% w in 24 hrs		100.00%	9				YES
O-8	Combo Other/KY (%)	>= 85% w in 24 hrs							
O-8	XDSL (ADSL, HDSL and UCLJ)/KY (%)	>= 85% w in 24 hrs							
O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 24 hrs							
O-8	Line Sharing/KY (%)	>= 85% w in 24 hrs							
O-8	2W Analog Loop Design/KY (%)	>= 85% w in 24 hrs		100.00%	5				YES
O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 24 hrs		66.67%	3				NO
O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs							
O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs							
O-14	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs							
O-14	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs							
O-8	Other Design/KY (%)	>= 85% w in 24 hrs		100.00%	10				YES
O-8	Other Non-Design/KY (%)	>= 85% w in 24 hrs		91.49%	47				YES
O-8	INP Standalone/KY (%)	>= 85% w in 24 hrs		100.00%	4				YES
O-14	INP Standalone/KY (%)	>= 85% w in 24 hrs		100.00%	39				YES

FOC Timeliness - Mechanized	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
O-9	Switch Ports/KY (%)	>= 95% w in 3 hrs							
O-9	Local Interoffice Transport/KY (%)	>= 95% w in 3 hrs							

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Item	Category	Value
B.1.9.3	B.1.9.3	
B.1.9.4	B.1.9.4	
B.1.9.5	B.1.9.5	
B.1.9.6	B.1.9.6	
B.1.9.7	B.1.9.7	
B.1.9.8	B.1.9.8	
B.1.9.9	B.1.9.9	
B.1.9.10	B.1.9.10	
B.1.9.11	B.1.9.11	
B.1.9.12	B.1.9.12	
B.1.9.13	B.1.9.13	
B.1.9.14	B.1.9.14	
B.1.9.15	B.1.9.15	
B.1.9.16	B.1.9.16	
B.1.9.17	B.1.9.17	

### FOC Timeliness - 10 hours - Partially Mechanized

Item	Category	Value
B.1.12.1	B.1.12.1	
B.1.12.2	B.1.12.2	
B.1.12.3	B.1.12.3	
B.1.12.4	B.1.12.4	
B.1.12.5	B.1.12.5	
B.1.12.6	B.1.12.6	
B.1.12.7	B.1.12.7	
B.1.12.8	B.1.12.8	
B.1.12.9	B.1.12.9	
B.1.12.10	B.1.12.10	
B.1.12.11	B.1.12.11	
B.1.12.12	B.1.12.12	
B.1.12.13	B.1.12.13	
B.1.12.14	B.1.12.14	
B.1.12.15	B.1.12.15	
B.1.12.16	B.1.12.16	
B.1.12.17	B.1.12.17	

### FOC Timeliness - Non-Mechanized

Item	Category	Value
B.1.13.1	B.1.13.1	
B.1.13.2	B.1.13.2	
B.1.13.3	B.1.13.3	
B.1.13.4	B.1.13.4	
B.1.13.5	B.1.13.5	
B.1.13.6	B.1.13.6	
B.1.13.7	B.1.13.7	
B.1.13.8	B.1.13.8	
B.1.13.9	B.1.13.9	
B.1.13.10	B.1.13.10	
B.1.13.11	B.1.13.11	
B.1.13.12	B.1.13.12	
B.1.13.13	B.1.13.13	
B.1.13.14	B.1.13.14	
B.1.13.15	B.1.13.15	
B.1.13.16	B.1.13.16	
B.1.13.17	B.1.13.17	

### FOC & Reject Response Completeness - Mechanized

Item	Category	Value
B.1.14.1.1	B.1.14.1.1	
B.1.14.1.2	B.1.14.1.2	
B.1.14.2.1	B.1.14.2.1	
B.1.14.2.2	B.1.14.2.2	
B.1.14.3.1	B.1.14.3.1	

### Benchmark Analog

Item	Category	Value
O-9	Loop + Port Combinations/KY (%)	>= 95% w/in 3 hrs
O-9	Combo Other/KY (%)	>= 95% w/in 3 hrs
O-9	KDSL (ADSL, HDSL and UCL)KY (%)	>= 95% w/in 3 hrs
O-9	ISDN Loop (UDN, UDC)KY (%)	>= 95% w/in 3 hrs
O-9	Line Sharing/KY (%)	>= 95% w/in 3 hrs
O-9	2W Analog Loop Design/KY (%)	>= 95% w/in 3 hrs
O-9	2W Analog Loop Non-Design/KY (%)	>= 95% w/in 3 hrs
O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w/in 3 hrs
O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w/in 3 hrs
O-9	Other Design/KY (%)	>= 95% w/in 3 hrs
O-9	Other Non-Design/KY (%)	>= 95% w/in 3 hrs
O-9	INP Standalone/KY (%)	>= 95% w/in 3 hrs
O-15	INP Standalone/KY (%)	>= 95% w/in 3 hrs

Item	Category	Value
O-9	Switch Ports/KY (%)	>= 85% w/in 10 hrs
O-9	Local Interface Transport/KY (%)	>= 85% w/in 10 hrs
O-9	Loop + Port Combinations/KY (%)	>= 85% w/in 10 hrs
O-9	Combo Other/KY (%)	>= 85% w/in 10 hrs
O-9	KDSL (ADSL, HDSL and UCL)KY (%)	>= 85% w/in 10 hrs
O-9	ISDN Loop (UDN, UDC)KY (%)	>= 85% w/in 10 hrs
O-9	Line Sharing/KY (%)	>= 85% w/in 10 hrs
O-9	2W Analog Loop Design/KY (%)	>= 85% w/in 10 hrs
O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w/in 10 hrs
O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 10 hrs
O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 10 hrs
O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 10 hrs
O-9	Other Design/KY (%)	>= 85% w/in 10 hrs
O-9	Other Non-Design/KY (%)	>= 85% w/in 10 hrs
O-9	INP Standalone/KY (%)	>= 85% w/in 10 hrs
O-15	INP Standalone/KY (%)	>= 85% w/in 10 hrs

Item	Category	Value
O-9	Switch Ports/KY (%)	>= 85% w/in 36 hrs
O-9	Local Interface Transport/KY (%)	>= 85% w/in 36 hrs
O-9	Loop + Port Combinations/KY (%)	>= 85% w/in 36 hrs
O-9	Combo Other/KY (%)	>= 85% w/in 36 hrs
O-9	KDSL (ADSL, HDSL and UCL)KY (%)	>= 85% w/in 36 hrs
O-9	ISDN Loop (UDN, UDC)KY (%)	>= 85% w/in 36 hrs
O-9	Line Sharing/KY (%)	>= 85% w/in 36 hrs
O-9	2W Analog Loop Design/KY (%)	>= 85% w/in 36 hrs
O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w/in 36 hrs
O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 36 hrs
O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 36 hrs
O-15	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w/in 36 hrs
O-9	Other Design/KY (%)	>= 85% w/in 36 hrs
O-9	Other Non-Design/KY (%)	>= 85% w/in 36 hrs
O-9	INP Standalone/KY (%)	>= 85% w/in 36 hrs
O-15	INP Standalone/KY (%)	>= 85% w/in 36 hrs

Item	Category	Value
O-11	Switch Ports/ED/KY (%)	>= 95%
O-11	Switch Ports/TAG/KY (%)	>= 95%
O-11	Local Interface Transport/ED/KY (%)	>= 95%
O-11	Local Interface Transport/TAG/KY (%)	>= 95%
O-11	Loop + Port Combinations/ED/KY (%)	>= 95%

### BST Measure Volume CLEC Measure Volume CLEC Standard Deviation Standard Error Z Score Equity

Item	Category	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
		99.24%		24,126					YES
		0.00%		1					NO
		100.00%		49					YES
		97.22%		36					YES
		97.73%		132					YES
		90.00%		2					NO
		100.00%		15					YES
		100.00%		36					YES
		98.86%		1,311					YES
		98.43%		707					YES

Item	Category	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
		96.89%		2,083					YES
		100.00%		10					YES
		66.67%		3					NO
		100.00%		7					YES
		100.00%		15					YES
		100.00%		16					YES
		100.00%		8					YES
		100.00%		8					YES
		96.10%		1,874					YES
		88.06%		134					YES

Item	Category	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
		97.69%		173					YES
		96.24%		42					YES
		100.00%		5					YES
		100.00%		4					YES
		100.00%		2					YES
		100.00%		11					YES
		100.00%		25					YES
		96.10%		102					YES
		87.50%		8					YES
		96.64%		147					YES

Item	Category	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Z Score	Equity
		100.00%		16,550					YES

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B.1.14.3.2	O-11	Loop + Port Combinations/TAGIKY (%)	>= 95%
B.1.14.4.1	O-11	Combo Other/TAGIKY (%)	>= 95%
B.1.14.4.2	O-11	XDSL (ADSL, HDSL and UCLY)EDIKRY (%)	>= 95%
B.1.14.5.1	O-11	XDSL (ADSL, HDSL and UCLY)TAGIKY (%)	>= 95%
B.1.14.5.2	O-11	ISDN Loop (UDN, UDCY)EDIKRY (%)	>= 95%
B.1.14.6.1	O-11	ISDN Loop (UDN, UDCY)TAGIKY (%)	>= 95%
B.1.14.7.1	O-11	Line Sharing/EDIKRY (%)	>= 95%
B.1.14.7.2	O-11	Line Sharing/TAGIKY (%)	>= 95%
B.1.14.8.1	O-11	2W Analog Loop Design/EDIKRY (%)	>= 95%
B.1.14.8.2	O-11	2W Analog Loop Design/TAGIKY (%)	>= 95%
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDIKRY (%)	>= 95%
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAGIKY (%)	>= 95%
B.1.14.10.1	O-11	2W Analog Loop w/INP Non-Design/EDIKRY (%)	>= 95%
B.1.14.10.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDIKRY (%)	>= 95%
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%
B.1.14.12.1	O-11	2W Analog Loop w/INP Non-Design/EDIKRY (%)	>= 95%
B.1.14.12.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%
B.1.14.13.1	O-11	2W Analog Loop w/INP Non-Design/EDIKRY (%)	>= 95%
B.1.14.13.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%
B.1.14.14.1	O-11	Other Design/EDIKRY (%)	>= 95%
B.1.14.14.2	O-11	Other Design/TAGIKY (%)	>= 95%
B.1.14.15.1	O-11	Other Non-Design/EDIKRY (%)	>= 95%
B.1.14.15.2	O-11	Other Non-Design/TAGIKY (%)	>= 95%
B.1.14.16.1	O-11	INP Standalone/EDIKRY (%)	>= 95%
B.1.14.16.2	O-11	INP Standalone/TAGIKY (%)	>= 95%
B.1.14.17.1	O-11	INP Standalone/EDIKRY (%)	>= 95%
B.1.14.17.2	O-11	INP Standalone/TAGIKY (%)	>= 95%

### FC & Reflect Response Completeness - Partially Mechanized

B.1.15.1.1	O-11	Switch Ports/EDIKRY (%)	>= 95%
B.1.15.1.2	O-11	Switch Ports/TAGIKY (%)	>= 95%
B.1.15.2.1	O-11	Local Interface Transport/EDIKRY (%)	>= 95%
B.1.15.2.2	O-11	Local Interface Transport/TAGIKY (%)	>= 95%
B.1.15.3.1	O-11	Loop + Port Combinations/EDIKRY (%)	>= 95%
B.1.15.3.2	O-11	Loop + Port Combinations/TAGIKY (%)	>= 95%
B.1.15.4.1	O-11	Combo Other/EDIKRY (%)	>= 95%
B.1.15.4.2	O-11	Combo Other/TAGIKY (%)	>= 95%
B.1.15.5.1	O-11	XDSL (ADSL, HDSL and UCLY)EDIKRY (%)	>= 95%
B.1.15.5.2	O-11	XDSL (ADSL, HDSL and UCLY)TAGIKY (%)	>= 95%
B.1.15.6.1	O-11	ISDN Loop (UDN, UDCY)EDIKRY (%)	>= 95%
B.1.15.6.2	O-11	ISDN Loop (UDN, UDCY)TAGIKY (%)	>= 95%
B.1.15.7.1	O-11	Line Sharing/EDIKRY (%)	>= 95%
B.1.15.7.2	O-11	Line Sharing/TAGIKY (%)	>= 95%
B.1.15.8.1	O-11	2W Analog Loop Design/EDIKRY (%)	>= 95%
B.1.15.8.2	O-11	2W Analog Loop Design/TAGIKY (%)	>= 95%
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDIKRY (%)	>= 95%
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAGIKY (%)	>= 95%
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDIKRY (%)	>= 95%
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAGIKY (%)	>= 95%
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDIKRY (%)	>= 95%
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%
B.1.15.12.1	O-11	2W Analog Loop w/INP Non-Design/EDIKRY (%)	>= 95%
B.1.15.12.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%
B.1.15.13.1	O-11	2W Analog Loop w/INP Non-Design/EDIKRY (%)	>= 95%
B.1.15.13.2	O-11	2W Analog Loop w/INP Non-Design/TAGIKY (%)	>= 95%
B.1.15.14.1	O-11	Other Design/EDIKRY (%)	>= 95%
B.1.15.14.2	O-11	Other Design/TAGIKY (%)	>= 95%
B.1.15.15.1	O-11	Other Non-Design/EDIKRY (%)	>= 95%
B.1.15.15.2	O-11	Other Non-Design/TAGIKY (%)	>= 95%

### Benchmark/ Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95%	99.84%	10,458					YES
>= 95%	100.00%	1					YES
>= 95%	100.00%	49					YES
>= 95%	100.00%	5					YES
>= 95%	93.55%	31					NO
>= 95%	100.00%	13					YES
>= 95%	100.00%	119					YES
>= 95%	100.00%	15					YES
>= 95%	100.00%	10					YES
>= 95%	100.00%	18					YES
>= 95%	100.00%	17					YES
>= 95%	100.00%	21					YES
>= 95%	99.32%	1,179					YES
>= 95%	100.00%	312					YES
>= 95%	99.44%	708					YES
>= 95%	100.00%	31					YES

>= 95%	>= 95%								
>= 95%	>= 95%								
>= 95%	>= 95%	100.00%	1,897						YES
>= 95%	>= 95%	99.81%	1,568						YES
>= 95%	>= 95%	90.91%	11						NO
>= 95%	>= 95%	75.00%	4						NO
>= 95%	>= 95%	100.00%	7						YES
>= 95%	>= 95%	100.00%	2						YES
>= 95%	>= 95%	100.00%	15						YES
>= 95%	>= 95%	100.00%	1						YES
>= 95%	>= 95%	100.00%	19						YES
>= 95%	>= 95%	100.00%	7						YES
>= 95%	>= 95%	100.00%	12						NO
>= 95%	>= 95%	100.00%	1						YES
>= 95%	>= 95%	99.79%	1,898						YES

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B.1.15.16.2	O-11	Other Non-Design/TAckKy (%)	>= 95%
B.1.15.16.1	O-11	INP Standalone/EDIkKy (%)	>= 95%
B.1.15.16.2	O-11	INP Standalone/TAckKy (%)	>= 95%
B.1.15.17.1	O-11	INP Standalone/EDIkKy (%)	>= 95%
B.1.15.17.2	O-11	INP Standalone/TAckKy (%)	>= 95%

**FOC & Reject Response Completeness - Non-Mechanized**

B.1.16.1	O-11	Switch Ports/KY (%)	>= 95%
B.1.16.2	O-11	Local Interface Transport/KY (%)	>= 95%
B.1.16.3	O-11	Loop + Port Combinations/KY (%)	>= 95%
B.1.16.4	O-11	Combo Other/KY (%)	>= 95%
B.1.16.5	O-11	XDSL (ADSL, HDSL, and UCL)/KY (%)	>= 95%
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%
B.1.16.7	O-11	Line Sharing/KY (%)	>= 95%
B.1.16.8	O-11	2W Analog Loop Design/KY (%)	>= 95%
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%
B.1.16.10	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%
B.1.16.11	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%
B.1.16.12	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%
B.1.16.13	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%
B.1.16.14	O-11	Other Design/KY (%)	>= 95%
B.1.16.15	O-11	INP Standalone/KY (%)	>= 95%
B.1.16.16	O-11	INP Standalone/KY (%)	>= 95%
B.1.16.17	O-11	INP Standalone/KY (%)	>= 95%

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

B.1.17.1.1	O-11	Switch Ports/EDIkKy (%)	>= 95%
B.1.17.1.2	O-11	Switch Ports/TAckKy (%)	>= 95%
B.1.17.2.1	O-11	Local Interface Transport/EDIkKy (%)	>= 95%
B.1.17.2.2	O-11	Local Interface Transport/TAckKy (%)	>= 95%
B.1.17.3.1	O-11	Loop + Port Combinations/EDIkKy (%)	>= 95%
B.1.17.3.2	O-11	Loop + Port Combinations/TAckKy (%)	>= 95%
B.1.17.4.1	O-11	Combo Other/EDIkKy (%)	>= 95%
B.1.17.4.2	O-11	Combo Other/TAckKy (%)	>= 95%
B.1.17.5.1	O-11	XDSL (ADSL, HDSL, and UCL)/EDIkKy (%)	>= 95%
B.1.17.5.2	O-11	XDSL (ADSL, HDSL, and UCL)/TAckKy (%)	>= 95%
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDIkKy (%)	>= 95%
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAckKy (%)	>= 95%
B.1.17.7.1	O-11	Line Sharing/EDIkKy (%)	>= 95%
B.1.17.7.2	O-11	Line Sharing/TAckKy (%)	>= 95%
B.1.17.8.1	O-11	2W Analog Loop Design/EDIkKy (%)	>= 95%
B.1.17.8.2	O-11	2W Analog Loop Design/TAckKy (%)	>= 95%
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDIkKy (%)	>= 95%
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAckKy (%)	>= 95%
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDIkKy (%)	>= 95%
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAckKy (%)	>= 95%
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDIkKy (%)	>= 95%
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAckKy (%)	>= 95%
B.1.17.12.1	O-11	2W Analog Loop w/INP Design/EDIkKy (%)	>= 95%
B.1.17.12.2	O-11	2W Analog Loop w/INP Design/TAckKy (%)	>= 95%
B.1.17.13.1	O-11	2W Analog Loop w/INP Non-Design/EDIkKy (%)	>= 95%
B.1.17.13.2	O-11	2W Analog Loop w/INP Non-Design/TAckKy (%)	>= 95%
B.1.17.14.1	O-11	Other Design/EDIkKy (%)	>= 95%
B.1.17.14.2	O-11	Other Design/TAckKy (%)	>= 95%
B.1.17.15.1	O-11	Other Non-Design/EDIkKy (%)	>= 95%
B.1.17.15.2	O-11	Other Non-Design/TAckKy (%)	>= 95%
B.1.17.16.1	O-11	INP Standalone/EDIkKy (%)	>= 95%
B.1.17.16.2	O-11	INP Standalone/TAckKy (%)	>= 95%
B.1.17.17.1	O-11	INP Standalone/EDIkKy (%)	>= 95%
B.1.17.17.2	O-11	INP Standalone/TAckKy (%)	>= 95%

**Benchmark/  
Analog**

B.1.15.16.2	>= 95%
B.1.15.16.1	>= 95%
B.1.15.16.2	>= 95%
B.1.15.17.1	>= 95%
B.1.15.17.2	>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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	99.18%	124					YES
	100.00%	170					YES
	100.00%	11					YES

	100.00%	1					YES
	96.62%	296					YES
	98.08%	52					YES
	83.33%	6					NO
	100.00%	4					YES
	100.00%	7					YES
	100.00%	13					YES
	91.43%	35					NO
	97.28%	147					YES
	92.31%	13					NO
	99.48%	185					YES

	>= 95%																			
	>= 95%																			
	>= 95%	99.89%	16,550																	YES
	>= 95%	99.84%	10,441																	YES
	>= 95%	0.00%	1																	NO
	>= 95%	100.00%	49																	YES
	>= 95%	100.00%	5																	YES
	>= 95%	96.55%	29																	YES
	>= 95%	100.00%	13																	YES
	>= 95%	100.00%	119																	YES
	>= 95%	100.00%	15																	YES
	>= 95%																			
	>= 95%	100.00%	10																	YES
	>= 95%																			
	>= 95%	100.00%	18																	YES
	>= 95%																			
	>= 95%																			
	>= 95%																			
	>= 95%																			
	>= 95%																			
	>= 95%																			
	>= 95%	100.00%	17																	YES
	>= 95%	100.00%	21																	YES
	>= 95%	100.00%	1,171																	YES
	>= 95%	100.00%	312																	YES
	>= 95%																			
	>= 95%	100.00%	704																	YES
	>= 95%	100.00%	31																	YES



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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Partially Mechanized</b>										
B.1.18.1.1	O-11	Switch Ports/TA/GKY (%)	>= 95%							
B.1.18.1.2	O-11	Local Interface Transport/TA/GKY (%)	>= 95%							
B.1.18.2.1	O-11	Local Interface Transport/TA/GKY (%)	>= 95%							
B.1.18.2.2	O-11	Local Interface Transport/TA/GKY (%)	>= 95%							
B.1.18.3.1	O-11	Loop + Port Combinations/TA/GKY (%)	>= 95%							
B.1.18.3.2	O-11	Loop + Port Combinations/TA/GKY (%)	>= 95%							
B.1.18.4.1	O-11	Combo Other/TA/GKY (%)	>= 95%							
B.1.18.4.2	O-11	Combo Other/TA/GKY (%)	>= 95%							
B.1.18.5.1	O-11	XDSL (ADSL, HDSL, and UCLY/TA/GKY (%)	>= 95%							
B.1.18.5.2	O-11	XDSL (ADSL, HDSL, and UCLY/TA/GKY (%)	>= 95%							
B.1.18.6.1	O-11	ISDN Loop (UDN, UDCY/TA/GKY (%)	>= 95%							
B.1.18.6.2	O-11	ISDN Loop (UDN, UDCY/TA/GKY (%)	>= 95%							
B.1.18.7.1	O-11	Line Sharing/TA/GKY (%)	>= 95%							
B.1.18.7.2	O-11	Line Sharing/TA/GKY (%)	>= 95%							
B.1.18.8.1	O-11	2W Analog Loop Design/TA/GKY (%)	>= 95%							
B.1.18.8.2	O-11	2W Analog Loop Design/TA/GKY (%)	>= 95%							
B.1.18.9.1	O-11	2W Analog Loop Non-Design/TA/GKY (%)	>= 95%							
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TA/GKY (%)	>= 95%							
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/TA/GKY (%)	>= 95%							
B.1.18.10.2	O-11	2W Analog Loop w/INP Non-Design/TA/GKY (%)	>= 95%							
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/TA/GKY (%)	>= 95%							
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TA/GKY (%)	>= 95%							
B.1.18.12.1	O-11	2W Analog Loop w/INP Design/TA/GKY (%)	>= 95%							
B.1.18.12.2	O-11	2W Analog Loop w/INP Non-Design/TA/GKY (%)	>= 95%							
B.1.18.13.1	O-11	2W Analog Loop w/INP Non-Design/TA/GKY (%)	>= 95%							
B.1.18.13.2	O-11	2W Analog Loop w/INP Non-Design/TA/GKY (%)	>= 95%							
B.1.18.14.1	O-11	Other Design/TA/GKY (%)	>= 95%							
B.1.18.14.2	O-11	Other Design/TA/GKY (%)	>= 95%							
B.1.18.15.1	O-11	Other Non-Design/TA/GKY (%)	>= 95%							
B.1.18.15.2	O-11	Other Non-Design/TA/GKY (%)	>= 95%							
B.1.18.16.1	O-11	INP Standalone/TA/GKY (%)	>= 95%							
B.1.18.16.2	O-11	INP Standalone/TA/GKY (%)	>= 95%							
B.1.18.17.1	O-11	INP Standalone/TA/GKY (%)	>= 95%							
B.1.18.17.2	O-11	INP Standalone/TA/GKY (%)	>= 95%							
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Non-Mechanized</b>										
B.1.19.1	O-11	Switch Ports/KY (%)	>= 95%							
B.1.19.2	O-11	Local Interface Transport/KY (%)	>= 95%							
B.1.19.3	O-11	Loop + Port Combinations/KY (%)	>= 95%							
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%							
B.1.19.5	O-11	XDSL (ADSL, HDSL, and UCLY/KY (%)	>= 95%							
B.1.19.6	O-11	ISDN Loop (UDN, UDCY/KY (%)	>= 95%							
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%							
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%							
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%							
B.1.19.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%							
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%							
B.1.19.12	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%							
B.1.19.13	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%							
B.1.19.14	O-11	Other Design/KY (%)	>= 95%							
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%							
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%							
B.1.19.17	O-11	INP Standalone/KY (%)	>= 95%							
<b>Unbundled Network Elements - Provisioning</b>										
<b>Order Completion Interval</b>										
P-4	Switch Ports/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.62	5.600			6.760			

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	111,076			1,384			
R&B (POTS)	47			9,450			
R&B (POTS)	220			12,486			
DS1/DS3							
DS1/DS3							
DS1/DS3							
R&B	5,699	5.32	321	6,720	0.38547	3.2692	YES
R&B	1,06	0.46	10,662	1,414	0.01434	42.1271	YES
R&B	0.70	0.34	9,808	0.769	0.00823	44.1382	YES
R&B	31,756	1.87	854	2,091	0.07249	1,4830	YES
R&B	7.47	6.00	1	9,153	9.22988	0.1598	YES
R&B	6.21	10.00	1	11,984	12.28001	-0.3083	YES
R&B	0.33	2		0.000			
R&B	7.19	12	1	12,609	13.12437	-0.2138	YES
R&B&D - Disp	7.52	6,146	11.41	8,492	1.58056	-2.4622	NO
R&B&D - Disp	7.52	6,146		8,492			
R&B&D - Disp	12.80	113		11,613			
R&B&D - Disp	12.80	113		11,613			
ISDN - BRI	13.46	35	10.75	7,578	2.96983	0.9115	YES
ISDN - BRI	0.74	18		0.555			
ISDN - BRI							
ISDN - BRI							
ISDN - BRI							
ISDN - BRI							
ADSL to Retail	923	2.60	5	2,065	0.92582	0.4398	YES
ADSL to Retail	2.58	1,442	2.40	1,411	0.16925	1.0499	YES
ADSL to Retail							
ADSL to Retail							
R&B - Disp	6.59	5,699	3.00	6,720	6.72018	0.5323	YES
R&B - Disp	6.58	5,699		6,720			
R&B - Disp	7.47	59		9,153			
R&B - Disp	7.47	59		9,153			
R&B (POTS) excl SB Or	6.62	5,600	3.75	6,760	2.39190	1.2012	YES
R&B (POTS) excl SB Or	1.96	31,601	3.00	2,027	2.02749	-0.5122	YES
R&B (POTS) excl SB Or	7.57	47		9,450			
R&B (POTS) excl SB Or	6.58	5,699		6,720			
R&B - Disp	6.58	5,699		6,720			
R&B - Disp	7.47	59		9,153			
R&B - Disp	7.47	59		9,153			
R&B (POTS) excl SB Or	6.62	5,600		6,760			
R&B (POTS) excl SB Or	1.96	31,601		2,027			
R&B (POTS) excl SB Or	7.57	47		9,450			
Design	19.57	447		16,114			
Design	9.23	87		12,817			
Design	18.61	54		11,284			
Design	22.00	1		0.000			

## BellSouth Monthly State Summary Kentucky, July 2003

Order	Order Description	Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
P-4	Other Non-Design<10 circuits/Dispatch/KY (days)	R&B	5,699			6,720			
P-4	Other Non-Design<10 circuits/Dispatch/KY (days)	R&B	1,06		111,360	1,414			
P-4	Other Non-Design>=10 circuits/Dispatch/KY (days)	R&B	7,47		59	9,153			
P-4	Other Non-Design>=10 circuits/Dispatch/KY (days)	R&B	6,21		14	11,964			
P-4	INP (Standalone)<10 circuits/Dispatch/KY (days)	R&B (POTS)	6,62		5,600	6,760			
P-4	INP (Standalone)<10 circuits/Dispatch/KY (days)	R&B (POTS)	1,06		111,076	1,384			
P-4	INP (Standalone)>=10 circuits/Dispatch/KY (days)	R&B (POTS)	7,57		47	9,450			
P-4	INP (Standalone)>=10 circuits/Dispatch/KY (days)	R&B (POTS)	6,62		5,600	6,760			
P-4	LNP (Standalone)<10 circuits/Dispatch/KY (days)	R&B (POTS)	1,06	0.49	756	1,384	0.05052	11,1923	YES
P-4	LNP (Standalone)>=10 circuits/Dispatch/KY (days)	R&B (POTS)	7,57		47	9,450			
P-4	LNP (Standalone)>=10 circuits/Dispatch/KY (days)	R&B (POTS)	3,65	0.33	984	3,728	1,18473	-5,0196	NO
P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	2,55		1,540	1,429			
P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	20,06		31	7,483			
P-4	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop < DS1	18,17		112	10,909	2,91556	4,1740	YES
P-4	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	6,92		92	9,079			
P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	12,47		5	19,085			

Order	Order Description	Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
P-4	KDSL (ADSL, HDSL and UCL) Loop with Conditioning<8 circuits/Dispatch/KY (days)			5.00					YES
P-4	KDSL (ADSL, HDSL and UCL) Loop w/o Conditioning<8 circuits/Dispatch/KY (days)								

### Order Completion Interval within X days

14 days  
7 days

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
R&B (POTS)	32.87	82	5.00	2	71,350	\$1,06393	0.5457	YES
R&B (POTS)	8.00	1	0.00	0	0.000			YES
R&B (POTS)	10.25	8	0.00	0	3,694			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
DS1/DS3 - Interface	0.00	0	0.00	0				YES
DS1/DS3 - Interface	0.00	0	0.00	0				YES
DS1/DS3 - Interface	36.00	1	0.00	0	0.000			YES
DS1/DS3 - Interface								
DS1/DS3 - Interface								
DS1/DS3 - Interface								
R&B	32.87	82	5.00	2	71,350	\$1,06393	0.5457	YES
R&B	8.00	1	0.00	0	0.000			YES
R&B	10.25	8	0.00	0	3,694			YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B&D - Disp	32.87	82	0.00	0	71,350			YES
R&B&D - Disp	8.00	1	0.00	0	0.000			YES
R&B&D - Disp	23.69	16	0.00	0	23,488			YES
R&B&D - Disp	0.00	0	0.00	0				YES
R&B&D - Disp	0.00	0	0.00	0				YES
R&B&D - Disp	28.57	7	0.00	0	30,713			YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ADSL to Retail	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES
ISDN - BRI	0.00	0	0.00	0				YES

Order	Order Description	Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
P-1	Switch Ports<10 circuits/Facility/KY (days)	R&B (POTS)	32.87			71,350			
P-1	Switch Ports<10 circuits/Equipment/KY (days)	R&B (POTS)	8.00		1	0.000			
P-1	Switch Ports<10 circuits/Other/KY (days)	R&B (POTS)	10.25		8	3,694			
P-1	Switch Ports>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00		0				
P-1	Switch Ports>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00		0				
P-1	Switch Ports>=10 circuits/Other/KY (days)	R&B (POTS)	0.00		0				
P-1	Local Interface Transport<10 circuits/Facility/KY (days)	DS1/DS3 - Interface	0.00		0				
P-1	Local Interface Transport<10 circuits/Equipment/KY (days)	DS1/DS3 - Interface	0.00		0				
P-1	Local Interface Transport<10 circuits/Other/KY (days)	DS1/DS3 - Interface	36.00		1	0.000			
P-1	Local Interface Transport>=10 circuits/Facility/KY (days)	DS1/DS3 - Interface							
P-1	Local Interface Transport>=10 circuits/Equipment/KY (days)	DS1/DS3 - Interface							
P-1	Local Interface Transport>=10 circuits/Other/KY (days)	DS1/DS3 - Interface							
P-1	Loop + Port Combinations<10 circuits/Facility/KY (days)	R&B	32.87		82	71,350			
P-1	Loop + Port Combinations<10 circuits/Equipment/KY (days)	R&B	8.00		1	0.000			
P-1	Loop + Port Combinations<10 circuits/Other/KY (days)	R&B	10.25		8	3,694			
P-1	Loop + Port Combinations>=10 circuits/Facility/KY (days)	R&B	0.00		0				
P-1	Loop + Port Combinations>=10 circuits/Equipment/KY (days)	R&B	0.00		0				
P-1	Loop + Port Combinations>=10 circuits/Other/KY (days)	R&B	0.00		0				
P-1	Combo Other<10 circuits/Facility/KY (days)	R&B&D - Disp	32.87		82	71,350			
P-1	Combo Other<10 circuits/Equipment/KY (days)	R&B&D - Disp	8.00		1	0.000			
P-1	Combo Other<10 circuits/Other/KY (days)	R&B&D - Disp	23.69		16	23,488			
P-1	Combo Other>=10 circuits/Facility/KY (days)	R&B&D - Disp	0.00		0				
P-1	Combo Other>=10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00		0				
P-1	Combo Other>=10 circuits/Other/KY (days)	R&B&D - Disp	28.57		7	30,713			
P-1	KDSL (ADSL, HDSL and UCL)<10 circuits/Facility/KY (days)	ADSL to Retail	0.00		0				
P-1	KDSL (ADSL, HDSL and UCL)<10 circuits/Equipment/KY (days)	ADSL to Retail	0.00		0				
P-1	KDSL (ADSL, HDSL and UCL)<10 circuits/Other/KY (days)	ADSL to Retail	0.00		0				
P-1	KDSL (ADSL, HDSL and UCL)>=10 circuits/Facility/KY (days)	ADSL to Retail	0.00		0				
P-1	KDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/KY (days)	ADSL to Retail	0.00		0				
P-1	KDSL (ADSL, HDSL and UCL)>=10 circuits/Other/KY (days)	ADSL to Retail	0.00		0				
P-1	UNE ISDN<10 circuits/Facility/KY (days)	ISDN - BRI	0.00		0				
P-1	UNE ISDN<10 circuits/Equipment/KY (days)	ISDN - BRI	0.00		0				
P-1	UNE ISDN<10 circuits/Other/KY (days)	ISDN - BRI	0.00		0				
P-1	UNE ISDN>=10 circuits/Facility/KY (days)	ISDN - BRI	0.00		0				

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P-1	Benchmark Analogue	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.6.2.2	ISDN - BRI								
B.2.3.6.2.3	ISDN - BRI								
B.2.3.7.1.1	ADSL to Retail	28.57	7	0.00	0	30.713			YES
B.2.3.7.1.2	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.1	ADSL to Retail	0.00	0						
B.2.3.7.2.2	ADSL to Retail	0.00	0						
B.2.3.7.2.3	ADSL to Retail	0.00	0						
B.2.3.8.1.1	R&B - Disp	32.87	82	0.00	0	71.350			YES
B.2.3.8.1.2	R&B - Disp	8.00	1	0.00	0	0.000			YES
B.2.3.8.1.3	R&B - Disp	10.25	8	0.00	0	3.694			YES
B.2.3.8.2.1	R&B - Disp	0.00	0						
B.2.3.8.2.2	R&B - Disp	0.00	0						
B.2.3.8.2.3	R&B - Disp	0.00	0						
B.2.3.9.1.1	R&B (POTS) excl SB Or	32.87	82	0.00	0	71.350			YES
B.2.3.9.1.2	R&B (POTS) excl SB Or	8.00	1	0.00	0	0.000			YES
B.2.3.9.1.3	R&B (POTS) excl SB Or	10.25	8	0.00	0	3.694			YES
B.2.3.9.2.1	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.2	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	R&B - Disp	32.87	82			71.350			
B.2.3.10.1.2	R&B - Disp	8.00	1			0.000			
B.2.3.10.1.3	R&B - Disp	10.25	8			3.694			
B.2.3.10.2.1	R&B - Disp	0.00	0						
B.2.3.10.2.2	R&B - Disp	0.00	0						
B.2.3.10.2.3	R&B - Disp	0.00	0						
B.2.3.11.1.1	R&B (POTS) excl SB Or	32.87	82			71.350			
B.2.3.11.1.2	R&B (POTS) excl SB Or	8.00	1			0.000			
B.2.3.11.1.3	R&B (POTS) excl SB Or	10.25	8			3.694			
B.2.3.11.2.1	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	R&B - Disp	32.87	82			71.350			
B.2.3.12.1.2	R&B - Disp	8.00	1			0.000			
B.2.3.12.1.3	R&B - Disp	10.25	8			3.694			
B.2.3.12.2.1	R&B - Disp	0.00	0						
B.2.3.12.2.2	R&B - Disp	0.00	0						
B.2.3.12.2.3	R&B - Disp	0.00	0						
B.2.3.13.1.1	R&B (POTS) excl SB Or	32.87	82			71.350			
B.2.3.13.1.2	R&B (POTS) excl SB Or	8.00	1			0.000			
B.2.3.13.1.3	R&B (POTS) excl SB Or	10.25	8			3.694			
B.2.3.13.2.1	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	Design	0.00	0						
B.2.3.14.1.2	Design	0.00	0						
B.2.3.14.1.3	Design	37.13	8			27.493			
B.2.3.14.2.1	Design	0.00	0						
B.2.3.14.2.2	Design	0.00	0						
B.2.3.14.2.3	Design	0.00	0						
B.2.3.15.1.1	R&B	32.87	82			71.350			
B.2.3.15.1.2	R&B	8.00	1			0.000			
B.2.3.15.1.3	R&B	10.25	8			3.694			
B.2.3.15.2.1	R&B	0.00	0						
B.2.3.15.2.2	R&B	0.00	0						
B.2.3.15.2.3	R&B	0.00	0						
B.2.3.16.1.1	R&B (POTS)	32.87	82			71.350			
B.2.3.16.1.2	R&B (POTS)	8.00	1			0.000			
B.2.3.16.1.3	R&B (POTS)	10.25	8			3.694			

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2.3.16.2.1							
B 2.3.16.2.2							
B 2.3.16.2.3							
B 2.3.17.1.1							
B 2.3.17.1.2							
B 2.3.17.1.3							
B 2.3.17.2.2							
B 2.3.17.2.3							
B 2.3.18.1.1							
B 2.3.18.1.2							
B 2.3.18.1.3							
B 2.3.18.2.1							
B 2.3.18.2.2							
B 2.3.18.2.3							
B 2.3.19.1.1							
B 2.3.19.1.2							
B 2.3.19.1.3							
B 2.3.19.2.1							
B 2.3.19.2.2							
B 2.3.19.2.3							

### % Jeopardies - Mechanized

Benchmark/Analogs	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-1 NNP (Standalone)>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0					
P-1 NNP (Standalone)>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0					
P-1 NNP (Standalone)<10 circuits/Facility/KY (days)	R&B (POTS)	32.87	82	0.00	0	71.350	0.000	YES
P-1 NNP (Standalone)<10 circuits/Equipment/KY (days)	R&B (POTS)	8.00	1	0.00	0	0.000	0.000	YES
P-1 NNP (Standalone)<10 circuits/Other/KY (days)	R&B (POTS)	10.25	8	0.00	0	3.694		YES
P-1 NNP (Standalone)>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0	0.00	0			YES
P-1 NNP (Standalone)>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0			YES
P-1 NNP (Standalone)>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0	0.00	0	30.713		YES
P-1 Digital Loop < DS1<10 circuits/Facility/KY (days)	Digital Loop < DS1	28.57	7	0.00	0			YES
P-1 Digital Loop < DS1<10 circuits/Equipment/KY (days)	Digital Loop < DS1	0.00	0	0.00	0			YES
P-1 Digital Loop < DS1<10 circuits/Other/KY (days)	Digital Loop < DS1	0.00	0	0.00	0			YES
P-1 Digital Loop >= DS1<10 circuits/Facility/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0			YES
P-1 Digital Loop >= DS1<10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0			YES
P-1 Digital Loop >= DS1<10 circuits/Other/KY (days)	Digital Loop >= DS1	0.00	0	0.00	0			YES

### % Jeopardies - Non-Mechanized

Benchmark/Analogs	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-2 Switch Ports/KY (%)	R&B (POTS)	0.40%	125,169					
P-2 Local Interface Transports/KY (%)	DS1/DS3 - Interoffice	67.91%	215					
P-2 Loop * Port Combinations/KY (%)	R&B	0.41%	125,565	0.16%	20,866	0.00048	5.1153	YES
P-2 Combo Other/KY (%)	R&B&D - Retail	7.96%	7,194	100.00%	7	0.10238	-8.9892	NO
P-2 UNE ISDN/KY (%)	ADSL to Retail	5.51%	2,702					
P-2 Line Sharing/KY (%)	ISDN - BRI	11.29%	62	0.00%	12	0.09981	1.1312	YES
P-2 2W Analog Loop Design/KY (%)	R&B - Disp	5.51%	2,702	0.00%	1	0.22830	0.2415	YES
P-2 2W Analog Loop w/INP Non-Design/KY (%)	R&B (POTS) excl SB Or	7.54%	6,661	0.00%	2	0.18689	0.4037	YES
P-2 2W Analog Loop w/INP Design/KY (%)	R&B (POTS) excl SB Or	1.10%	45,723	0.00%	10	0.03299	0.3335	YES
P-2 2W Analog Loop w/INP Non-Design/KY (%)	R&B - Disp	7.54%	6,661					
P-2 Other Design/KY (%)	R&B (POTS)	1.10%	45,723					
P-2 NNP (Standalone)/KY (%)	R&B	0.41%	125,565					
P-2 NNP (Standalone)/KY (%)	R&B (POTS)	0.40%	125,169	0.00%	644	0.00250	1.6078	YES
P-2 Digital Loop < DS1/KY (%)	Digital Loop < DS1	5.48%	2,948	0.00%	12	0.06582	0.8322	YES
P-2 Digital Loop >= DS1/KY (%)	Digital Loop >= DS1	16.03%	237	66.67%	30	0.07110	-7.1210	NO

### % Jeopardies - Non-Mechanized

Benchmark/Analogs	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-2 Switch Ports/KY (%)	Diagnostic							
P-2 Local Interface Transports/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/INP Design/KY (%)	Diagnostic							
P-2 2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic							
P-2 Other Design/KY (%)	Diagnostic							
P-2 NNP (Standalone)/KY (%)	Diagnostic							

Benchmark/Analogs	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
P-2 Switch Ports/KY (%)	Diagnostic							
P-2 Local Interface Transports/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/INP Design/KY (%)	Diagnostic							
P-2 2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic							
P-2 Other Design/KY (%)	Diagnostic							
P-2 NNP (Standalone)/KY (%)	Diagnostic							

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B.2.6.17	P-2	LNP (Standalone)/KY (%)	Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic

### Average Jeopardy Notice Interval - Mechanized

B.2.8.1	P-2	Switch Ports/KY (hours)	>= 48 hrs
B.2.8.2	P-2	Local Interoffice Transport/KY (hours)	>= 48 hrs
B.2.8.3	P-2	Loop + Port Combinations/KY (hours)	>= 48 hrs
B.2.8.4	P-2	Combo Other/KY (hours)	>= 48 hrs
B.2.8.5	P-2	xDSL (ADSL, HDSL, and UCL)/KY (hours)	>= 48 hrs
B.2.8.6	P-2	UNE ISDN/KY (hours)	>= 48 hrs
B.2.8.7	P-2	Line Sharing/KY (hours)	>= 48 hrs
B.2.8.8	P-2	2W Analog Loop Design/KY (hours)	>= 48 hrs
B.2.8.9	P-2	2W Analog Loop Non-Design/KY (hours)	>= 48 hrs
B.2.8.10	P-2	2W Analog Loop w/INP Design/KY (hours)	>= 48 hrs
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	>= 48 hrs
B.2.8.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	>= 48 hrs
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	>= 48 hrs
B.2.8.14	P-2	Other Design/KY (hours)	>= 48 hrs
B.2.8.15	P-2	Other Non-Design/KY (hours)	>= 48 hrs
B.2.8.16	P-2	INP (Standalone)/KY (hours)	>= 48 hrs
B.2.8.17	P-2	LNP (Standalone)/KY (hours)	>= 48 hrs
B.2.8.18	P-2	Digital Loop < DS1/KY (hours)	>= 48 hrs
B.2.8.19	P-2	Digital Loop >= DS1/KY (hours)	>= 48 hrs

### Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/KY (hours)	Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/KY (hours)	Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/KY (hours)	Diagnostic
B.2.9.4	P-2	Combo Other/KY (hours)	Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL, and UCL)/KY (hours)	Diagnostic
B.2.9.6	P-2	UNE ISDN/KY (hours)	Diagnostic
B.2.9.7	P-2	Line Sharing/KY (hours)	Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/KY (hours)	Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/KY (hours)	Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/KY (hours)	Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	Diagnostic
B.2.9.14	P-2	Other Design/KY (hours)	Diagnostic
B.2.9.15	P-2	Other Non-Design/KY (hours)	Diagnostic
B.2.9.16	P-2	INP (Standalone)/KY (hours)	Diagnostic
B.2.9.17	P-2	LNP (Standalone)/KY (hours)	Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/KY (hours)	Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/KY (hours)	Diagnostic

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

B.2.10.1	P-2	Switch Ports/KY (%)	95% >= 48 hrs
B.2.10.2	P-2	Local Interoffice Transport/KY (%)	95% >= 48 hrs
B.2.10.3	P-2	Loop + Port Combinations/KY (%)	95% >= 48 hrs
B.2.10.4	P-2	Combo Other/KY (%)	95% >= 48 hrs
B.2.10.5	P-2	xDSL (ADSL, HDSL, and UCL)/KY (%)	95% >= 48 hrs
B.2.10.6	P-2	UNE ISDN/KY (%)	95% >= 48 hrs
B.2.10.7	P-2	Line Sharing/KY (%)	95% >= 48 hrs
B.2.10.8	P-2	2W Analog Loop Design/KY (%)	95% >= 48 hrs
B.2.10.9	P-2	2W Analog Loop Non-Design/KY (%)	95% >= 48 hrs
B.2.10.10	P-2	2W Analog Loop w/INP Design/KY (%)	95% >= 48 hrs
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	95% >= 48 hrs
B.2.10.12	P-2	2W Analog Loop w/LNP Design/KY (%)	95% >= 48 hrs
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	95% >= 48 hrs

### Benchmark Analog

B.2.6.17	Diagnostic
B.2.6.18	Diagnostic
B.2.6.19	Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.00%	117						Diagnostic
25.00%	4						Diagnostic
50.00%	6						Diagnostic

174.90	28						YES
347.20	7						YES

236.89	20						YES
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455.17	3						Diagnostic
332.33	22						Diagnostic
160.90	1						Diagnostic
200.35	1						Diagnostic
160.80	1						Diagnostic
144.98	3						Diagnostic

100.00%	28						YES
100.00%	7						YES

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	Benchmark/Analogy	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.10.14	95% >= 48 ms								
B.2.10.15	95% >= 48 ms								
B.2.10.16	95% >= 48 ms								
B.2.10.17	95% >= 48 ms								
B.2.10.18	95% >= 48 ms								
B.2.10.19	95% >= 48 ms			100.00%	20				YES

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

B.2.11.1	Diagnostic								
B.2.11.2	Diagnostic			100.00%	3				Diagnostic
B.2.11.3	Diagnostic			100.00%	22				Diagnostic
B.2.11.4	Diagnostic			100.00%	1				Diagnostic
B.2.11.5	Diagnostic			100.00%	1				Diagnostic
B.2.11.6	Diagnostic			100.00%	1				Diagnostic
B.2.11.7	Diagnostic								
B.2.11.8	Diagnostic								
B.2.11.9	Diagnostic								
B.2.11.10	Diagnostic								
B.2.11.11	Diagnostic								
B.2.11.12	Diagnostic								
B.2.11.13	Diagnostic								
B.2.11.14	Diagnostic								
B.2.11.15	Diagnostic								
B.2.11.16	Diagnostic								
B.2.11.17	Diagnostic			100.00%	1				Diagnostic
B.2.11.18	Diagnostic			100.00%	3				Diagnostic
B.2.11.19	Diagnostic								

### Coordinated Customers Conversions

B.2.12.1	>= 95% w in 15 min								
B.2.12.2	>= 95% w in 15 min								

### % Hot Cuts > 15 minutes Early

B.2.13.1	<= 5%								
B.2.13.2	<= 5%								
B.2.13.3	<= 5%								
B.2.13.4	<= 5%								

### Hot Cut Timeliness

B.2.14.1	>= 95% w in 15 min								
B.2.14.2	>= 95% w in 15 min								
B.2.14.3	>= 95% w in 15 min								
B.2.14.4	>= 95% w in 15 min								

### % 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%								

### Average Recovery Time - CCC

B.2.16.1	Diagnostic								
B.2.16.2	Diagnostic								

### % Provisioning Troubles within 7 Days - Hot Cuts

B.2.17.1.1	<= 5%								
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	R&B (POTS)	14.29%	6.376						
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	Benchmark/ Analysis	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.11.2	P-3 Switch Ports<=10 circuits/Dispatch/KY (%)	R&B (POTS)	118,782						
B.2.18.12.1	P-3 Switch Ports>=10 circuits/Dispatch/KY (%)	R&B (POTS)	49						
B.2.18.12.2	P-3 Switch Ports>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	220						
B.2.18.2.1.1	P-3 Local Interface Transport<10 circuits/Dispatch/KY (%)	DS1/DS3							
B.2.18.2.1.2	P-3 Local Interface Transport>=10 circuits/Dispatch/KY (%)	DS1/DS3							
B.2.18.2.2.1	P-3 Local Interface Transport>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3							
B.2.18.3.1.1	P-3 Loop + Port Combinations<10 circuits/Dispatch/KY (%)	R&B	6,475	7.14%	434	0.01724	0.0176	4.0176	YES
B.2.18.3.1.2	P-3 Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B	119,058	0.02%	20,735	0.00013	0.4680	0.4680	YES
B.2.18.3.1.3	P-3 Loop + Port Combinations<10 circuits/Non-Dispatch/KY (%)	R&B	78,652	0.01%	10,746	0.00018	1.2130	1.2130	YES
B.2.18.3.2.1	P-3 Loop + Port Combinations>=10 circuits/Dispatch/KY (%)	R&B	39,406	0.04%	9,989	0.00019	-0.6482	-0.6482	YES
B.2.18.3.2.2	P-3 Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (%)	R&B	61	0.00%	1	0.21801	0.2256	0.2256	YES
B.2.18.3.2.3	P-3 Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (%)	R&B	14	0.00%	3	0.16385	0.4359	0.4359	YES
B.2.18.3.2.4	P-3 Loop + Port Combinations>=10 circuits/Dispatch In/KY (%)	R&B	2						
B.2.18.4.1.1	P-3 Combo Other<10 circuits/Dispatch/KY (%)	R&B&D - Disp	12	0.00%	3	0.17841	0.4671	0.4671	YES
B.2.18.4.1.4	P-3 Combo Other<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	6,934	0.00%	34	0.03860	2.3063	2.3063	YES
B.2.18.4.2.1	P-3 Combo Other>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	118						
B.2.18.4.2.4	P-3 Combo Other>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	118						
B.2.18.5.1.1	P-3 XDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/KY (%)	ADSL to Retail	1,082	0.00%	4	0.09884	0.4110	0.4110	YES
B.2.18.5.1.2	P-3 XDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/KY (%)	ADSL to Retail	1,672						
B.2.18.6.1.1	P-3 UNE ISDN<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	1						
B.2.18.6.1.2	P-3 UNE ISDN<10 circuits/Dispatch/KY (%)	ISDN - BRI	37	9.09%	11	0.05569	-1.1471	-1.1471	YES
B.2.18.6.2.1	P-3 UNE ISDN>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	24						
B.2.18.6.2.2	P-3 UNE ISDN>=10 circuits/Dispatch/KY (%)	ISDN - BRI	24						
B.2.18.7.1.1	P-3 Line Sharing<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	1,082	0.00%	5	0.08863	0.4593	0.4593	YES
B.2.18.7.1.2	P-3 Line Sharing<10 circuits/Dispatch/KY (%)	ADSL to Retail	1,612	0.00%	88	0.00720	0.6033	0.6033	YES
B.2.18.7.2.1	P-3 Line Sharing>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	1						
B.2.18.7.2.2	P-3 Line Sharing>=10 circuits/Dispatch/KY (%)	ADSL to Retail	1						
B.2.18.8.1.1	P-3 2W Analog Loop Design<10 circuits/Dispatch/KY (%)	R&B - Disp	6,475	0.00%	2	0.24590	0.5722	0.5722	YES
B.2.18.8.1.2	P-3 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	6,475						
B.2.18.8.1.4	P-3 2W Analog Loop Design>=10 circuits/Dispatch/KY (%)	R&B - Disp	61						
B.2.18.8.2.1	P-3 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	61						
B.2.18.8.2.2	P-3 2W Analog Loop Design>=10 circuits/Dispatch/KY (%)	R&B - Disp	61						
B.2.18.9.1.1	P-3 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	6,376	0.00%	9	0.11673	1.2240	1.2240	YES
B.2.18.9.1.4	P-3 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	39,249	0.00%	1	0.01674	0.0167	0.0167	YES
B.2.18.10.1.1	P-3 2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (%)	R&B - Disp	49						
B.2.18.10.1.2	P-3 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	49						
B.2.18.10.2.1	P-3 2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (%)	R&B - Disp	6,475						
B.2.18.10.2.2	P-3 2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	61						
B.2.18.11.1.1	P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	6,376						
B.2.18.11.1.4	P-3 2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	39,249						
B.2.18.11.1.4	P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	49						
B.2.18.11.2.1	P-3 2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	6,475						
B.2.18.12.1.1	P-12 2W Analog Loop w/LNP Design<10 circuits/Dispatch/KY (%)	R&B - Disp	6,475						
B.2.18.12.1.2	P-12 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	61						
B.2.18.12.2.1	P-12 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/KY (%)	R&B - Disp	61						
B.2.18.12.2.2	P-12 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	6,376						
B.2.18.13.1.1	P-12 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	39,249						
B.2.18.13.1.4	P-12 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	49						
B.2.18.13.2.1	P-12 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/KY (%)	R&B (POTS) exd SB Or	49						
B.2.18.13.2.4	P-3 Other Design<10 circuits/Dispatch/KY (%)	Design	459						
B.2.18.14.1.1	P-3 Other Design<10 circuits/Non-Dispatch/KY (%)	Design	91						
B.2.18.14.2.1	P-3 Other Design>=10 circuits/Dispatch/KY (%)	Design	57						
B.2.18.14.2.2	P-3 Other Design>=10 circuits/Non-Dispatch/KY (%)	Design	1						



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B.2.18.15.1.1	P-3	Other Non-Design<10 circuits/DispatchInKry (%)	R&B
B.2.18.15.1.2	P-3	Other Non-Design<10 circuits/DispatchInKry (%)	R&B
B.2.18.15.2.1	P-3	Other Non-Design>=10 circuits/DispatchInKry (%)	R&B
B.2.18.15.2.2	P-3	Other Non-Design>=10 circuits/DispatchInKry (%)	R&B
B.2.18.16.1.1	P-3	INP (Standardone)<10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.16.1.2	P-3	INP (Standardone)<10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.16.2.1	P-3	INP (Standardone)>=10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.16.2.2	P-3	INP (Standardone)>=10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.17.1.1	P-12	INP (Standardone)<10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.17.1.2	P-12	INP (Standardone)<10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.17.2.1	P-12	INP (Standardone)>=10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.17.2.2	P-12	INP (Standardone)>=10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.18.18.1.1	P-3	Digital Loop < DS1<10 circuits/DispatchInKry (%)	Digital Loop < DS1
B.2.18.18.1.2	P-3	Digital Loop < DS1<10 circuits/DispatchInKry (%)	Digital Loop < DS1
B.2.18.18.2.1	P-3	Digital Loop < DS1>=10 circuits/DispatchInKry (%)	Digital Loop < DS1
B.2.18.18.2.2	P-3	Digital Loop < DS1>=10 circuits/DispatchInKry (%)	Digital Loop < DS1
B.2.18.19.1.1	P-3	Digital Loop >= DS1<10 circuits/DispatchInKry (%)	Digital Loop >= DS1
B.2.18.19.2.1	P-3	Digital Loop >= DS1<10 circuits/DispatchInKry (%)	Digital Loop >= DS1
B.2.18.19.2.2	P-3	Digital Loop >= DS1>=10 circuits/DispatchInKry (%)	Digital Loop >= DS1

#### % Provisioning Troubles within 30 Days

B.2.19.11.1	P-9	Switch Ports<10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.19.11.2	P-9	Switch Ports<10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.19.12.1	P-9	Switch Ports>=10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.19.12.2	P-9	Switch Ports>=10 circuits/DispatchInKry (%)	R&B (POTS)
B.2.19.2.1.1	P-9	Local Interface Transport<10 circuits/DispatchInKry (%)	DS1/DS3
B.2.19.2.1.2	P-9	Local Interface Transport<10 circuits/DispatchInKry (%)	DS1/DS3
B.2.19.2.2.1	P-9	Local Interface Transport>=10 circuits/DispatchInKry (%)	DS1/DS3
B.2.19.2.2.2	P-9	Local Interface Transport>=10 circuits/DispatchInKry (%)	DS1/DS3
B.2.19.3.1.1	P-9	Loop + Port Combinations<10 circuits/DispatchInKry (%)	R&B
B.2.19.3.1.2	P-9	Loop + Port Combinations<10 circuits/DispatchInKry (%)	R&B
B.2.19.3.1.3	P-9	Loop + Port Combinations>=10 circuits/DispatchInKry (%)	R&B
B.2.19.3.2.1	P-9	Loop + Port Combinations>=10 circuits/DispatchInKry (%)	R&B
B.2.19.3.2.2	P-9	Loop + Port Combinations>=10 circuits/DispatchInKry (%)	R&B
B.2.19.3.2.3	P-9	Loop + Port Combinations>=10 circuits/DispatchInKry (%)	R&B
B.2.19.3.2.4	P-9	Loop + Port Combinations>=10 circuits/DispatchInKry (%)	R&B
B.2.19.4.1.1	P-9	Combo Other<10 circuits/DispatchInKry (%)	R&B&D - Disp
B.2.19.4.1.2	P-9	Combo Other<10 circuits/DispatchInKry (%)	R&B&D - Disp
B.2.19.4.2.1	P-9	Combo Other>=10 circuits/DispatchInKry (%)	R&B&D - Disp
B.2.19.4.2.2	P-9	Combo Other>=10 circuits/DispatchInKry (%)	R&B&D - Disp
B.2.19.5.1.1	P-9	ADSL (ADSL, HDSL and UCL)<10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.5.1.2	P-9	ADSL (ADSL, HDSL and UCL)<10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.5.2.1	P-9	ADSL (ADSL, HDSL and UCL)>=10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.5.2.2	P-9	ADSL (ADSL, HDSL and UCL)>=10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.6.1.1	P-9	UNE ISDN<10 circuits/DispatchInKry (%)	ISDN - BRI
B.2.19.6.1.2	P-9	UNE ISDN<10 circuits/DispatchInKry (%)	ISDN - BRI
B.2.19.6.2.1	P-9	UNE ISDN>=10 circuits/DispatchInKry (%)	ISDN - BRI
B.2.19.6.2.2	P-9	UNE ISDN>=10 circuits/DispatchInKry (%)	ISDN - BRI
B.2.19.7.1.1	P-9	Line Sharnng<10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.7.1.2	P-9	Line Sharnng<10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.7.2.1	P-9	Line Sharnng>=10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.7.2.2	P-9	Line Sharnng>=10 circuits/DispatchInKry (%)	ADSL to Retail
B.2.19.8.1.1	P-9	2W Analog Loop Design<10 circuits/DispatchInKry (%)	R&B - Disp
B.2.19.8.1.2	P-9	2W Analog Loop Design<10 circuits/DispatchInKry (%)	R&B - Disp
B.2.19.8.2.1	P-9	2W Analog Loop Design>=10 circuits/DispatchInKry (%)	R&B - Disp
B.2.19.8.2.2	P-9	2W Analog Loop Design>=10 circuits/DispatchInKry (%)	R&B - Disp
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design<10 circuits/DispatchInKry (%)	R&B (POTS) excl SB Or
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design<10 circuits/DispatchInKry (%)	R&B (POTS) excl SB Or

#### Benchmark/ Analogy

R&B	14.07%
R&B	0.03%
R&B	4.92%
R&B	7.14%
R&B (POTS)	14.29%
R&B (POTS)	0.03%
R&B (POTS)	6.12%
R&B (POTS)	14.29%
R&B (POTS)	0.03%
R&B (POTS)	6.12%
R&B (POTS)	4.19%
R&B (POTS)	0.43%
R&B (POTS)	2.86%
Digital Loop < DS1	8.55%
Digital Loop >= DS1	0.00%
Digital Loop >= DS1	20.00%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
14.07%	6,475						
0.03%	119,058						
4.92%	61						
7.14%	14						
14.29%	6,376						
0.03%	118,782						
6.12%	49						
14.29%	6,376	0.00%	758			0.4779	YES
0.03%	118,782	0.00%	2			0.05208	YES
6.12%	49	0.00%	15			-0.4751	YES
4.19%	1,145	6.67%	36			0.05329	YES
0.43%	1,645						
2.86%	35						
8.55%	117	2.78%	6			1.0827	YES
0.00%	94						
20.00%	5						

R&B (POTS)	11.20%	6,696	10.82%	453	0.01523	0.1675	YES
R&B (POTS)	4.53%	119,631	3.55%	19,237	0.00161	6.0583	YES
R&B (POTS)	11.43%	35	2.92%	10,025	0.00196	3.2493	YES
R&B (POTS)	5.93%	270	4.22%	9,212	0.00290	8.3784	YES
DS1/DS3	0.00%	1	0.00%	1	0.27925	0.2984	YES
DS1/DS3					0.20803	-0.0874	YES
DS1/DS3							NO
R&B	11.07%	6,783	10.82%	453	0.01523	0.1675	YES
R&B	4.52%	119,974	3.55%	19,237	0.00161	6.0583	YES
R&B	3.56%	82,513	2.92%	10,025	0.00196	3.2493	YES
R&B	6.65%	37,361	4.22%	9,212	0.00290	8.3784	YES
R&B	8.33%	48	0.00%	1	0.27925	0.2984	YES
R&B	18.19%	11	20.00%	5	0.20803	-0.0874	YES
R&B	0.00%	1	100.00%	1			NO
R&B	20.00%	10	0.00%	4	0.23664	0.8452	YES
R&B	10.78%	7,236	8.70%	23	0.06477	0.3217	YES
R&B&D - Disp	10.78%	7,236		23			YES
R&B&D - Disp	4.26%	94					
R&B&D - Disp	4.26%	94					
ADSL to Retail	16.74%	1,087	33.33%	3	0.21586	-0.7686	YES
ADSL to Retail	14.72%	1,637					
ADSL to Retail	0.00%	2					
ADSL to Retail	0.00%	17	0.00%	4			YES
ISDN - BRI	0.00%	22					
ISDN - BRI							
ISDN - BRI							
ADSL to Retail	16.74%	1,087	33.33%	6	0.15284	-1.0854	YES
ADSL to Retail	14.72%	1,637	11.88%	137	0.03151	0.9657	YES
ADSL to Retail	0.00%	2					
ADSL to Retail							
R&B - Disp	11.07%	6,783	0.00%	4	0.15694	0.7055	YES
R&B - Disp	11.07%	6,783					
R&B - Disp	8.33%	48					
R&B - Disp	8.33%	48					
R&B - Disp	11.20%	6,696	33.33%	6	0.12881	-1.7182	NO
R&B - Disp	6.66%	37,210	0.00%	2	0.17637	0.3779	YES

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Item	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B.2.19.9.2.1	R&B (POTS) excl SB Or	11.43%	35							
B.2.19.9.2.4	R&B (POTS) excl SB Or	11.07%	6,783							
B.2.19.10.1.1	R&B - Disp	11.07%	6,783							
B.2.19.10.1.2	R&B - Disp	8.33%	48							
B.2.19.10.2.1	R&B - Disp	8.33%	48							
B.2.19.11.1.1	R&B (POTS) excl SB Or	11.20%	6,696							
B.2.19.11.1.4	R&B (POTS) excl SB Or	6.66%	37,210							
B.2.19.11.1.4	R&B (POTS) excl SB Or	11.43%	35							
B.2.19.12.1.4	R&B (POTS) excl SB Or	11.07%	6,783							
B.2.19.12.1.1	R&B - Disp	11.07%	6,783							
B.2.19.12.1.2	R&B - Disp	8.33%	48							
B.2.19.12.2.1	R&B - Disp	8.33%	48							
B.2.19.13.1.1	R&B (POTS) excl SB Or	11.20%	6,696							
B.2.19.13.1.4	R&B (POTS) excl SB Or	6.66%	37,210							
B.2.19.13.2.1	R&B (POTS) excl SB Or	11.43%	35							
B.2.19.14.1.1	Design	6.40%	453							
B.2.19.14.2.1	Design	2.11%	95							
B.2.18.14.2.2	Design	0.00%	46							
B.2.19.15.1.1	Design	0.00%	9							
B.2.19.15.1.2	R&B	4.52%	6,783	0.00%	1		0.31381	0.3628	YES	
B.2.19.15.2.1	R&B	8.33%	48							
B.2.19.15.2.2	R&B	18.18%	11							
B.2.19.16.1.1	R&B (POTS)	11.20%	6,696							
B.2.19.16.1.2	R&B (POTS)	4.53%	119,631							
B.2.19.16.2.1	R&B (POTS)	11.43%	35							
B.2.19.16.2.2	R&B (POTS)	11.20%	6,696							
B.2.19.17.1.1	R&B (POTS)	4.53%	119,631	0.00%	123		0.01875	2.4134	YES	
B.2.19.17.1.2	R&B (POTS)	11.43%	35							
B.2.19.17.2.1	R&B (POTS)	16.08%	1,132	14.29%	7		0.13926	0.1287	YES	
B.2.19.18.1.1	Digital Loop < DS1	14.44%	1,669							
B.2.19.18.1.2	Digital Loop < DS1	0.00%	20							
B.2.19.18.2.1	Digital Loop < DS1	0.00%	6							
B.2.19.18.2.2	Digital Loop < DS1	11.11%	81	0.00%	21		0.07696	1.4438	YES	
B.2.19.19.1.1	Digital Loop >= DS1	1.23%	81							
B.2.19.19.2.1	Digital Loop >= DS1	0.00%	5							
B.2.19.19.2.2	Digital Loop >= DS1	0.00%	5							
<b>Average Completion Notice Interval - Mechanized</b>										
P-5	Switch Ports<10 circuits/Dispatch/KY (hours)	R&B (POTS)	3.45	6.376		20.330				
P-5	Switch Ports<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.71	118,584		8.425				
P-5	Switch Ports>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	7.33	49		26.215				
P-5	Switch Ports>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	8.92	220		90.865				
P-5	Local Interface Transport<10 circuits/Dispatch/KY (hours)	DS1/DS3 - Interface								
P-5	Local Interface Transport>=10 circuits/Dispatch/KY (hours)	DS1/DS3 - Interface								
P-5	Local Interface Transport<10 circuits/Non-Dispatch/KY (hours)	DS1/DS3 - Interface								
P-5	Local Interface Transport>=10 circuits/Non-Dispatch/KY (hours)	DS1/DS3 - Interface								
P-5	Loop + Port Combinations<10 circuits/Switch Based Orders/KY (hours)	R&B	3.46	6.475	0.02	396	20.307	1.05244	3.2675	YES
P-5	Loop + Port Combinations<10 circuits/Switch Based Orders/KY (hours)	R&B	0.72	118,859	0.36	20,554	8.512	0.06430	5.5511	YES
P-5	Loop + Port Combinations<10 circuits/Dispatch In/KY (hours)	R&B	0.66	79,454	0.32	10,609	7.076	0.07314	4.0112	YES
P-5	Loop + Port Combinations>=10 circuits/Dispatch In/KY (hours)	R&B	0.94	39,405	0.36	9,945	10.842	0.12167	3.9638	YES
P-5	Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (hours)	R&B	5.72	14	0.02	1	23.630	23.82279	0.2466	YES
P-5	Loop + Port Combinations>=10 circuits/Switch Based Orders/KY (hours)	R&B	0.38	2		18.665				
P-5	Loop + Port Combinations>=10 circuits/Dispatch In/KY (hours)	R&B	6.61	12		17.949				

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			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	R&B&D - Disp	3.78	6,934	0.02	7	23,204	8,77459	0.4293	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TKY (hours)	R&B&D - Disp	3.78	6,934			23,204			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	R&B&D - Disp	6.28	118			24,822			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TKY (hours)	R&B&D - Disp	6.28	118			24,822			
B.2.21.5.1.1	P-5	XDSL (ADSL, HDSL and UCL) <10 circuits/Dispatch/KY (hours)	ADSL to Retail	2.13	1,082			16,821			
B.2.21.5.1.2	P-5	XDSL (ADSL, HDSL and UCL) <10 circuits/Dispatch In/TKY (hours)	ADSL to Retail	2.13	1,082			16,821			
B.2.21.5.2.1	P-5	XDSL (ADSL, HDSL and UCL) >=10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.43	1,612			2,260			
B.2.21.5.2.2	P-5	XDSL (ADSL, HDSL and UCL) >=10 circuits/Dispatch In/TKY (hours)	ADSL to Retail	0.43	1,612			2,260			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	11.50	37	0.88	11	17,502	6,01037	1.7676	YES
B.2.21.6.1.2	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN - BRI	0.51	24			0,970			
B.2.21.6.2.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Shaming/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	2.13	1,082			16,821			
B.2.21.7.1.2	P-5	Line Shaming/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.43	1,612	0.62	1	2,260	2,26116	-0.0823	YES
B.2.21.7.2.1	P-5	Line Shaming/<10 circuits/Dispatch/KY (hours)	ADSL to Retail	0.02	1			0,000			
B.2.21.7.2.2	P-5	Line Shaming/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,475	0.02	2	20,307	14,36109	0.2396	YES
B.2.21.8.1.2	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,475			20,307			
B.2.21.8.2.1	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	5.89	61			23,630			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	5.89	61			23,630			
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TKY (hours)	R&B (POTS) excl SB Or	3.45	6.376	0.02	9	20,330	6,78153	0.5063	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TKY (hours)	R&B (POTS) excl SB Or	0.82	39,248	0.02	1	10,651	10,65107	0.0756	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	7.33	49			26,215			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	3.46	6,475			20,307			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	3.46	6,475			20,307			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	5.89	61			23,630			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	5.89	61			23,630			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	3.45	6,376			20,330			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TKY (hours)	R&B (POTS) excl SB Or	0.82	39,248			10,651			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	7.33	49			26,215			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TKY (hours)	R&B (POTS) excl SB Or								
B.2.21.12.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,475			20,307			
B.2.21.12.1.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	3.46	6,475			20,307			
B.2.21.12.2.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	5.89	61			23,630			
B.2.21.12.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	5.89	61			23,630			
B.2.21.13.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	3.45	6,376			20,330			
B.2.21.13.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TKY (hours)	R&B (POTS) excl SB Or	0.82	39,248			10,651			
B.2.21.13.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	7.33	49			26,215			
B.2.21.13.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TKY (hours)	R&B (POTS) excl SB Or								
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Design	8.39	459			47,944			
B.2.21.14.1.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Design	19.06	91			70,418			
B.2.21.14.2.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Design	6.69	57			26,242			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Design	16.37	1			0,000			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	R&B	3.46	6,475			20,307			
B.2.21.15.1.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B	0.72	118,859			8,512			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B	5.89	61			23,630			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B	5.72	14			16,666			
B.2.21.16.1.1	P-5	INP (Standardone) <10 circuits/Dispatch/KY (hours)	R&B (POTS)	3.45	6,376			20,330			
B.2.21.16.1.2	P-5	INP (Standardone) <10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.71	118,564			8,425			
B.2.21.16.2.1	P-5	INP (Standardone) >=10 circuits/Dispatch/KY (hours)	R&B (POTS)	7.33	49			26,215			
B.2.21.16.2.2	P-5	INP (Standardone) >=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	3.45	6,376			20,330			
B.2.21.17.1.1	P-5	LNP (Standardone) <10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.71	118,564	0.32	641	8,425	0.33368	1.1587	YES
B.2.21.17.2.1	P-5	LNP (Standardone) >=10 circuits/Dispatch/KY (hours)	R&B (POTS)	7.33	49			26,215			
B.2.21.17.2.2	P-5	LNP (Standardone) >=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	2.90	1,145	0.88	11	19,870	6,01988	0.3358	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop < DS1	0.51	1,645			4,004			
B.2.21.18.1.2	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop < DS1	7.86	35			29,777			







## Bellsouth Monthly State Summary Kentucky, July 2003

Account	Product	Category	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.25.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.5.1.1	P-10	XDSL (ADSL, HDSL, and UCLJ)<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.5.1.2	P-10	XDSL (ADSL, HDSL, and UCLJ)<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.5.2.1	P-10	XDSL (ADSL, HDSL, and UCLJ)>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.5.2.2	P-10	XDSL (ADSL, HDSL, and UCLJ)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.14.1.1	P-10	Other Design<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.14.1.2	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.16.1.1	P-10	INP (Standardone)<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.16.1.2	P-10	INP (Standardone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.16.2.1	P-10	INP (Standardone)>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.16.2.2	P-10	INP (Standardone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.17.1.1	P-14	LNP (Standardone)<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.17.1.2	P-14	LNP (Standardone)<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.17.2.1	P-14	LNP (Standardone)>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.17.2.2	P-14	LNP (Standardone)>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic









## BellSouth Monthly State Summary Kentucky, July 2003

Order	Product	Service	Measure	Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2,29,5,2,1	P-10	KDSL (ADSL, HDSL, and UCL) >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,5,2,2	P-10	KDSL (ADSL, HDSL, and UCL) >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,6,1,1	P-10	UNE (SDN) < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,6,1,2	P-10	UNE (SDN) < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,6,2,1	P-10	UNE (SDN) >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,6,2,2	P-10	UNE (SDN) >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,7,1,1	P-10	Line Sharing < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,7,1,2	P-10	Line Sharing < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,7,2,1	P-10	Line Sharing >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,7,2,2	P-10	Line Sharing >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,8,1,1	P-10	2W Analog Loop Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,8,1,2	P-10	2W Analog Loop Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,8,2,1	P-10	2W Analog Loop Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,8,2,2	P-10	2W Analog Loop Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,9,1,1	P-10	2W Analog Loop Non-Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,9,1,2	P-10	2W Analog Loop Non-Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,9,2,1	P-10	2W Analog Loop Non-Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,9,2,2	P-10	2W Analog Loop Non-Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,10,1,1	P-10	2W Analog Loop Loop Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,10,1,2	P-10	2W Analog Loop Loop Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,10,2,1	P-10	2W Analog Loop Loop Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,10,2,2	P-10	2W Analog Loop Loop Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,11,1,1	P-10	2W Analog Loop Loop Non-Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,11,1,2	P-10	2W Analog Loop Loop Non-Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,11,2,1	P-10	2W Analog Loop Loop Non-Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,11,2,2	P-10	2W Analog Loop Loop Non-Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,12,1,1	P-14	2W Analog Loop w/LNP Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,12,1,2	P-14	2W Analog Loop w/LNP Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,12,2,1	P-14	2W Analog Loop w/LNP Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,12,2,2	P-14	2W Analog Loop w/LNP Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,13,1,1	P-14	2W Analog Loop w/LNP Non-Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,13,1,2	P-14	2W Analog Loop w/LNP Non-Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,13,2,1	P-14	2W Analog Loop w/LNP Non-Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,13,2,2	P-14	2W Analog Loop w/LNP Non-Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,14,1,1	P-10	Other Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,14,1,2	P-10	Other Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,14,2,1	P-10	Other Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,14,2,2	P-10	Other Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,15,1,1	P-10	Other Non-Design < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,15,1,2	P-10	Other Non-Design < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,15,2,1	P-10	Other Non-Design >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,15,2,2	P-10	Other Non-Design >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,16,1,1	P-10	INP (Standalone) < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,16,1,2	P-10	INP (Standalone) < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,16,2,1	P-10	INP (Standalone) >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,16,2,2	P-10	INP (Standalone) >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,17,1,1	P-14	LNP (Standalone) < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,17,1,2	P-14	LNP (Standalone) < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,17,2,1	P-14	LNP (Standalone) >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,17,2,2	P-14	LNP (Standalone) >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,18,1,1	P-10	Digital Loop < DS1 < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,18,1,2	P-10	Digital Loop < DS1 < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,18,2,1	P-10	Digital Loop < DS1 >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,18,2,2	P-10	Digital Loop < DS1 >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,19,1,1	P-10	Digital Loop >= DS1 < 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,19,1,2	P-10	Digital Loop >= DS1 < 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,19,2,1	P-10	Digital Loop >= DS1 >= 10 circuits/Dispatch/KY (days)	Diagnostic					Diagnostic
B 2,29,19,2,2	P-10	Digital Loop >= DS1 >= 10 circuits/Non-Dispatch/KY (days)	Diagnostic					Diagnostic

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

## BellSouth Monthly State Summary Kentucky, July 2003

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Switch Ports<10 circuits/Dispatch/KY (days)							Diagnostic
Switch Ports<10 circuits/Non-Dispatch/KY (days)							Diagnostic
Switch Ports>=10 circuits/Dispatch/KY (days)							Diagnostic
Switch Ports>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
Local Interface Transport<10 circuits/Dispatch/KY (days)							Diagnostic
Local Interface Transport<10 circuits/Non-Dispatch/KY (days)							Diagnostic
Local Interface Transport>=10 circuits/Dispatch/KY (days)							Diagnostic
Local Interface Transport>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
Loop + Port Combinations<10 circuits/Dispatch/KY (days)							Diagnostic
Loop + Port Combinations<10 circuits/Non-Dispatch/KY (days)							Diagnostic
Loop + Port Combinations>=10 circuits/Dispatch/KY (days)							Diagnostic
Loop + Port Combinations>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
Combo Other<10 circuits/Dispatch/KY (days)							Diagnostic
Combo Other<10 circuits/Non-Dispatch/KY (days)							Diagnostic
Combo Other>=10 circuits/Dispatch/KY (days)							Diagnostic
Combo Other>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
XDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/KY (days)							Diagnostic
XDSL (ADSL, HDSL and UCLY)<10 circuits/Non-Dispatch/KY (days)							Diagnostic
XDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/KY (days)							Diagnostic
XDSL (ADSL, HDSL and UCLY)>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
LINE ISDN/<10 circuits/Dispatch/KY (days)							Diagnostic
LINE ISDN/<10 circuits/Non-Dispatch/KY (days)							Diagnostic
LINE ISDN/>=10 circuits/Dispatch/KY (days)							Diagnostic
LINE ISDN/>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
Line Shaming<10 circuits/Dispatch/KY (days)							Diagnostic
Line Shaming<10 circuits/Non-Dispatch/KY (days)							Diagnostic
Line Shaming>=10 circuits/Dispatch/KY (days)							Diagnostic
Line Shaming>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop Design<10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop Design>=10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop Non-Design<10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Design<10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Design>=10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
Other Design<10 circuits/Dispatch/KY (days)							Diagnostic
Other Design<10 circuits/Non-Dispatch/KY (days)							Diagnostic
Other Design>=10 circuits/Dispatch/KY (days)							Diagnostic
Other Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic
Other Non-Design<10 circuits/Dispatch/KY (days)							Diagnostic
Other Non-Design<10 circuits/Non-Dispatch/KY (days)							Diagnostic
Other Non-Design>=10 circuits/Dispatch/KY (days)							Diagnostic
Other Non-Design>=10 circuits/Non-Dispatch/KY (days)							Diagnostic





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B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)
B.3.2.10.2	M&R-2	Other Design/Dispatch/KY (%)
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)
B.3.2.11.2	M&R-2	Other Non-Design/Dispatch/KY (%)
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY (%)
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)

R&B (POTS) excl SB FT	2.56%
R&B (POTS) excl SB FT	0.91%
Design	0.54%
R&B	2.39%
R&B	0.92%
R&B (POTS)	2.56%
R&B (POTS)	0.98%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	932,340	0.50%	199	52,343	0.01133	1.8116	YES
	932,340	0.00%	199	4,832	0.00676	1.3453	YES
	135,419	2.31%	1,041	4,832	0.00205	-9.1502	NO
	1,004,840	0.96%	1,041	51,801	0.01250	-1.8544	NO
	1,004,840	0.00%	153	51,801	0.01250	1.9126	YES
	1,004,840	0.00%	153	51,801	0.00775	1.1857	YES
	932,340						
	932,340						

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

R&B (POTS)	34.55
R&B (POTS)	19.96
DS1/DS3	5.27
DS1/DS3	1.54
R&B	34.40
R&B	19.74
R&B&D - Disp	33.71
R&B&D - Disp	33.71
ADSL to Retail	31.52
ADSL to Retail	1.53
ISDN - BRI	7.10
ISDN - BRI	0.84
ADSL to Retail	1.53
ADSL to Retail	1.53
R&B - Disp	34.40
R&B - Disp	34.40
R&B (POTS) excl SB FT	34.55
R&B (POTS) excl SB FT	21.02
Design	5.57
Design	2.01
R&B	34.40
R&B (POTS)	19.74
R&B (POTS)	34.55
R&B (POTS)	19.96

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	23,878	0.00%	0	41,271	0.00676	1.3453	YES
	9,119	0.00%	0	4,832	0.00205	-9.1502	NO
	192	0.00%	2,670	2,008	0.00676	1.3453	YES
	24,027	31.45	2,670	52,223	1.06535	2.7729	YES
	9,235	12.41	379	41,058	2.15183	3.4074	YES
	24,613	6.35	22	51,801	11.04885	2.4766	YES
	24,613	1.75	5	51,801	23.16827	1.3798	YES
	302	4.50	6	54,847	22.61271	1.1952	YES
	1,174	2.20	1	8,894	8.89241	-0.0782	YES
	20	5.53	8	9,496	3.97280	0.9397	YES
	11	1.51	4	6,618	2.67474	-1.4027	YES
	302	4.26	2	54,847	27.60474	-0.4038	YES
	1,174	1.96	6	8,894	3.64007	-5.0639	NO
	1.53	1.174	5	52,223	23.35746	1.0765	YES
	24,027	9.26	5	52,223	52.22453	0.6456	YES
	24,027	0.88	1	52,223	52.22453	0.5773	YES
	23,828	4.32	1	42,518	52.37809	0.5773	YES
	21.02	0.00	0	42,518	52.37809	0.5773	YES
	586	5.21	24	8,281	1.72471	-0.2128	YES
	728	3.02	10	5,052	1.60966	-0.6300	YES
	24,027	0.00	0	52,223	52.223		YES
	9,235	0.00	0	41,058	41.058		YES
	23,878			52,343			YES
	9,119			41,271			YES

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

R&B (POTS)	20.49%
R&B (POTS)	18.68%
DS1/DS3	33.16%
DS1/DS3	19.27%
R&B	20.44%
R&B	18.70%
R&B&D - Disp	20.49%
R&B&D - Disp	20.49%
ADSL to Retail	25.17%
ADSL to Retail	23.42%
ISDN - BRI	5.00%
ISDN - BRI	0.00%
ADSL to Retail	26.17%
ADSL to Retail	23.42%
R&B - Disp	20.44%
R&B - Disp	20.44%
R&B (POTS) excl SB FT	20.48%
R&B (POTS) excl SB FT	20.48%
Design	18.63%
Design	22.35%
R&B	18.13%
R&B	20.44%
R&B (POTS)	18.70%
R&B (POTS)	20.49%
R&B (POTS)	18.66%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	23,878	0.00%	0	41,271	0.00676	1.3453	YES
	9,119	0.00%	0	4,832	0.00205	-9.1502	NO
	192	0.00%	2,670	2,008	0.00676	1.3453	YES
	24,027	13.93%	379	52,223	11.04885	2.4766	YES
	9,235	13.19%	22	41,058	2.15183	3.4074	YES
	24,613	18.18%	5	51,801	23.16827	1.3798	YES
	24,613	60.00%	6	54,847	22.61271	1.1952	YES
	302	100.00%	1	8,894	8.89241	-0.0782	YES
	1,174	12.50%	8	9,496	3.97280	0.9397	YES
	20	50.00%	2	6,618	2.67474	-1.4027	YES
	11	0.00%	4	54,847	27.60474	-0.4038	YES
	302	0.00%	6	8,894	3.64007	-5.0639	NO
	1,174	0.00%	5	52,223	23.35746	1.0765	YES
	24,027	0.00%	5	52,223	52.22453	0.6456	YES
	24,027	0.00%	1	42,518	52.37809	0.5773	YES
	24,027	0.00%	0	42,518	52.37809	0.5773	YES
	586	5.21	24	8,281	1.72471	-0.2128	YES
	728	3.02	10	5,052	1.60966	-0.6300	YES
	24,027	0.00	0	52,223	52.223		YES
	9,235	0.00	0	41,058	41.058		YES
	23,878			52,343			YES
	9,119			41,271			YES

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Out of Service > 24 Hours		Benchmark Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 3.5.1.1	M&R-5 Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	13.99%	15,745						
B 3.5.1.2	M&R-5 Local Interface Transport/Dispatch/KY (%)	R&B (POTS) DS1/DS3	5.56%	2,663	0.00%	0				YES
B 3.5.2.1	M&R-5 Local Interface Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	196	0.00%	0				YES
B 3.5.2.2	M&R-5 Loop + Port Combinations/Dispatch/KY (%)	R&B	13.97%	15,823	8.90%	1,764		0.00970	5.8230	YES
B 3.5.3.1	M&R-5 Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	5.46%	2,712	7.51%	173		0.01781	-1.1560	YES
B 3.5.3.2	M&R-5 Combo Other/Dispatch/KY (%)	R&B	13.53%	16,409	0.00%	22		0.07297	1.8540	YES
B 3.5.4.1	M&R-5 Combo Other/Non-Dispatch/KY (%)	R&B	13.53%	16,409	0.00%	22		0.15299	0.8843	YES
B 3.5.4.2	M&R-5 XDSL (ADSL, HDSL, and UCL)/Dispatch/KY (%)	R&B	28.48%	302	0.00%	6		0.18607	1.5305	YES
B 3.5.5.1	M&R-5 XDSL (ADSL, HDSL, and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	1.62%	1,174	0.00%	1		0.12624	0.1282	YES
B 3.5.5.2	M&R-5 UNE ISDN/Dispatch/KY (%)	ADSL to Retail	5.00%	20	0.00%	8		0.09117	0.5484	YES
B 3.5.6.1	M&R-5 UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	11	0.00%	2				YES
B 3.5.6.2	M&R-5 Line Sharing/Dispatch/KY (%)	ISDN - BRI	28.48%	302	0.00%	0				YES
B 3.5.7.1	M&R-5 Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	1.62%	1,174	0.00%	0				YES
B 3.5.7.2	M&R-5 2W Analog Loop Design/Dispatch/KY (%)	ADSL to Retail	13.97%	15,823	0.00%	5		0.15505	0.9008	YES
B 3.5.8.1	M&R-5 2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	13.97%	15,823	0.00%	1		0.34666	0.4029	YES
B 3.5.8.2	M&R-5 2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	13.98%	15,743	0.00%	0				YES
B 3.5.9.1	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	5.60%	2,642	0.00%	0				YES
B 3.5.9.2	M&R-5 Other Design/Dispatch/KY (%)	Design	1.71%	986	0.00%	24		0.02897	0.6327	YES
B 3.5.10.1	M&R-5 Other Design/Non-Dispatch/KY (%)	Design	0.55%	728	0.00%	10		0.02354	0.2335	YES
B 3.5.10.2	M&R-5 Other Non-Design/Dispatch/KY (%)	R&B	13.97%	15,823	0.00%	0				YES
B 3.5.11.1	M&R-5 Other Non-Design/Non-Dispatch/KY (%)	R&B	5.46%	2,712	0.00%	0				YES
B 3.5.11.2	M&R-5 LNP (Stations)/Dispatch/KY (%)	R&B (POTS)	13.99%	15,745						YES
B 3.5.12.1	M&R-5 LNP (Stations)/Non-Dispatch/KY (%)	R&B (POTS)	5.56%	2,663						YES

## Unbundled Network Elements - Billing

Invoice Accuracy		BST - State	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 4.1	B-1 KY (%)		98.46%	\$96,569,395	99.39%	\$3,661,899		0.00007	-142.3443	YES
B 4.2	Mean Time to Deliver Invoices - CRIS Region (business days)	BST - Region	4.69	1	4.48	2.106				YES



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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>Local Interconnection Trunks - Ordering</b>									
<b>% Rejected Service Requests</b>									
C-1.1	Diagnostic	83.33%	12						Diagnostic
<b>Reject Interval</b>									
C-1.2	>= 85% w/in 4 days	80.00%	10						NO
<b>FOC Timeliness</b>									
C-1.3	>= 95% w/in 10 days	100.00%	12						YES
<b>FOC &amp; Reject Response Completeness</b>									
C-1.4	>= 95%								
<b>FOC &amp; Reject Response Completeness (Multiple Responses)</b>									
C-1.5	>= 95%								
<b>Local Interconnection Trunks - Provisioning</b>									
<b>Order Completion Interval</b>									
C-2.1	Partly w Retail	22.55	47	11.67	3	9.941	5.91961	1.8391	YES
<b>Held Orders</b>									
C-2.2	Partly w Retail	0.00	0	0.00	0				YES
<b>% Jeopardies</b>									
C-2.3	Partly w Retail	0.00%	41	0.00%	9				YES
<b>Average Jeopardy Notice Interval</b>									
C-2.4	95% >= 48 hrs								
<b>% Missed Installation Appointments</b>									
C-2.5	Partly w Retail	2.13%	47	0.00%	12		0.04667	0.4559	YES
<b>% Provisioning Troubles within 30 Days</b>									
C-2.6	Partly w Retail	0.00%	21	0.00%	6				YES
<b>Average Completion Notice Interval</b>									
C-2.7	Partly w Retail	17.40	47	0.80	12	42.137	13.62842	1.2328	YES
<b>Total Service Order Cycle Time</b>									
C-2.8	Diagnostic			15.03	2				Diagnostic
<b>% Completions w/o Notice or &lt; 24 hours</b>									
C-2.10.1	Diagnostic			0.00%	12				Diagnostic
C-2.10.2	Diagnostic								Diagnostic
<b>Service Order Accuracy</b>									
C-2.11.1.1	>= 95%		19	100.00%	19				YES
C-2.11.1.2	>= 95%		6	100.00%	6				YES
C-2.11.2.1	>= 95%		92	100.00%	92				YES
C-2.11.2.2	>= 95%		62	100.00%	62				YES
<b>Local Interconnection Trunks - Maintenance and Repair</b>									
<b>Missed Repair Appointments</b>									
C-3.1.1	Partly w Retail	0.00%	0	0.00%	0				YES
C-3.1.2	Partly w Retail	0.00%	6	0.00%	1				YES
<b>Customer Trouble Report Rate</b>									
C-3.2.1	Partly w Retail	0.00%	99,758	0.00%	25,288		0.00000	0.00000	YES
C-3.2.2	Partly w Retail	0.01%	99,758	0.00%	25,288		0.00005	0.3773	YES

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### Maintenance Average Duration

M&R-3	Local Interconnection Trunks/Dispatch/KY (hours)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.3.1		Partly w Retail	0.00	0	0.00	0	0.271	0.29289	-0.8251	YES
C.3.3.2	Local Interconnection Trunks/Non-Dispatch/KY (hours)	Partly w Retail	0.23	6	0.47	1				YES

### % Repair Troubles within 30 Days

M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.4.1		Partly w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail	0.00%	6	0.00%	1				YES

### Out of Service > 24 Hours

M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.5.1		Partly w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Partly w Retail	0.00%	6	0.00%	1				YES

### Local Interconnection Trunks - Billing

Invoice Accuracy		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.4.1	B-1 KY (%)	BST - State	98.48%	\$96,569,395	99.62%	\$615,974		0.00016	-73.6476	YES

Mean Time to Deliver Invoices - CABS		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.4.2	B-2 Region (calendar days)	BST - Region	5.14	1	4.96	15,348				YES

### Local Interconnection Trunks - Trunk Blocking

Trunk Group Performance - Aggregate		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.5.1	TGP-1 Local Interconnection Trunks/KY (%)	>0.5% dif 2 consec. hrs							0	YES

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## Operations Support Systems - Pre-Ordering

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
			100.00%					YES
			99.9%					YES
			100.00%					YES
			100.00%					YES
			100.00%					YES
			100.00%					YES
			100.00%					YES
			100.00%					YES
			100.00%					YES
			100.00%					YES

% Interface Availability - BST & CLEC								
D.1.1.1	OSS-2 EDI/Region (%)	>= 99.5%						YES
D.1.1.2	OSS-2 LENS/Region (%)	>= 99.5%						YES
D.1.1.3	OSS-2 LEO/Region (%)	>= 99.5%						YES
D.1.1.4	OSS-2 LEOG/Region (%)	>= 99.5%						YES
D.1.1.5	OSS-2 TAG/Region (%)	>= 99.5%						YES
D.1.1.6	OSS-2 PSIMS/Region (%)	>= 99.5%						YES
D.1.1.7	OSS-2 LNP Gateway/Region (%)	>= 99.5%						YES
D.1.1.8	OSS-2 SGGCOG/Region (%)	>= 99.5%						YES
D.1.1.9	OSS-2 DOM/Region (%)	>= 99.5%						YES
D.1.1.10	OSS-2 SOG/Region (%)	>= 99.5%						YES

% Interface Availability - BST & CLEC								
D.1.2.1	OSS-2 ATLASCOFF/Region (%)	>= 99.5%						YES
D.1.2.2	OSS-2 COFF/Region (%)	>= 99.5%						YES
D.1.2.3	OSS-2 BOCRIS/CRIS/Region (%)	>= 99.5%						YES
D.1.2.4	OSS-2 DSAP/Region (%)	>= 99.5%						YES
D.1.2.5	OSS-2 RSAG/Region (%)	>= 99.5%						YES
D.1.2.6	OSS-2 SOCS/Region (%)	>= 99.5%						YES
D.1.2.7	OSS-2 SONGS/Region (%)	>= 99.5%						YES
D.1.2.8	OSS-2 DOE/Region (%)	>= 99.5%						YES

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)								
D.1.3.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.36	2,512,873	1.72	476,275		YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.85	10,503	1.72	476,275		YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.55	5,495,594	0.97	374,912		YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	6.48	922,258	0.97	374,912		YES
D.1.3.3.1	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.65	945,308	1.56	138,016		YES
D.1.3.3.2	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.45	344,131	1.56	138,016		YES
D.1.3.4.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.60	1,737,109	1.08	323,155		YES
D.1.3.4.2	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.39	363,460	1.08	323,155		YES
D.1.3.5.1	OSS-1 CRSECSR/Region (seconds)	RNS - CRSECSR + 2 sec	2.82	6,471,673	2.74	1,064,393		YES
D.1.3.5.2	OSS-1 CRSECSR/Region (seconds)	RNS - CRSECSR + 2 sec	2.58	1,235,645	2.74	1,064,393		NO
D.1.3.6.1	OSS-1 COFF/Region (seconds)	RNS - OASISBIG + 2 sec	2.59	11,548,391	2.80	26,019		NO
D.1.3.6.2	OSS-1 COFF/Region (seconds)	RNS - OASISBIG + 2 sec	3.44	562,984	2.80	26,019		YES
D.1.3.7.1	OSS-1 PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	2.59	11,548,391	0.67	71,676		YES
D.1.3.7.2	OSS-1 PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.44	562,984	0.67	71,676		YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)								
D.1.4.1.1	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.36	2,512,873	4.37	473,048		NO
D.1.4.1.2	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.85	10,503	4.37	473,048		NO
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.55	5,495,594	2.07	210,901		YES
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	6.48	922,258	2.07	210,901		YES
D.1.4.3.1	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic						Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic						Diagnostic
D.1.4.4.1	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic						Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic						Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.65	945,308	2.63	39,018		NO
D.1.4.5.2	OSS-1 ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.45	344,131	2.63	39,018		NO
D.1.4.6.1	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.60	1,737,109	1.76	14,027		YES
D.1.4.6.2	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.39	363,460	1.76	14,027		YES
D.1.4.7.1	OSS-1 TAG/Region (seconds)	RNS - CRSACTS + 2 sec	2.82	6,471,673	3.52	835,119		NO
D.1.4.7.2	OSS-1 TAG/Region (seconds)	RNS - CRSACTS + 2 sec	2.58	1,235,645	3.52	835,119		NO

# Bellsouth Monthly State Summary Kentucky, July 2003

D.1.5.3	OSS-1	ATLAS - MLH/Region (seconds)
D.1.5.4	OSS-1	ATLAS - DID/Region (seconds)
D.1.5.5	OSS-1	ATLAS - TN/Region (seconds)
D.1.5.6	OSS-1	DSAP/Region (seconds)
D.1.5.7	OSS-1	CSR/Region (seconds)

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

## Operations Support Systems - Maintenance and Repair

% Interface Availability - BST	
OSS-3	TAFI/Region (%)

>= 99.5%

99.99%	100.00%	99.90%	100.00%	0.00042	0.00297	-1.3533	YES
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% Interface Availability - CLEC	
OSS-3	CLEC TAFI/Region (%)
OSS-3	ECA/Region (%)

>= 99.5%

	100.00%	99.90%	100.00%	0.00042	0.00297	-0.1162	YES
				0.00013	0.00048	-1.6199	YES
				0.00015	0.00055	-0.3088	YES
				0.01522	0.01522	-7.5680	YES
				0.00251	0.00251	-0.2352	YES
				0.00380	0.00380	-34.0069	YES
				0.00016	0.00016	-2.1694	YES
				0.00535	0.00535	-1.1125	YES

## % Interface Availability - BST & CLEC

D.2.3.1	OSS-3	CRIS/Region (%)
D.2.3.2	OSS-3	LMOS HOST/Region (%)
D.2.3.3	OSS-3	LNPI/Region (%)
D.2.3.4	OSS-3	MARCH/Region (%)
D.2.3.5	OSS-3	OSPCH/Region (%)
D.2.3.6	OSS-3	Predictor/Region (%)
D.2.3.7	OSS-3	SOCSS/Region (%)

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

				99.99%	100.00%	99.99%	100.00%	0.00042	0.00297	-1.3533	YES
					100.00%	100.00%	100.00%	0.00042	0.00297	-0.1162	YES
					99.99%	99.99%	100.00%	0.00013	0.00048	-1.6199	YES
					100.00%	100.00%	100.00%	0.00015	0.00055	-0.3088	YES
					100.00%	100.00%	100.00%	0.01522	0.01522	-7.5680	YES
					99.99%	99.99%	100.00%	0.00251	0.00251	-0.2352	YES
					99.99%	99.99%	100.00%	0.00380	0.00380	-34.0069	YES
					99.99%	99.99%	100.00%	0.00016	0.00016	-2.1694	YES
					99.99%	99.99%	100.00%	0.00535	0.00535	-1.1125	YES

## Average Response Interval <= 4 Seconds

D.2.4.1	OSS-4	CRIS/Region (%)
D.2.4.2	OSS-4	DIETH/Region (%)
D.2.4.3	OSS-4	DLR/Region (%)
D.2.4.4	OSS-4	LMOS/Region (%)
D.2.4.5	OSS-4	LNPI/Region (%)
D.2.4.6	OSS-4	MARCH/Region (%)
D.2.4.7	OSS-4	OSPCH/Region (%)
D.2.4.8	OSS-4	Predictor/Region (%)
D.2.4.9	OSS-4	SOCSS/Region (%)
D.2.4.10	OSS-4	NINW/Region (%)
D.2.4.11	OSS-4	NINW/Region (%)

Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail

	96.07%	1,772,021	96.13%	2,410,277	0.00042	0.00297	-1.3533	YES
	2.57%	56,442	2.60%	2,966	0.00042	0.00297	-0.1162	YES
	4.71%	32,333	3.89%	10,068	0.00042	0.00297	-0.1162	YES
	99.64%	1,771,996	99.66%	2,444,005	0.00013	0.00048	-1.6199	YES
	97.33%	1,280,432	97.07%	1,211,125	0.00048	0.00048	5.3245	NO
	24.13%	119,737	99.70%	10,902	0.00055	0.00055	-0.3088	YES
	36.73%	7,480	35.67%	883	0.01522	0.01522	-7.5680	YES
	10.95%	7,451	37.33%	375	0.00251	0.00251	-0.2352	YES
	99.92%	56,515	23.88%	7,706	0.00380	0.00380	-34.0069	YES
	99.92%	232,750	99.96%	35,942	0.00016	0.00016	-2.1694	YES
	76.78%	62,442	77.37%	6,908	0.00535	0.00535	-1.1125	YES

## Average Response Interval <= 10 Seconds

D.2.5.1	OSS-4	CRIS/Region (%)
D.2.5.2	OSS-4	DIETH/Region (%)
D.2.5.3	OSS-4	DLR/Region (%)
D.2.5.4	OSS-4	LMOS/Region (%)
D.2.5.5	OSS-4	LNPI/Region (%)
D.2.5.6	OSS-4	MARCH/Region (%)
D.2.5.7	OSS-4	OSPCH/Region (%)
D.2.5.8	OSS-4	Predictor/Region (%)
D.2.5.9	OSS-4	SOCSS/Region (%)
D.2.5.10	OSS-4	NINW/Region (%)
D.2.5.11	OSS-4	NINW/Region (%)

Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail

	99.21%	1,772,021	99.57%	2,410,277	0.00019	0.00019	-18.9596	YES
	73.09%	56,442	81.81%	2,966	0.00831	0.00831	-10.4853	YES
	57.67%	32,333	50.87%	10,068	0.00664	0.00664	-12.0439	NO
	99.81%	1,771,996	99.83%	2,444,005	0.00009	0.00009	-2.3085	YES
	99.74%	1,280,432	99.60%	1,211,125	0.00045	0.00045	-0.3010	YES
	99.79%	119,737	99.81%	10,902	0.01522	0.01522	-7.5680	YES
	24.13%	7,480	35.67%	883	0.00229	0.00229	-0.3437	YES
	99.81%	7,451	99.73%	375	0.00380	0.00380	-34.0069	YES
	10.95%	56,515	23.88%	7,706	0.00380	0.00380	-34.0069	YES
	99.99%	232,750	99.99%	35,942	0.00006	0.00006	-0.2006	YES
	99.28%	62,442	99.22%	6,908	0.00107	0.00107	0.5535	YES

## Average Response Interval > 10 Seconds

D.2.6.1	OSS-4	CRIS/Region (%)
D.2.6.2	OSS-4	DIETH/Region (%)
D.2.6.3	OSS-4	DLR/Region (%)
D.2.6.4	OSS-4	LMOS/Region (%)
D.2.6.5	OSS-4	LNPI/Region (%)
D.2.6.6	OSS-4	MARCH/Region (%)
D.2.6.7	OSS-4	OSPCH/Region (%)
D.2.6.8	OSS-4	Predictor/Region (%)
D.2.6.9	OSS-4	SOCSS/Region (%)
D.2.6.10	OSS-4	SOCSS/Region (%)

Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail  
Partly w/ Retail

	0.79%	1,772,021	0.43%	2,410,277	0.00019	0.00019	18.9596	YES
	26.91%	56,442	18.19%	2,966	0.00831	0.00831	10.4853	YES
	42.33%	32,333	49.13%	10,068	0.00664	0.00664	-12.0439	NO
	0.19%	1,771,996	0.17%	2,444,005	0.00009	0.00009	2.3085	YES
	0.26%	1,280,432	0.40%	1,211,125	0.00045	0.00045	-0.3010	NO
	0.21%	119,737	0.19%	10,902	0.01522	0.01522	-7.5680	YES
	75.87%	7,480	64.33%	883	0.00452	0.00452	3.3010	YES
	0.19%	7,451	0.27%	375	0.00229	0.00229	-0.3437	YES
	89.05%	56,515	76.12%	7,706	0.00380	0.00380	34.0069	YES
	0.01%	232,750	0.01%	35,942	0.00006	0.00006	0.2006	YES

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

D.2.6.11

GSS-4 NIW/Region (%)

Benchmark/  
 Analog

Partly w Retail

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
0.72%	62,442	0.78%	6,908		0.00107	-0.5535	YES

## BellSouth Monthly State Summary Kentucky, July 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>Collocation - Collocation</b>										
<b>Average Response Time</b>										
E 1.1.1	C-1	Virtual/KY (calendar days)	<= 10 days							
E 1.1.2	C-1	Physical Cageless/KY (calendar days)	<= 20 days							
E 1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 20 days	14		3				YES
<b>Average Arrangement Time</b>										
E 1.2.1	C-2	Virtual-Ordinary/KY (calendar days)	<= 80 days							
E 1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)	<= 75 days							
E 1.2.3	C-2	Physical Cageless/KY (calendar days)	<= 90 days							
E 1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 80 days							
E 1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days							
E 1.2.6	C-2	Virtual-Simple Augment/KY (calendar days)	<= 20 days							
E 1.2.7	C-2	Virtual-Minor Augment/KY (calendar days)	<= 45 days							
E 1.2.8	C-2	Virtual-Intermediate Augment/KY (calendar days)	<= 60 days							
E 1.2.9	C-2	Virtual-Major Augment/KY (calendar days)	<= 75 days							
E 1.2.10	C-2	Physical-Simple Augment/KY (calendar days)	<= 20 days							
E 1.2.11	C-2	Physical-Minor Augment/KY (calendar days)	<= 45 days							
E 1.2.12	C-2	Physical-Intermediate Augment/KY (calendar days)	<= 60 days							
E 1.2.13	C-2	Physical-Major Augment/KY (calendar days)	<= 90 days							YES
<b>% Due Dates Missed</b>										
E 1.3.1	C-3	Virtual/KY (%)	< 5% missed							
E 1.3.2	C-3	Physical/KY (%)	< 5% missed							
E 1.3.3	C-3	Virtual-Augments/KY (%)	< 5% missed							
E 1.3.4	C-3	Physical-Augments/KY (%)	< 5% missed	0.00%		1				YES

# BellSouth Monthly State Summary Kentucky, July 2003

	Benchmark Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
<b>General - Flow Through</b>									
<b>% Flow Through Service Requests</b>									
F.1.1.1	O-3 Summary/Region (%)	Diagnostic	95.70%	591,111	Diagnostic				Diagnostic
F.1.1.2	O-3 Aggregate/Region (%)	Diagnostic	95.70%	591,111	Diagnostic				Diagnostic
F.1.1.3	O-3 Residence/Region (%)	>= 95%	97.25%	119,677	YES				YES
F.1.1.4	O-3 Business/Region (%)	>= 90%	88.82%	4,971	NO				NO
F.1.1.5	O-3 UNE/Region (%)	>= 85%	95.38%	466,463	YES				YES
<b>% Flow Through Service Requests - Achieved</b>									
F.1.2.1	O-3 Summary/Region (%)	Diagnostic	86.96%	650,562	Diagnostic				Diagnostic
F.1.2.2	O-3 Aggregate/Region (%)	Diagnostic	86.96%	650,562	Diagnostic				Diagnostic
F.1.2.3	O-3 Residence/Region (%)	Diagnostic	86.27%	134,917	Diagnostic				Diagnostic
F.1.2.4	O-3 Business/Region (%)	Diagnostic	62.32%	7,084	Diagnostic				Diagnostic
F.1.2.5	O-3 UNE/Region (%)	Diagnostic	87.48%	508,561	Diagnostic				Diagnostic
<b>% Flow Through Service Requests - LNP</b>									
F.1.3.1	O-3 Summary/Region (%)	>= 85%	86.41%	6,646	YES				YES
F.1.3.2	O-3 Aggregate/Region (%)	>= 85%	86.41%	6,646	YES				YES
F.1.3.3	O-3 Residence/Region (%)	Diagnostic			Diagnostic				Diagnostic
F.1.3.4	O-3 Business/Region (%)	Diagnostic			Diagnostic				Diagnostic
<b>General - Pre-Ordering</b>									
<b>Loop Makeup Inquiry (Manual) - Non-Mechanized</b>									
F.2.1	PO-1 Loops/KY (%)	>= 95% w in 3 bus days	100.00%	16	YES				YES
<b>Loop Makeup Inquiry (Electronic) - Mechanized</b>									
F.2.2	PO-2 Loops/KY (%)	>= 95% w in 1 min	100.00%	175	YES				YES
<b>General - Ordering</b>									
<b>Service Inquiry with Firm Order</b>									
F.3.1.1	O-10 KDSL (ADSL, HDSL and UCL/KY (%)	>= 95% w in 5 bus days	100.00%	1	YES				YES
F.3.1.2	O-10 Local Interoffice Transport/KY (%)	>= 95% w in 5 bus days							
<b>Average Speed of Answer</b>									
F.4.1	O-12 Region (seconds)	Partly w Retail	127.22	6,822,347	22.07	55,340			YES
<b>General - Maintenance Center</b>									
<b>Average Answer Time</b>									
F.5.1	M&R-6 Region (seconds)	Partly w Retail	109.07	1,713,572	38.41	113,530			YES
<b>General - Operator Services (Toll)</b>									
<b>Average Speed to Answer</b>									
F.6.1	OS-1 KY (seconds)	PBD	5.90						PBD
<b>% Answered in 10 seconds</b>									
F.6.2	OS-2 KY (%)	PBD	77.10%						PBD
<b>General - Directory Assistance</b>									
<b>Average Speed to Answer</b>									
F.7.1	DA-1 KY (seconds)	PBD	5.80						PBD
<b>% Answered in 12 seconds</b>									

# Bellsouth Monthly State Summary Kentucky, July 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.7.2	DA-2	KY (%)	PBD	84.30%						PBD
<b>General - E911</b>										
<b>Mean Interval</b>										
F.8.1	E-3	KY (hours)	PBD	2.12	2.004					PBD
<b>% Accuracy</b>										
F.8.2	E-2	KY (%)	PBD	98.10%	131,740					PBD
<b>% Timeliness</b>										
F.8.3	E-1	KY (%)	PBD	100.00%	2,004					PBD
<b>General - Billing</b>										
<b>Usage Data Delivery Accuracy</b>										
F.9.1	B-3	Region (%)	Party w Retail	100.00%	576	99.45%	36,214	0.00000		NO
<b>Usage Data Delivery Timeliness</b>										
F.9.2	B-5	Region (%)	Party w Retail	98.50%	1,471	98.69%	1,073,572,475	0.00316	-3.7526	YES
<b>Usage Data Delivery Completeness</b>										
F.9.3	B-4	Region (%)	Party w Retail	100.00%	1,471	98.99%	1,073,572,475	0.00000		NO
<b>Mean Time to Deliver Usage</b>										
F.9.4	B-6	Region (days)	Party w Retail	3.36	1,471	2.22	1,073,572,475			YES
<b>Recurring Charge Completeness</b>										
F.9.6.1	B-7	Retail/KY (%)	Party w Retail	94.71%	\$2,947,787	97.76%	\$78,072	0.00353	-8.6597	YES
F.9.5.2	B-7	UNE/KY (%)	>= 90%			98.76%	\$202,870			YES
F.9.5.3	B-7	Interconnection/KY (%)	>= 90%			93.75%	\$2,484			YES
<b>Non-Recurring Charge Completeness</b>										
F.9.6.1	B-9	Retail/KY (%)	Party w Retail	82.16%	\$4,832,345	99.18%	\$77,538	0.00328	-51.8851	YES
F.9.6.2	B-8	UNE/KY (%)	>= 90%			99.14%	\$160,082			YES
F.9.6.3	B-8	Interconnection/KY (%)	>= 90%			97.36%	\$80,149			YES
<b>General - Change Management</b>										
<b>% Software Release Notices Sent On Time</b>										
F.10.1	CM-1	KY (%)	>= 95% w in 30 days							
<b>Average Software Release Notice Delay Days</b>										
F.10.2	CM-2	KY (average)	>= 22 days prior to release							
<b>% Change Management Documentation Sent On Time</b>										
F.10.3	CM-3	KY (%)	>= 96% w in 30 days			100.00%	1			YES
<b>% Change Management Documentation (Defects, Corrections, etc.) Sent On Time</b>										
F.10.4	CM-3	KY (%)	>= 95% w in 5 days							
<b>Average Documentation Release Delay Days</b>										
F.10.5	CM-4	KY (average)	>= 22 days prior to release							
<b>% CLEC Interface Outages Sent within 15 Minutes</b>										
F.10.6	CM-5	KY (%)	>= 97% w in 15 min			100.00%	9			YES
<b>% Software Errors Corrected within 10 Business Days</b>										
F.10.7	CM-6	Region (%)	>= 95% w in 10 days							
<b>% Software Errors Corrected within 30 Business Days</b>										
F.10.8	CM-6	Region (%)	>= 95% w in 30 days							



# BellSouth Monthly State Summary Kentucky, July 2003

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F:10.9	CM-6 Region (%)	>= 95% w in 45 days								
F:10.10	% Change Requests Accepted or Rejected within 10 Business Days CM-7 Region (%)	>= 95% w in 10 days			83.33%	6				NO
F:10.11	% Change Requests Rejected Within The Reporting Period CM-8 Region (%)	Diagnostic			50.00%	6				Diagnostic
F:10.12	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented CM-9 Region (Number)	= 0 Defects								
F:10.13	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented CM-9 Region (Number)	= 0 Defects								
F:10.14	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented CM-9 Region (Number)	= 0 Defects								
F:10.15	% Test Deck Weight Failure in Production Release CM-10 Region (%)	<= 5%								
F:10.16	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented CM-11 Region (%)	>= 95% w in 60 days								
F:10.17	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented CM-11 Region (%)	>= 95% w in 60 days								
<b>General - New Business Requests</b>										
F:11.1	% New Business Requests Processed within 30 Business Days BFR-1 Region (%)	>= 90% w in 30 bus days								
F:11.2	% Quotes Provided within 10 Business Days BFR-2A Region (%)	>= 90% w in 10 bus days								
F:11.3	% Quotes Provided within 30 Business Days BFR-2B Region (%)	>= 90% w in 30 bus days								
F:11.4	% Quotes Provided within 60 Business Days BFR-2C Region (%)	>= 90% w in 60 bus days								
<b>General - Ordering</b>										
<b>Acknowledgment Message Timeliness</b>										
F:12.1.1	O-1 EDI/Region (%)	>= 95% w in 30 min			91.67%	342,103				NO
F:12.1.2	O-1 TAG/Region (%)	>= 95% w in 30 min			99.98%	371,182				YES
<b>Acknowledgment Message Completeness</b>										
F:12.2.1	O-2 EDI/Region (%)	100%			100.00%	342,105				NO
F:12.2.2	O-2 TAG/Region (%)	100%			100.00%	371,182				YES
<b>General - Database Updates</b>										
<b>Average Database Update Interval</b>										
F:13.1.1	D-1 LIDBKY (hours)	PBD	0.52	22	0.52	22				PBD
F:13.1.2	D-1 Directory Listings/KY (hours)	PBD	0.03	27	0.03	27				PBD
F:13.1.3	D-1 Directory Assistance/KY (hours)	PBD	3.77	22	3.77	22				PBD
<b>% Update Accuracy</b>										
F:13.2.1	D-2 LIDBKY (%)	>= 95%			100.00%	1,145				YES
F:13.2.2	D-2 Directory Listings/KY (%)	>= 95%			100.00%	681				YES
F:13.2.3	D-2 Directory Assistance/KY (%)	>= 95%			98.50%	404				YES
F:13.3	% NXCS /LRNs Loaded by LERG Effective Date D-3 Region (%)	100%			100.00%	41				YES

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

F 14.1

General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
TRR-7	Region (minutes)	Party w Retail	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
			135	1	116	1				YES