

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

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

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

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

A. Yes, I am.

Q. WHAT IS THE PURPOSE OF YOUR SUPPLEMENTAL TESTIMONY?

A. The purpose of my supplemental testimony is to provide data specific to BellSouth's operations in Kentucky in the FCC format in this proceeding.

As stated in my direct testimony filed with this Commission on May 18, 2001, this filing reflects performance for the month of August 2001. Supplemental Exhibit AJV-6 and Attachments 1C through 3C that accompany this filing describe the data and explain the conclusions that can be drawn from it.

Q. CAN YOU SUMMARIZE THE KENTUCKY DATA?

A. Certainly. As discussed in my Exhibit, in May 2001, BellSouth met or exceeded the criteria for 414 of the 487 sub-metrics (85%) for which there was CLEC activity. In June, BellSouth met or exceeded 368 of 425 sub-metrics (87%). In July 2001, BellSouth met or exceeded the benchmarks/retail analogues for 424 of 488 (87%) sub-metrics. BellSouth met or exceeded the benchmarks/retail analogues for 440 of 513 (86%) sub-metrics in August 2001. For those measures that BellSouth did not meet benchmarks or retail analogue comparisons, my Exhibit demonstrates that there are no systemic performance problems.

During the four-month period, May through August 2001, there were a total of 305 sub-metrics that had CLEC activity for all four months and that were compared with either a benchmark or retail analogue. Of these 305 sub-metrics, 259 (85%) sub-metrics satisfied the comparison criteria during at least three of the four months.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.

**DISCUSSION OF PERFORMANCE MEASUREMENTS DATA**

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1        **DISCUSSION OF PERFORMANCE MEASUREMENTS DATA**

2  
3                                **I. INTRODUCTION**

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

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

14  
15                                        **A. Introduction**

16  
17        Attachment 1C is the Monthly State Summary (MSS) for Kentucky for August  
18        2001. The August MSS, similar to those of May, June and July, contains  
19        2,250 sub-metrics. In May 2001, BellSouth met or exceeded the comparison  
20        criteria for 414 of the 487 sub-metrics, or 85%, that had CLEC activity and  
21        were compared to benchmarks or retail analogues. All measures and sub-  
22        metrics were included in the May calculations. BellSouth has identified three  
23        measures that are currently under investigation that have known deficiencies

1 in their calculations. They are Average Jeopardy Notice Interval, FOC &  
2 Reject Completeness, and LNP Disconnect Timeliness. The calculations for  
3 these three measures were not included in the June numbers. BellSouth met  
4 or exceeded the benchmark / retail analogue for 368 of the 425 sub-metrics,  
5 or 87% that had CLEC activity in June 2001. In the July performance results,  
6 BellSouth met or exceeded the benchmark or retail analogue for 424 of the  
7 488 sub-metrics, or 87%, that had CLEC activity. In August 2001, BellSouth  
8 met or exceeded the benchmark or retail analogue for 440 of the 513 sub-  
9 metrics, or 86%, that had CLEC activity. The calculations for the three  
10 measures mentioned above were also not included in the July or August  
11 numbers. Even though these measures are included in the MSS and in the  
12 total number of measurements calculation (2,250), they are excluded from the  
13 "Made/Total" percentage calculations (440/513).

14  
15 During the four-month period, May through August 2001, again excluding the  
16 three measures mentioned above, there were a total of 305 sub-metrics that  
17 had CLEC activity for all four months and that were compared with either  
18 benchmarks or retail analogues. Of these 305 sub-metrics, 259 sub-metrics  
19 (85%) satisfied the comparison criteria in at least three of the four months.

20  
21 Each sub-metric designated as having not satisfied the benchmark or  
22 BellSouth retail analogue requirement for May, June, July and/or August 2001

1 is included in this Exhibit. Each sub-metric discussed is labeled as to what  
2 month(s) the missed criteria occurred.

3

4 The following paragraphs will address specific performance measurements  
5 associated with each checklist item.

6

7

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

8

9

### **1. Collocation**

10 BellSouth provides three separate collocation reports: 1) Average Response  
11 Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed.  
12 Section E in Attachment 1C, Items E.1.1.1 through E.1.3.3, provides these  
13 results. BellSouth met the approved benchmarks for all of the sub-metrics  
14 with CLEC activity in May, June and August 2001. There was no CLEC  
15 activity for any of these measures in July 2001.

16

17

### **2. Local Interconnection Trunking**

18

#### **Trunking Reports**

19

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

22

1 In May and June 2001, BellSouth met 11 of 12 sub-metrics or 92% of the  
2 applicable benchmarks/analogues for all local interconnection trunking  
3 measures having CLEC activity. In July 2001, BellSouth met the  
4 benchmarks/retail analogue comparisons for all of the 14 local  
5 interconnection trunking sub-metrics. In August 2001, BellSouth met 15 of  
6 the 18 interconnection trunking sub-metrics having CLEC activity. The sub-  
7 metrics that did not meet the retail analogue comparison in May, June, July  
8 and August 2001 are as follows:

9

10 FOC Timeliness / Local Interconnection Trunks (C.1.3) (August)

11 BellSouth met the benchmark interval for 16 of the 17 orders in this sub-  
12 metric in August 2001. With a universe size of only 17 orders and a  
13 benchmark of 95%, a problem with only one order causes a benchmark miss  
14 for the entire sub-metric. BellSouth has met the retail analogue comparison  
15 for this sub-metric in three of the last four months.

16

17 FOC & Reject Response Completeness / Local Interconnection Trunks  
18 (C.1.4) (August)

19 BellSouth has determined that the coding for the FOC & Reject Response  
20 Completeness measures failed to include rejections that were classified as  
21 "auto clarifications." This coding change, which is in the process of being  
22 rewritten and will impact all FOC & Reject Completeness measures.

23



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

2 There were a total of 24 orders completed in June 2001 with an average  
3 interval of 34.67 days compared with 20.48 days for the retail analogue. Of  
4 the 24 orders that completed, the CLEC requested extended due dates for 11  
5 and was not ready for 3 others. The exclusion of the 14 orders with extended  
6 due dates would have allowed this sub-metric to have met or exceeded the  
7 retail analogue in June. BellSouth exceeded the retail analogue comparison  
8 for this sub-metric in July and August 2001. BellSouth has met the retail  
9 analogue comparison for this sub-metric in three of the last four months.

10

11 Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits /  
12 Dispatch (C.2.11.2.1) (August)

13 There were only two orders reviewed for this sub-metric in August 2001. This  
14 small universe size does not provide a conclusive benchmark comparison.

15

16 Customer Trouble Report Rate / Local Interconnection Trunks / Non-Dispatch  
17 (C.3.2.2) (August)

18 There were 25 troubles reported in August 2001 for the 11,166 lines in  
19 service for this sub-metric. Both the CLECs and BellSouth retail received  
20 greater than 99.7% trouble free service for this sub-metric in August. When  
21 BellSouth provisions high quality service coupled with very large universe  
22 sizes, it can cause an apparent out of equity condition from a quantitative  
23 viewpoint. In these cases, there is very little variation and the universe size

1 is so large that the Z-test becomes overly sensitive to any difference. In other  
2 words, the statistical test shows that the measurement does not meet the  
3 fixed critical value when compared with the retail analogue, but BellSouth's  
4 actual performance for both CLECs and its own retail operations is at a very  
5 high level – in this case over 99%. From a practical point of view, the CLECs'  
6 ability to compete has not been hindered even though the statistical results  
7 may technically show that BellSouth failed to meet the benchmark/analogue.

8  
9 Trunk Blockage

10 BellSouth has developed a trunk blocking report that compares BellSouth  
11 retail's trunk blockage rates to those of CLECs. The report, Trunk Group  
12 Performance Report (TGP), Attachment 3C, displays trunk blocking in a  
13 manner that accurately represents the customer experience. The TGP report  
14 tabulates actual call blocking as a percentage of call attempts for all  
15 comparable trunk groups administered by BellSouth that handle CLEC and  
16 BellSouth traffic. The TGP report provides a direct comparison of hour-by-  
17 hour blocking between CLEC and BellSouth trunk groups. Attachment 3C,  
18 Item C.5.1 (TGP), shows the actual trunk blocking percentages by hour for  
19 August 2001. The Analogue/Benchmark for the Trunk Group Performance  
20 measure is any two-hour period in 24 hours where CLEC blockage exceeds  
21 BellSouth blockage by more than 0.5%.

22

1 In May 2001, the CLEC blockage exceeded BellSouth retail by more than  
2 0.5% for the eight and nine o'clock hours. A detailed analysis indicated that  
3 one entire trunk group was out of service from just before 9:00 am until a few  
4 minutes after nine on May 26, 2001. As confirmed by the CLEC, the CLEC  
5 had scheduled a maintenance event without notifying BellSouth and took the  
6 entire trunk group out of service. Without this outage, the trunk blockage  
7 would have met the measurement criteria for May 2001. BellSouth met or  
8 exceeded the retail analogue for this sub-metric in June, July and August  
9 2001.

10  
11 **C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)**

12  
13 This section addresses the measures associated with UNEs under checklist  
14 item 2. Attachment 1C, Sections B1 – B3, provides data that is divided into  
15 Ordering, Provisioning and Maintenance & Repair operations. The Ordering  
16 function is disaggregated into 17 sub-metrics. The Provisioning function has  
17 19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair  
18 function. All Ordering measures will be included in this checklist item  
19 because of the overall relationship of the mechanized, partially mechanized  
20 and manual processing of Local Service Requests (LSRs). The Provisioning  
21 and Maintenance & Repair measures for the following products are included  
22 in the checklist item as shown below:

23 Product

Checklist Item:

1	Combo (Loop & Port)	#2 – Unbundled Network Elements
2	Combo (Other)	#2 – Unbundled Network Elements
3	Other Design	#2 – Unbundled Network Elements
4	Other Non-Design	#2 – Unbundled Network Elements
5	xDSL Loop	#4 – Unbundled Local Loops
6	UNE ISDN Loop	#4 – Unbundled Local Loops
7	Line Sharing	#4 – Unbundled Local Loops
8	2w Analog Loop Design	#4 – Unbundled Local Loops
9	2w Analog Loop Non Design	#4 – Unbundled Local Loops
10	2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
11	2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
12	2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
13	2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
14	Digital Loop < DS1	#4 – Unbundled Local Loops
15	Digital Loop => DS1	#4 – Unbundled Local Loops
16	Local Interoffice Transport	#5 – Unbundled Local Transport
17	Switch Ports	#6 – Unbundled Local Switching
18	INP Standalone	#11 – Local Number Portability
19	LNP Standalone	#11 – Local Number Portability
20		
21	An overall review of the UNE sub-metrics for Ordering, Provisioning,	
22	Maintenance & Repair and Billing indicates that BellSouth met the	

1 benchmark/analogue for 86% of the sub-metrics during May and June, 89%  
2 of the sub-metrics in July and 88% of the sub-metrics in August 2001.

3

4 During the four-month period from May through August 2001, there were 110  
5 UNE sub-metrics that had data for all four months and were compared to  
6 benchmarks or retail analogues. Of those 110 sub-metrics, 94 (85%) sub-  
7 metrics met the relevant criteria in at least three of the four months.

8

9 **1. UNE Ordering Measures**

10

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

15

16 **Reject Interval**

17 Items B.1.4 - B.1.8 in Attachment 1C examine the Reject Interval for the  
18 month of August 2001. For orders submitted electronically, the benchmark is  
19 97% within one hour. In May, 62% of the rejected service requests were  
20 delivered within the one-hour time period. 95% of the rejected service  
21 requests met the one-hour benchmark in both June and July 2001. In August  
22 2001, 96% of rejected UNE LSRs were returned within the one-hour  
23 benchmark.

1

2 For partially mechanized orders, which are LSRs submitted electronically and  
3 require service representative intervention, the benchmark for May, June and  
4 July was 85% within 18 hours. In May, June and July 2001, BellSouth  
5 exceeded this benchmark, with over 99%, 97% and 99% respectively, of  
6 partially mechanized rejects being returned to the CLECs within the 18-hour  
7 time period. Beginning with August 2001, the benchmark was changed to  
8 85% within 10 hours. BellSouth exceeded the benchmark in August with 98%  
9 of rejects for partially mechanized orders returned within the 10-hour period.

10

11 For manual orders, the current benchmark is 85% within 24 hours. BellSouth  
12 also exceeded this requirement, with 92%, 99%, 95% and 94% of the LSRs  
13 submitted manually being returned to the CLECs within the 24-hour time  
14 period in May, June, July and August 2001, respectively.

15

16 The following sub-metrics did not meet the established benchmarks in May,  
17 June, July and/or August 2001:

18

19 Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3)  
20 (May/June/July/August)

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

22 BellSouth is conducting a detailed root cause analysis of the process for  
23 electronic rejects. This analysis addresses the ordering systems (EDI, TAG,

1 and LENS) used by the CLECs and the back-end legacy applications, such  
2 as SOCS, that are accessed by the ordering systems.

3

4 Thus far, the analysis has determined that many of the LSRs that did not  
5 meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.  
6 Between these hours, the system is unable to process LSRs because certain  
7 of the back-end legacy systems are out of service. LSRs submitted during  
8 these periods should be excluded from the measurement. BellSouth is  
9 currently reviewing the scheduled down time for all systems and how that  
10 down time affects the ordering capability of the CLECs.

11

12 With the implementation of May data, BellSouth was directed to change the  
13 time stamp identification for the start and complete times of the interval for  
14 this measurement from the Local Exchange Ordering (LEO) System to the  
15 CLEC ordering interface system (TAG or EDI). However, with this change,  
16 BellSouth is currently unable to identify multiple issues of the same version of  
17 LSRs that have been rejected (fatal rejects). These rejected LSRs should be  
18 excluded from the measurement. If there are multiple issues of the same  
19 version, the measure currently calculates the interval from the initial issue to  
20 the final issue of the LSR returned to the CLEC, Reject or FOC.  
21 Consequently, BellSouth's performance level is inappropriately understated.  
22 BellSouth is currently working to determine a fix for this issue.

23

1 With the May and June updates, the data for the UNE Loop & Port  
2 Combination was included in the UNE Other Non-Design sub-metric.  
3 BellSouth implemented a programming change to remove the UNE Loop &  
4 Port combination from the UNE Other Non-Design sub-metric effective with  
5 the July update.

6

7 Reject Interval / xDSL / Electronic (B.1.4.5) (July)

8 There were only four orders for this sub-metric in July 2001. Such a small  
9 universe for this sub-metric does not provide a conclusive benchmark  
10 comparison. There were no rejected LSRs for this sub-metric in August 2001.

11

12 Reject Interval / 2w Analog Loop Design / (B.1.4.8) (August)

13 There were only seven orders for this sub-metric for August 2001. Such a  
14 small universe for this sub-metric does not provide a conclusive benchmark  
15 comparison. BellSouth has met the retail analogue comparison for this sub-  
16 metric in three of the last four months.

17

18 Reject Interval / Other Design / Electronic (B.1.4.14) (July/August)

19 There were only four orders for this sub-metric in July and only three orders in  
20 August 2001. Such a small universe for this sub-metric does not provide a  
21 conclusive benchmark comparison.

22

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



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

4

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

6 Reject Interval / LNP (Standalone) / Partially Electronic (B.1.6.17/ B.1.7.17)  
7 (June)

8 On June 2, 2001 an update was loaded in the LNP Gateway software. Due to  
9 problems associated with this release, it had to be removed on June 10,  
10 2001. Basically for the first 10 days of the month, this sub-metric had very  
11 few of the LSRs rejected within the 18 hour benchmark. After the removal of  
12 the software release, the majority of the LSRs that were rejected in this sub-  
13 metric met the 18-hour benchmark. BellSouth met the benchmark  
14 comparison for each of these sub-metrics in July and August 2001.

15

16 Reject Interval / Local Interoffice Transport / Partially Mechanized (B.1.6.2)  
17 (May)

18 There were only six orders in this sub-metric for May 2001 with BellSouth  
19 meeting the benchmark for five of them. Such a small universe does not  
20 produce a statistically conclusive benchmark comparison. There was no  
21 CLEC activity for this sub-metric in June, July or August 2001.

22

1 Reject Interval / Other Design / Partially Mechanized (B.1.6.14 B.1.7.14)

2 (May/August)

3 There were only six rejected LSRs in this sub-metric for May and four rejected  
4 LSRs for August 2001. Such a small universe does not produce a statistically  
5 conclusive benchmark comparison. There was no CLEC activity for this sub-  
6 metric in June 2001. BellSouth met the benchmark comparison for this sub-  
7 metric in July 2001.

8

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

10 There were only three orders in this sub-metric for May 2001 with BellSouth  
11 meeting the benchmark for two of them. Such a small universe does not  
12 produce a statistically conclusive benchmark comparison. There was no  
13 CLEC activity for this sub-metric in June 2001. BellSouth met the benchmark  
14 comparison for this sub-metric in July and August 2001.

15

16 Reject Interval / INP (Standalone) / Manual (B.1.8.16) (July/August)

17 BellSouth met the 24-hour benchmark for 15 of the 18 orders in this sub-  
18 metric in July and for 29 of the 35 orders in August 2001. The 85%  
19 benchmark required that 16 of the 18 rejects in July and 30 of the 35 rejects  
20 for August be returned within the 24-hour period. The rejected LSRs taking  
21 longer intervals did not exhibit any distinct patterns or reveal any ordering  
22 process issues.

23

1     FOC Timeliness

2     For LSRs submitted electronically, the benchmark is 95% of the FOCs  
3     returned within 3 hours. In August 2001, BellSouth returned 2,520 FOCs for  
4     electronically submitted LSRs with 98% meeting the 3-hour benchmark  
5     interval. For partially mechanized LSRs, the benchmark for May, June and  
6     July 2001 was 85% returned within 18 hours. Beginning with August 2001  
7     data, the benchmarks for the partially mechanized FOC Timeliness sub-  
8     metrics changed to 85% returned within 10 hours. BellSouth met the 10-hour  
9     benchmark for 97% of the 1,208 FOCs returned for partially mechanized  
10    LSRs. For LSRs submitted manually, the benchmark is 85% returned within  
11    36 hours. 99% of the FOCs for manually submitted UNE LSRs were returned  
12    within the 36-hour window. The sub-metrics that did not meet the benchmark  
13    in May, June, July and/or August are as follows:

14  
15    FOC Timeliness / xDSL / Electronic (B.1.9.5) (July/August)

16    BellSouth is conducting a detailed root cause analysis of the process for  
17    FOCs for electronic LSRs. This analysis addresses the ordering systems  
18    (EDI, TAG, and LENS) used by the CLECs and the back-end legacy  
19    applications, such as SOCS, that are accessed by the ordering systems.

20  
21    Thus far, the analysis has determined that many of the LSRs that did not  
22    meet the three-hour benchmark were issued between 11:00 p.m. and 4:30  
23    a.m. Between these hours, the system is unable to process LSRs because

1 certain of the back-end legacy systems are out of service. LSRs submitted  
2 during these periods should be excluded from the measurement. BellSouth is  
3 currently reviewing the scheduled down time for all systems and how that  
4 down time affects the ordering capability of the CLECs.

5

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

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

20

21 FOC Timeliness / Line Sharing / Partial Electronic (B.1.12.7) (August)

22 There was only one LSR associated with this sub-metric for August 2001.  
23 Such a small universe does not provide a conclusive benchmark comparison.

1

2 FOC Timeliness / Other Design / Partial Electronic (B.1.12.14) (August)

3 There were only four LSRs associated with this sub-metric in August 2001.

4 Such a small universe does not provide a conclusive benchmark comparison.

5

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

7 On June 2, 2001 an update was loaded in the LNP Gateway software. Due to  
8 problems associated with this release, it had to be removed on June 10,  
9 2001. Basically for the first 10 days of the month, this sub-metric had very  
10 few of the LSRs confirmed within the 36 hour benchmark. After the removal  
11 of the software release, the majority of the LSRs that were confirmed in this  
12 sub-metric met the 36-hour benchmark. BellSouth met the benchmark  
13 comparison for this sub-metric in July and August 2001. BellSouth has met  
14 the retail analogue comparison for this sub-metric in three of the last four  
15 months.

16

17 FOC & Reject Response Completeness

18 BellSouth has determined that the coding for the FOC & Reject  
19 Completeness measures failed to include rejections that were classified as  
20 "auto clarifications." BellSouth is in the process of rewriting the code to  
21 correct this problem, and the change will impact all FOC & Reject  
22 Completeness measures. BellSouth did not meet the benchmark in May,

1 June, July and/or August 2001 for the FOC and Reject Response

2 Completeness metrics listed below:

3

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

5 (B.1.14.3) (May/June/July)

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

7 (May/June/ August)

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

9 Electronic (B.1.14.8) (May/June/July)

10 FOC & Reject Response Completeness / Other Design / Electronic

11 (B.1.14.14) (July)

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

13 (B.1.14.15) (May/June)

14 FOC & Reject Response Completeness / xDSL / Partial Electronic (B.1.15.5)

15 (July/August)

16 FOC & Reject Response Completeness / Local Interoffice Transport / Manual

17 (B.1.16.2) (August)

18 FOC & Reject Response Completeness / xDSL / Manual (B.1.16.5) (August)

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

20 (June/August)

21 FOC & Reject Response Completeness / 2w Analog Loop Non-Design /

22 Manual (B.1.16.9) (August)

- 1 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop
- 2 & Port) / Electronic (B.1.17.3) (August)
- 3 FOC & Reject Response Completeness (Multiple Responses) / xDSL /
- 4 Electronic (B.1.17.5) (July)
- 5 FOC & Reject Response Completeness (Multiple Responses) / Local
- 6 Interoffice Transport / Partial Electronic (B.1.18.2) (May)
- 7 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop
- 8 & Port) / Partial Electronic (B.1.18.3) (June/August)
- 9 FOC & Reject Response Completeness (Multiple Responses) / Line Sharing /
- 10 Partial Electronic (B.1.18.7) (August)
- 11 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog
- 12 Loop Design / Partial Electronic (B.1.18.8) (June/August)
- 13 FOC & Reject Response Completeness (Multiple Responses) / Other Design
- 14 / Partial Electronic (B.1.18.14) (May/July/August)
- 15 FOC & Reject Response Completeness (Multiple Responses) / Other Non
- 16 Design / Partial Electronic (B.1.18.15) (June)
- 17 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop
- 18 + Port) / Manual (B.1.19.3) (June/July/August)
- 19 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog
- 20 Loop Design / Manual (B.1.19.8) (May/June/July)
- 21 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog
- 22 Loop Non Design / Manual (B.1.19.9) (May/July)

1     FOC & Reject Response Completeness (Multiple Responses) / Other Non

2     Design / Manual (B.1.19.15) (June)

3     BellSouth has determined that the coding for the FOC & Reject  
 4     Completeness measures failed to include rejections that were classified as  
 5     “auto clarifications.” BellSouth is in the process of rewriting the code to  
 6     correct this problem, and the change will impact all FOC & Reject  
 7     Completeness measures.

8  
 9     Flow-Through

10  
 11     Attachment 1C, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated  
 12     by customer type and for the Summary/Aggregate. Detailed flow-through  
 13     results for individual CLECs are included in Attachment 2C. The following  
 14     table shows the Regional Flow-Through results for May, June, July and  
 15     August 2001 as compared with the Interim SQM benchmarks.

16  
 17     % Flow-through Service Requests (F.1.1.1 – F.1.3.4)

<u>Customer Type</u>	<u>May 2001</u>	<u>June 2001</u>	<u>July 2001</u>	<u>August 2001</u>	<u>Benchmark</u>
Residence	90.25%	92.21%	87.09%	91.21%	95%
Business	61.15%	57.26%	69.92%	80.72%	90%
UNE	74.80%	78.33%	90.00%	93.13%	85%
LNP	90.65%	91.83%	86.36%	84.40%	85%

18



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

8

9 BellSouth has established a Flow-Through Improvement Program  
10 Management process that includes seven different internal organizations.  
11 Ongoing analysis is being done to determine trends and identify flow-through  
12 problems. To date, fifteen system enhancements have been identified and  
13 are targeted for Encore releases. Three of the enhancements were  
14 implemented in August. The remainder of the enhancements are scheduled  
15 for release between October 2001 and January 2002.

16

## 17 **2. UNE Provisioning Measures**

18 BellSouth met 90% of the overall UNE Provisioning measurements in May,  
19 78% in June, 87% in July and 84% in August 2001. The following sub-  
20 metrics did not meet the applicable retail analogues in the months of May,  
21 June, July and/or August 2001:

22

1 Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / SBO

2 (B.2.1.3.1.3) (August)

3 The average OCI for CLECs for this sub-metric was 0.38 days in August 2001  
4 as compared to 0.33 days for the retail analogue. One order in this sub-  
5 metric took 41 days to clear. It was a record only order and should not have  
6 been included in the measurement. With the exclusion this order, BellSouth  
7 would have met the analogue comparison for this sub-metric.

8

9 Held Orders / Combo (Loop & Port) / < 10 Circuits / Facility (B.2.3.3.1.1)

10 (August)

11 There was only one order for this sub-metric in August 2001. Such a small  
12 universe does not provide a statistically conclusive comparison to the retail  
13 analogue.

14

15 % Jeopardy Notice Interval >= 48 hours / Combo (Loop & Port) / < 10

16 Circuits (B.2.10.3) (May/July/August)

17 The calculations for this measure have been determined to be incorrect. The  
18 coding change in the Service Order Control System (SOCS) is currently  
19 scheduled for a September 13, 2001, system load date. Based on this  
20 schedule, the October data month will be the first full month that the change  
21 will be in effect.

22

1 % Provisioning Troubles within 7 Days – Hot Cuts / UNE Loop Design /

2 Dispatch (B.2.17.1.1) (July)

3 There were only eight orders associated with this sub-metric in July 2001.  
4 Such a small universe does not provide a conclusive benchmark comparison.  
5 BellSouth met the retail analogue comparison for this sub-metric in August  
6 2001. BellSouth has met the retail analogue comparison for this sub-metric in  
7 three of the last four months.

8

9 Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Non-

10 Dispatch (B.2.18.3.1.2) (July)

11 Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /

12 Dispatch In (B.2.18.3.1.4) (July)

13 BellSouth met 2,024 of the 2,029 (99.75%) of the total CLEC installation  
14 appointments scheduled for this sub-metric in July 2001. The 5 missed  
15 appointments were in the “Dispatch In” disaggregation (1,295 met out of  
16 1,300 scheduled, or 99.6%). When BellSouth provisions high quality service  
17 coupled with very large universe sizes, it can cause an apparent out of equity  
18 condition from a quantitative viewpoint. In these cases, there is very little  
19 variation and the universe size is so large that the Z-test becomes overly  
20 sensitive to any difference. In other words, the statistical test shows that the  
21 measurement does not meet the fixed critical value when compared with the  
22 retail analogue, but BellSouth’s actual performance for both CLECs and its  
23 own retail operations is at a very high level – in this case over 99%. From a

1 practical point of view, the CLECs' ability to compete has not been hindered  
2 even though the statistical results may technically show that BellSouth failed  
3 to meet the benchmark/analogue. BellSouth met the retail analogue  
4 comparisons for these sub-metrics for August 2001.

5

6 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /  
7 Dispatch (B.2.19.3.1.1) (June)

8 There were a total of 9 reports for the 66 orders that completed in the 30 days  
9 prior to June 2001 for this sub-metric. There were no systemic problems  
10 identified for this sub-metric in June. BellSouth met the retail analogue  
11 comparison for this sub-metric in July and August 2001. BellSouth has met  
12 the retail analogue comparison for this sub-metric in three of the last four  
13 months.

14

15 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /  
16 Non-Dispatch (B.2.19.3.1.2) (July/August)

17 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /  
18 SBO (B.2.19.3.1.3) (August)

19 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /  
20 Dispatch In (B.2.19.3.1.4) (August)

21 Items B.2.19.3.1.3 and B.2.19.3.1.4 are further disaggregations of Item  
22 B.2.19.3.1.2. There were a total of 66 trouble reports for the 1,132 orders in  
23 this sub-metric that completed in the 30 days prior to July 2001. In August

1 2001, there were 109 total troubles reported for the 2, 029 orders completed  
2 in the prior 30 days. Of the total 109 troubles, 46 troubles were for Switched  
3 Base Orders and 63 were from Dispatch In orders. Of the total 109 trouble  
4 reports, 39 reports (36%) were closed to "TOK/FOK." No distinct patterns or  
5 systemic problems were revealed in analyzing the data from these orders.

6

7 **Completion Notice Interval**

8 Item B.2.21 – B.2.22 of Attachment 1C provides data for the "Average  
9 Completion Notice Interval" measurements. BellSouth did not meet the  
10 required benchmarks/analogues on the following specific sub-metrics:

11

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

13 Dispatch (B.2.21.3.1.1) (June)

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

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

16 The root cause analysis of these measures indicated that the only differences  
17 between the performance comparing BellSouth retail and CLECs are the  
18 mismatches found when the orders are compared with the original LSRs.

19 The start of the completion interval is the point at which the technician  
20 completes the order, and the interval ends when the completion notice is  
21 sent. Any change to a name, number of items, etc., occurring during the  
22 provisioning process will generate inconsistencies with the original LSRs that  
23 must be resolved before a final completion notice can be sent. Any time to

1 resolve these inconsistencies with the original LSRs is included in the  
2 average. Because of numerous CLEC changes and order updates,  
3 mismatches on CLEC orders exceed those for BellSouth retail orders.  
4 Combining this with the smaller base for the CLECs' measurement raises the  
5 average, which sometimes results in a miss. Specific Service  
6 Representatives within the Work Management Centers have been assigned  
7 to resolve any completion issues that are required. Providing specific training  
8 and dedicating personnel to this task should reduce the difference between  
9 the CLEC and retail analogue results. BellSouth has met the retail analogue  
10 comparison for these sub-metrics in three of the last four months.

11  
12 Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch  
13 (B.2.34.1.1.1) (May/June/July/August)

14 BellSouth met the standard for 28 of the 31 orders reviewed in this sub-metric  
15 for May, for 30 of the 33 orders in June, for 9 of the 27 orders reviewed in July  
16 and for 47 of the 51 orders reviewed in August 2001. The 95% benchmark  
17 set requirements of 29, 31, 26 and 49 for the months of May, June, July and  
18 August, respectively, based on the monthly quantity of orders for this sub-  
19 metric. BellSouth continues to focus on this measurement in order to improve  
20 results to meet the benchmark.

21  
22 Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch  
23 (B.2.34.1.1.2) (August)

1 There were only six orders reviewed for this sub-metric for August 2001. The  
2 small universe for this sub-metric does not provide a conclusive benchmark  
3 comparison.

4

5 Service Order Accuracy / Loops Non-Design / < 10 Circuits / Dispatch  
6 (B.2.34.2.1.1) (May/June)

7 BellSouth met the standard for 46 of the 51 orders reviewed in this sub-metric  
8 for May 2001. The 95% benchmark set a requirement of 48 based on the  
9 quantity of orders for this sub-metric. BellSouth continues to focus on this  
10 measurement. In June 2001 there were only 8 orders reviewed with  
11 BellSouth meeting the criteria for 6 of them. Such a small universe does not  
12 produce a statistically conclusive benchmark comparison. There was no  
13 CLEC activity for this sub-metric in July 2001. BellSouth met the benchmark  
14 comparison for this sub-metric in August 2001.

15

16 Service Order Accuracy / Loops Non Design / < 10 Circuits / Non Dispatch  
17 (B.2.34.2.1.2) (June/August)

18 BellSouth met 25 of the 40 orders reviewed for this sub-metric in June and 29  
19 of the 36 orders reviewed in August 2001. BellSouth continues to focus its  
20 efforts on meeting this measure. BellSouth met the benchmark comparison  
21 for this sub-metric in July 2001.

22

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

3

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

5 BellSouth met the applicable performance standard for 88% for May, 86% for  
6 June, 90% for July and 96% for August 2001 of the overall UNE M&R  
7 measurements. The UNE M&R sub-metrics that did not meet the fixed critical  
8 value for this checklist item are as follows:

9

10 Missed Repair Appointments / Other Design / Non-Dispatch (B.3.1.10.2)

11 (June)

12 BellSouth missed one of the eleven scheduled repair appointments for this  
13 sub-metric in June 2001. Such a small universe does not produce a  
14 statistically conclusive comparison with the retail analogue. There was no  
15 CLEC activity for this sub-metric in either July or August 2001.

16

17 Customer Trouble Report Rate / Combo Other / Non-Dispatch (B.3.2.4.2)

18 (August)

19 There were 4 trouble reports in August for the 82 lines in service for this sub-  
20 metric. Both the CLECs and BellSouth retail received over 95% trouble free  
21 service for this sub-metric in August 2001.

22



1 Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1)

2 (May/June)

3 The difference between the retail analogue and the CLEC aggregate was less  
4 than 2% for this sub-metric in May and June 2001. Both the CLECs and  
5 BellSouth retail had greater than 98% trouble free service for all in service  
6 lines in this sub-metric in May. In May 2001, eleven of the twenty CLEC  
7 troubles reported were due to a defective card problem within the central  
8 office. There were 24 reports out of the 1,163 in service lines for this sub-  
9 metric in June 2001. Nineteen of the 24 reports were due to facility problems  
10 with the five remaining reports closed as no trouble found. BellSouth met the  
11 retail analogue comparison for this sub-metric in July and August 2001.

12  
13 Customer Trouble Report Rate / Other Design / Non Dispatch (B.3.2.10.2)

14 (May/June)

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

1 as central office issues with the remaining two reports testing OK. BellSouth  
2 met the retail analogue comparison for this sub-metric in July and August  
3 2001.

4

5 Customer Trouble Report Rate / Other Non-Design / Non-Dispatch  
6 (B.3.2.11.2) (May/June)

7 The difference between the retail analogue and the CLEC aggregate was less  
8 than 3% for this sub-metric in May 2001 and less than 2% in June 2001. Both  
9 the CLECs and BellSouth retail had greater than 97% trouble free service for  
10 all in service lines in this sub-metric in May and June. In May, four of the  
11 fourteen troubles were closed as test OK. The repair personnel are being  
12 instructed to do more definitive testing before referring these troubles to the  
13 field. In June 2001, there were 12 total reports with 6 being closed as test  
14 OK. The remaining 6 reports did not indicate any systemic pattern. BellSouth  
15 met the retail analogue comparison for this sub-metric in July and August  
16 2001.

17

18 Maintenance Average Duration / Other Design / Non Dispatch (B.3.3.10.2)  
19 (June)

20 There were a total of 11 reports included in this sub-metric for June 2001. No  
21 systemic problem was identified in the analysis. There was no CLEC activity  
22 for this sub-metric in either July or August 2001.

23

1 % Repeat Troubles within 30 Days / Other Non-Design / Non-Dispatch

2 (B.3.4.11.2) (July)

3 There were only 3 trouble reports for this sub-metric in July 2001. Such a  
4 small universe does not provide a statistically conclusive comparison with the  
5 retail analogue. BellSouth met the retail analogue comparison for this sub-  
6 metric in August 2001. BellSouth has met the retail analogue comparison for  
7 this sub-metric in three of the last four months.

8

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

10 There was only one trouble that was out of service greater than 24 hours for  
11 this sub-metric in June 2001. Such a small universe does not produce a  
12 statistically conclusive comparison with the retail analogue. There was no  
13 CLEC activity for this sub-metric in either July or August 2001.

14

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

16 (May)

17 There were only two reports in this sub-metric for May 2001 with one of them  
18 being out of service greater than 24 hours. Such a small universe does not  
19 produce a statistically conclusive comparison with the retail analogue.  
20 BellSouth met or exceeded the retail analogue for this sub-metric in June,  
21 July and August 2001. BellSouth has met the retail analogue comparison for  
22 this sub-metric in three of the last four months.

23

1       **4. Other UNE Measures**

2

3       **Pre-Ordering**

4       Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1) and  
5       Loop Makeup Electronic (F.2.2) are included in the Pre-Ordering  
6       measurements. All measures met the established benchmarks for May,  
7       June, July and August 2001.

8

9       **Operations Support Systems**

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

12

13       Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / RNS  
14       (D.1.3.5.1) (May/June/July)

15       Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / ROS  
16       (D.1.3.5.2) (May/June/July)

17       A detailed analysis has identified a problem in the LENS software that deals  
18       with response times from HAL/CRIS. This was corrected in an update  
19       released on July 28, 2001. BellSouth met the retail analogue comparison for  
20       these sub-metrics in August 2001.

21

22       Average Response Interval – CLEC (TAG) / HAL / CRIS / Region / RNS  
23       (D.1.4.7.1) (July)

1 Average Response Interval – CLEC (TAG) / HAL / CRIS / Region / ROS

2 (D.1.4.7.2) (May/June/July)

3 BellSouth is currently investigating the results for July. There was basically,  
4 one tenth of one percent difference for this measure between the CLEC and  
5 retail results. BellSouth met the retail analogue comparison for these sub-  
6 metrics in August 2001.

7

8 Average Response Interval / CRIS / Region (D.2.4.1.1)

9 (May/June/July/August)

10 The average response interval for this sub-metric is measured in three  
11 separate disaggregations -- the percentage of queries that are responded to  
12 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.  
13 The average response interval for the CLEC requests did not meet the retail  
14 analogue intervals for the less than 4-second disaggregation but exceeded  
15 both the less than 10 and greater than 10 seconds responses. For the 4-  
16 second interval, there was only approximately 1% difference between the  
17 CLEC responses as compared with the retail analogue in all four months. For  
18 the less than 10 second response interval, the CLECs received over 99% of  
19 their responses while the retail analogue received slightly less than 99%.  
20 Similarly, for the greater than 10 seconds interval measure, the CLECs  
21 received less than 1% of responses in the longer interval while the BellSouth  
22 retail analogue received just over 1% of responses in over 10 seconds.

1 These very small differences in response intervals indicate equivalent service  
2 levels for the CLECs and BellSouth retail.

3

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

5 The average response interval for this sub-metric is measured in three  
6 separate intervals. The percentage of queries that are responded to in less  
7 than 4 seconds, less than 10 seconds and greater than 10 seconds. In June  
8 2001, the average response interval for the CLEC requests did not meet the  
9 retail analogue intervals for the less than 4-second disaggregation but  
10 exceeded both the less than 10 and greater than 10 seconds responses. In  
11 July and August 2001, BellSouth exceeded the retail analogue comparison for  
12 all three measurement categories. BellSouth has met the retail analogue  
13 comparison for this sub-metric in three of the last four months.

14

15 Average Response Interval / LMOS / Region (D.2.4.4.1, D.2.4.4.2, D.2.4.4.3)  
16 (July/August)

17 The average response intervals for these sub-metrics are measured in three  
18 separate disaggregations -- the percentage of queries that are responded to  
19 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.  
20 For all three measurements, the results are virtually identical, with the less  
21 than 4 seconds measure having a difference of 0.03% in July and 0.15% in  
22 August, and the less than 10 seconds interval and the greater than 10 second  
23 interval having differences of only 0.01% in July and 0.03% in August. These

1 results indicate virtually equivalent service levels for both the CLECs and  
2 BellSouth retail.

3

4 Average Response Interval / LMOSupd / Region (D.2.4.5.1, D.2.4.5.2,  
5 D.2.4.5.3) (May/June/July/August)

6 The average response interval for this sub-metric is measured in three  
7 separate disaggregations. The percentage of queries that are responded to  
8 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.  
9 For each of the three sub-metrics, there was less than a 1% difference in the  
10 responses received by the CLECs and BellSouth retail in each month. The  
11 one percent difference for all of these intervals indicates virtually equivalent  
12 service levels for both the CLECs and BellSouth retail.

13

14 Average Response Interval / LNP/ Region (D.2.4.6.1) (May/June/July/August)

15 The average response interval for this sub-metric is measured in three  
16 separate disaggregations -- the percentage of queries that are responded to  
17 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.  
18 In all four months, the average response interval for the CLEC requests did  
19 not meet the retail analogue intervals for the less than 4-second  
20 disaggregation but exceeded both the less than 10 and greater than 10  
21 seconds responses. In May 2001, the CLEC response interval was 99.28%  
22 within 4 seconds as compared with 99.62% for the retail analogue. For the  
23 less than 10 second response, the CLECs received 99.84% of their

1 responses and the retail analogue received 99.84%. In June 2001, the CLEC  
2 response interval was 98.78% within 4 seconds as compared with 99.35% for  
3 the retail analogue. For the less than 10 second response, the CLECs  
4 received 99.67% of their responses and the retail analogue received 99.67%.  
5 Similarly, in both July and August 2001, both the CLECs and BellSouth retail  
6 received over 99.4% of responses in less than 4 seconds and less than 0.2%  
7 in more than 10 seconds. The less than one-half percent difference for these  
8 intervals indicates virtually equivalent service levels for the CLECs and  
9 BellSouth retail.

10

11 Average Response Interval / MARCH / Region (D.2.4.7.1, D.2.4.7.2,  
12 D.2.4.7.3) (August)

13 The average response interval for this sub-metric is measured in three  
14 separate disaggregations -- the percentage of queries that are responded to  
15 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.  
16 BellSouth is currently investigating the cause or causes for the missed criteria  
17 in these sub-metrics. BellSouth has met the retail analogue comparison for  
18 these sub-metrics in three of the last four months.

19

20 Average Response Interval / OSPCM / Region (D.2.4.8.1, D.2.4.8.2,  
21 D.2.4.8.3) (July/August)

22 The average response interval for these sub-metrics is measured in three  
23 separate disaggregations -- the percentage of queries that are responded to



1 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.  
2 In July 2001, the average response interval for the CLEC requests did not  
3 meet the retail analogue intervals for the less than 4-second disaggregation  
4 but met the standard for both the less than 10 and greater than 10 seconds  
5 responses. In July and August, the CLEC response intervals were 34.75%  
6 and 35.16% within 4 seconds as compared to 45.00% and 43.74%,  
7 respectively, for the retail analogue. For the less than 10 second response  
8 interval, the CLECs received 96.61% and 93.75% of their responses and the  
9 retail analogue received 97.54% and 97.38% in July and August, respectively.  
10 With activity levels of only 118 and 128 requests from this system for the  
11 month, only 12 and 11 additional responses in July and August, respectively,  
12 within 4 seconds would have brought the sub-metric into parity with the retail  
13 analogue.

14  
15 Average Response Interval / NIW / Region (D.2.4.11.1) (August)

16 The average response interval for this sub-metric is measured in three  
17 separate disaggregations -- the percentage of queries that are responded to  
18 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.  
19 In August, the average response interval for the CLEC requests did not meet  
20 the retail analogue intervals for the less than 4-second disaggregation but  
21 exceeded both the less than 10 and greater than 10 seconds responses. The  
22 CLEC response interval was 77.81% within 4 seconds as compared with  
23 79.85% for the retail analogue. For the less than 10 second response, the

1 CLECs received 99.61% of their responses and the retail analogue received  
2 99.53%. BellSouth has met the retail analogue comparison for this sub-  
3 metric in three of the last four months.

4

5 **General – Billing**

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

7 This measure compares the rate at which usage data is sent accurately to  
8 CLECs with the same measure for the BellSouth retail analogue. In May  
9 2001, a software problem caused an error for one CLEC which dropped the  
10 results to 99.99% compared to BellSouth's 100%. Out of approximately  
11 14,000 packs (or groupings) of usage data sent to CLECs in May, only one of  
12 the packs was impacted by the problem. Once the software was fixed, the  
13 corrected pack data was resent successfully to the CLEC. BellSouth met or  
14 exceeded the retail analogue for this sub-metric in June, July and August  
15 2001. BellSouth has met the retail analogue comparison for this sub-metric in  
16 three of the last four months.

17

18 Usage Data Delivery Timeliness (F.9.2) (July/August)

19 This measure tracks the percentage of usage data delivered within six  
20 calendar days for both BellSouth retail and the CLEC aggregate. The CLECs  
21 experienced usage data delivery timeliness rates that were slightly lower than  
22 the rates for BellSouth customers during July and August 2001 (98.95% for  
23 BellSouth versus 96.62% for CLECs in July and 98.80% for BellSouth

1 compared to 98.30% for CLECs in August). The difference in performance  
2 was the result of some input files being left out of the ADUF job before the  
3 files were recovered and processed. It is important to point out that the CLEC  
4 result of 96.62% still provides the CLECs a meaningful opportunity to  
5 compete. BellSouth has developed a fix that should prevent this type of error  
6 from occurring in the future. The fix was implemented on September 1, 2001.

7

8 Mean Time to Deliver Usage (F.9.4) (May/July/August)

9 This measure compares the average number of days to deliver usage to  
10 CLECs with the BellSouth retail analogue. In May 2001, the CLEC result was  
11 3.76 days compared to BellSouth's 3.73 days. In July 2001, the BellSouth  
12 result was 3.37 days compared to the CLEC result of 3.83, and in August the  
13 CLEC result was 3.60 days compared to BellSouth's 3.37 days as a result of  
14 some input files being left out of the ADUF job before the files were recovered  
15 and processed. While the CLEC measurement is slightly greater than the  
16 BellSouth results, the CLECs are provided with substantially the same  
17 opportunity to bill end users as is BellSouth. BellSouth met or exceeded the  
18 retail analogue for this sub-metric in June 2001.

19

20 Recurring Charge Completeness / UNE (F.9.5.2) (July)

21 The CLEC result for July 2001 was slightly below the benchmark of 90% but  
22 significantly exceeded this benchmark with a 97.56% result in August.

23

1 Recurring Charge Completeness / Interconnection (F.9.5.3) (July)

2 The CLEC result for July 2001 was slightly below the benchmark of 90% but  
3 significantly exceeded this benchmark with a 99.30% result in August.

4  
5 Non-Recurring Charge completeness / Interconnection (F.9.6.3) (July)

6 This measure tracks the ability of the ordering and billing systems to begin  
7 billing a CLEC non-recurring charges for local interconnection services on the  
8 next invoice after an order has “completed”. A benchmark of 90% has been  
9 set as the level of performance to meet. In July 2001, BellSouth’s  
10 performance was 40.86% but improved to 88.16% in August. This measure  
11 missed the benchmark because of problems encountered in correcting  
12 service order errors in a timely manner.

13  
14 **General - Change Management**

15 % Software Release Notices Sent On Time (F.10.1) (May)

16 There were only four releases in this sub-metric for May 2001 with BellSouth  
17 meeting the benchmark for three of them. Such a small universe does not  
18 produce a statistically conclusive benchmark comparison. BellSouth met or  
19 exceeded the benchmark for this sub-metric in June 2001. There was no  
20 activity for this sub-metric in July 2001. BellSouth met the benchmark for this  
21 sub-metric in August 2001.

22  
23 % Change Management Documentation Sent On Time (F.10.3) (July/August)

1 Average Documentation Release Delay Days (F.10.5) (July/August)

2 Two of the four change management documentation letters issued in July and  
3 one of the three letters issued in August 2001 were released with less than  
4 the 30-day benchmark window. All of these letters were, however, primarily  
5 dealing with clarifications and information on existing documentation and/or  
6 business rules and did not require CLEC coding changes.

7

8 **General – New Business Requests**

9 % Quotes Provided in 10 Business Days (F.11.2.1) (June/July)

10 There were only two requests processed in June and three requests in July  
11 2001 in sub-metric F.11.2.1. Such a small universe does not provide a  
12 statistically conclusive benchmark comparison. This is a regional measure  
13 and none of the requests were processed in Kentucky. BellSouth met the  
14 benchmark for this sub-metric in August 2001.

15

16 **General – Ordering**

17 % Acknowledgement Message Timeliness / EDI (F.12.1.1) (May/August)

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

1 In August 2001, BellSouth returned almost 81,000 acknowledgement  
2 messages within the 30-minute benchmark period. With a 95% benchmark,  
3 almost 82,000 messages would need to meet the criteria. BellSouth is  
4 currently investigating this measure to determine the cause or causes for this  
5 shortfall.

6

7 % Acknowledgement Message Completeness / EDI (F.12.2.1)  
8 (May/June/July/August)

9 BellSouth experienced EDI outages in May and June that caused less than  
10 3% of the acknowledgement messages not be returned. A Stability Plan to  
11 improve EDI availability has been put into effect. This plan includes  
12 implementing both a manual application monitoring schedule (24 / 7) and  
13 increased mechanized application alarms to more adequately monitor and  
14 react to application outages. The database parameters have also been  
15 adjusted to allow for maximum processing in the EDI system. In July 2001,  
16 problems occurred on only 39 (0.05%) of the total 78,663 messages returned  
17 in this sub-metric. BellSouth failed to satisfy the completeness criteria for 302  
18 of the 86,217 messages returned in August 2001.

19

20 % Acknowledgement Message Completeness / TAG (F.12.2.2)  
21 (May/June/July/August)

22 BellSouth failed to deliver 16 of the 183,966 messages in May, 51 of the  
23 127,390 messages in June, 485 of the 194,073 messages in July and 20 of

1 the 199,829 messages in August 2001 for this sub-metric. Analysis continues  
2 to identify any issues in this process. However, such a small number of failed  
3 records have not revealed any systemic process problems.

4

5 **General – Network Outage Notification**

6 **Mean Time to Notify CLEC of Network Outage (F.14.1) (June)**

7 BellSouth did not meet the retail analogue for this sub-metric in June 2001.  
8 Due to an undetected E-mail failure, one of the three CLEC notifications did  
9 not get delivered. This interval was over 6,000 minutes that ran from June  
10 26<sup>th</sup> when the outage occurred, until the end of the data month. BellSouth is  
11 reviewing its procedures to eliminate this type of occurrence. BellSouth met  
12 or exceeded the retail analogue comparison for this sub-metric in July and  
13 August 2001.

14

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

16 As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1C  
17 provide data for provisioning and maintenance & repair measures for  
18 unbundled local loops.

19

20 For purposes of discussion in this checklist item, the local loop sub-metrics  
21 have been separated into two mode-of-entry groups, xDSL and  
22 SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN  
23 and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design

1 and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital  
2 loop sub-metrics.

3

4 **xDSL Group**

5

6 **1. Provisioning Measures**

7 BellSouth met all the provisioning sub-metrics in this checklist item for the  
8 month of May 2001. The provisioning sub-metrics that did not meet the retail  
9 analogues in June, July and/or August are as follows:

10

11 % Missed Installation Appointments / Line Sharing / < 10 Circuits / Non-  
12 Dispatch (B.2.18.7.1.2) (August)

13 BellSouth met the scheduled appointment due dates for 31 of 32 orders for  
14 this sub-metric in August 2001. The one missed appointment did not reveal  
15 any systemic installation issues. BellSouth has met the retail analogue  
16 comparison for this sub-metric in three of the last four months.

17

18 % Provisioning Troubles w/i 30 Days / UNE ISDN / < 10 Circuits / Dispatch  
19 (B.2.19.6.1.1) (June/July)

20 There were 2 troubles reported for the 26 orders that completed in the 30  
21 days prior to June and 5 troubles reported for the 36 orders completed in the  
22 30 days prior to July 2001 for this sub-metric. There was no systemic  
23 problem identified for the troubles that were analyzed in either June or July.



1 BellSouth met the retail analogue comparison for this sub-metric in August  
2 2001.

3

4 **2. Maintenance & Repair Measures**

5

6 Missed Repair Appointments / UNE ISDN / Non-Dispatch (B.3.1.6.2) (July)

7 There were only four orders associated with this sub-metric in July 2001.  
8 Such a small universe for this sub-metric does not provide a statistically  
9 conclusive comparison to the retail analogue. BellSouth met the retail  
10 analogue comparison for this sub-metric in August 2001.

11

12 Customer Trouble Report Rate / xDSL Loops / Non Dispatch (B.3.2.5.2)

13 (May/June/August)

14 The CLEC aggregate only reported three troubles for this sub-metric in May  
15 and June and only two troubles in August 2001. Both the CLECs and  
16 BellSouth retail had greater than 99% trouble free service for all in service  
17 lines in this sub-metric in May, June and August. BellSouth met the retail  
18 analogue for this sub-metric in July 2001.

19

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

21 The CLEC aggregate only reported two troubles for this sub-metric in May  
22 and 15 troubles in July 2001. Both the CLECs and BellSouth retail had  
23 greater than 99% trouble free service for all in service lines in this sub-metric

1 in May and over 97% trouble free service in July. BellSouth met or exceeded  
2 the retail analogue for this sub-metric in June and August 2001.

3

4 Customer Trouble Report Rate / Line Sharing / Non Dispatch (B.3.2.7.2)  
5 (May/June/July/August)

6 The CLEC aggregate only reported one trouble for this sub-metric in May,  
7 three in June, eight in July and three troubles in August 2001. Both the  
8 CLECs and BellSouth retail had greater than 99% trouble free service for all  
9 in service lines in this sub-metric in May and June, over 95% trouble free  
10 service in July. And over 98% trouble free services in August 2001.

11

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

14 There were only a total of three troubles reported for this sub-metric in June  
15 and 4 troubles reported in July 2001. Such a small universe does not  
16 produce a statistically conclusive comparison with the retail analogue.  
17 BellSouth met the retail analogue comparison for this sub-metric in August  
18 2001.

19

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

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

1 comparison with the retail analogue. BellSouth met the retail analogue for  
2 this sub-metric in July and August 2001.

3

4 Out of Service > 24 Hours / xDSL / Dispatch (B.3.5.5.1) (July)

5 There were only four orders associated with this sub-metric in July 2001.  
6 Such a small universe for this sub-metric does not provide a statistically  
7 conclusive comparison to the retail analogue. BellSouth met the retail  
8 analogue comparison for this sub-metric in August 2001.

9

10 Out of Service > 24 Hours / UNE ISDN / Non-Dispatch (B.3.5.6.2) (July)

11 There were only four orders associated with this sub-metric in July 2001.  
12 Such a small universe for this sub-metric does not provide a statistically  
13 conclusive comparison to the retail analogue. BellSouth met the retail  
14 analogue comparison for this sub-metric in August 2001.

15

16 **SL1/SL2/Digital Loop Group**

17

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

21

22 Held Order Interval / Digital Loop >=DS1 / < 10 Circuits / Facility  
23 (B.2.3.19.1.1) (August)

1 There was only one order held passed its due date for this sub-metric in  
2 August 2001. This order was resolved in 2 days. The small universe size for  
3 this sub-metric does not provide a statistically conclusive comparison to the  
4 retail analogue.

5

6 % Jeopardies / Digital Loop >= DS1 / Electronic (B.2.5.19) (August)

7 There were only 9 orders associated with this sub-metric in August 2001.  
8 Even though 6 of the 9 orders were shown in jeopardy status, all but one of  
9 the jeopardies were resolved prior to the due dates and the orders were  
10 worked as scheduled. The small universe size for this sub-metric does not  
11 provide a statistically conclusive comparison to the retail analogue. BellSouth  
12 has met the retail analogue comparison for this sub-metric in three of the last  
13 four months.

14

15 % Missed Installation Appointments / Digital Loops < DS1 / < 10 Circuits /  
16 Dispatch (B.2.18.18.1.1) (June)

17 There were 2 missed appointments for the 36 scheduled orders for this sub-  
18 metric in June 2001. There was no systemic pattern for either of these two  
19 items. BellSouth met the retail analogue for this sub-metric in July and  
20 August 2001. BellSouth has met the retail analogue comparison for this sub-  
21 metric in three of the last four months.

22

1 % Provisioning Troubles w/i 30 Days / 2w Analog Loop Design / < 10 Circuits  
2 / Dispatch (B.2.19.8.1.1) (August)

3 There were 3 troubles reported for the 13 orders completed in the 30 days  
4 prior to August 2001 for this sub-metric. There were no systemic installation  
5 issues revealed by these troubles. BellSouth has met the retail analogue  
6 comparison for this sub-metric in three of the last four months.

7

8 % Provisioning Troubles w/i 30 Days / Digital Loops < DS1 / < 10 Circuits /  
9 Dispatch (B.2.19.18.1.1) (June/July/August)

10 There were 2 troubles reported for the 26 orders that completed in the 30  
11 days prior to June, 6 troubles reported for the 58 orders that completed in the  
12 30 days prior to July and 10 troubles reported for the 104 orders that  
13 completed in the 30 days prior to August 2001 for this sub-metric. There  
14 were no systemic problems identified for the troubles that were analyzed in  
15 these three months.

16

17 % Provisioning Troubles w/i 30 Days / Digital Loops >= DS1 / < 10 Circuits /  
18 Dispatch (B.2.19.19.1.1) (June)

19 There was 1 trouble reported for the 40 orders that completed in the 30 days  
20 prior to June 2001 for this sub-metric. There was no systemic problem  
21 identified for the one trouble that was analyzed in June. There was no CLEC  
22 activity for this sub-metric in July 2001. BellSouth met the retail analogue  
23 comparison for this sub-metric in August 2001.

1

2 Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /

3 Dispatch (B.2.21.8.1.1) (July/August)

4 There were only 10 completions in this sub-metric in July and 11 completions  
5 in August 2001 for this sub-metric. There was no systemic problem identified  
6 for the completions analyzed in either July or August.

7

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

9

10 The data in these measures indicate that BellSouth met the  
11 benchmark/analogue requirements for all measurements in Checklist Item 5  
12 for May, June, July and August 2001.

13

14

15 **F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING**

16

17 The data in these measures indicate that BellSouth met the  
18 benchmark/analogue requirements for all measurements in Checklist Item 6  
19 for May, June, July and August 2001.

20

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

22 **H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR**

23

**SERVICES**

24

1 As indicated in Attachment 1C, Sections F.6, F.7 and F.8, BellSouth met the  
2 benchmark/analogue requirements of Checklist Items 7a and 7b in August  
3 2001, as it had in May, June and July. Even though BellSouth tracks and  
4 reports these measures, the processes used in providing these services are  
5 designed to provide parity for all users.

6

7 **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**  
8 **SIGNALING**

9 BellSouth met the required benchmarks for three of the four sub-metrics  
10 associated with this checklist item in May, July and August 2001. All sub-  
11 metrics met the benchmarks in June 2001. See items F.13.3.1 through  
12 F.13.3 in Attachment 1C for further details. The one item that did not meet  
13 the appropriate benchmark in May, July and August 2001 is as follows:

14

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

16 The measure indicated that only 21 of the 33 NXXs were loaded by their  
17 effective date for the entire BellSouth region in May, 152 of 153 NXXs loaded  
18 by their effective date in July and 23 of 24 NXXs loaded by their effective date  
19 in August 2001. However, this is a regional measure, and there were no  
20 missed dates in Kentucky for this sub-metric in any of these months.  
21 BellSouth met or exceeded the benchmark for this sub-metric in June 2001.

22

1                                    **J. CHECKLIST ITEM 11 – NUMBER PORTABILITY**

2  
3            All the measurements in this Checklist Item were met or exceeded for May,  
4            June, July and/or August 2001 except for the following:

5  
6            Order Completion Interval / LNP (Standalone) / < 10 Circuits / Non-Dispatch  
7            (B.2.1.17.1.2) (May/June)

8            The unadjusted order completion interval for May was 2.40 days compared to  
9            the retail analogue of 1.03 days. In June 2001, the unadjusted order  
10           completion interval was 2.32 days compared to the retail analogue of 0.86  
11           days. A root cause analysis for OCI for Non-Dispatch orders revealed that  
12           BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS  
13           orders, but the wholesale orders were incorrectly receiving the same longer  
14           interval as “dispatched” orders. BellSouth is currently reviewing the  
15           programming change to correct this issue.

16  
17           In addition to the appointment interval issue, OCI is adversely affected by  
18           LSRs for which CLECs request intervals beyond the offered interval, and an  
19           “L” code is not entered on the order. When a CLEC requests an interval  
20           beyond the normal interval offered by BellSouth, an “L” code should be  
21           entered on the service order. “L” coded orders are excluded from the OCI  
22           metrics. BellSouth met the retail analogue comparison for this sub-metric in  
23           July and August 2001.



1

2 Order Completion Interval / LNP (Standalone) / >= 10 Circuits / Non-  
3 Dispatch (B.2.1.17.2.2) (July)

4 There were only three orders for this sub-metric in July 2001. Such a small  
5 universe does not provide a statistically conclusive comparison to the retail  
6 analogue. BellSouth met the retail analogue comparison for this sub-metric in  
7 August 2001.

8

9 % Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non-  
10 Dispatch (B.2.18.17.1.2) (June/July/August)

11 BellSouth missed 2 of the 1,126 orders scheduled for this sub-metric in June,  
12 3 of the 528 orders scheduled in July and 2 of the 717 orders scheduled in  
13 August 2001. The CLECs and BellSouth retail had over 99.4% of all orders  
14 completed as scheduled in June, July and August.

15

16 Average Completion Notice Interval / LNP (Standalone) / < 10 Circuits / Non-  
17 Dispatch (B.2.21.17.1.2) (May/June/July/August)

18 The root cause analysis of these measures indicated that the only differences  
19 between the performance comparing BellSouth retail and CLECs are the  
20 mismatches found when the orders are compared with the original LSRs.  
21 The start of the completion interval is the point at which the technician  
22 completes the order, and the interval ends when the completion notice is  
23 sent. Any change to a name, number of items, etc., occurring during the

1 provisioning process will generate inconsistencies with the original LSRs that  
2 must be resolved before a final completion notice can be sent. Any time to  
3 resolve these inconsistencies with the original LSRs is included in the  
4 average. Because of numerous CLEC changes and order updates,  
5 mismatches on CLEC orders exceed those for BellSouth retail orders.  
6 Combining this with the smaller base for the CLECs' measurement raises the  
7 average, which sometimes results in a miss. Specific Service  
8 Representatives within the Work Management Centers have been assigned  
9 to resolve any completion issues that are required. Providing specific training  
10 and dedicating personnel to this task should reduce the difference between  
11 the CLEC and retail analogue results.

12  
13 Disconnect Timeliness / LNP / < 10 Circuits (B.2.31.1) (May/June)

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

19  
20 On a great majority of LNP orders, BellSouth creates what is referred to as a  
21 "trigger" in conjunction with the order. This trigger gives the end user  
22 customer the ability to make and receive calls from other customers who are  
23 served by the customer's host switch at the time of the LNP activation. This

1 ability is not dependent upon BellSouth working a disconnect order in the  
2 central office switch. In other words, when a trigger is involved, an end user  
3 customer can receive calls from other customers served by the same host  
4 switch before the disconnect order is ever worked.

5  
6 As it currently exists, Performance Measure P-11 does not recognize the  
7 importance of triggers and their effect on the LNP process. Rather, the  
8 current measure calculates the end time of the LNP activity as the processing  
9 of the actual disconnect order in the host switch, even though, from a  
10 customer's perspective, this activity is totally meaningless on most LNP  
11 orders. It is the activation of the LNP and the routing function accomplished  
12 by the LSMS that ultimately determines whether the end user is back in full  
13 service and is able to make and receive calls when a trigger is used in porting  
14 a telephone number. So, while BellSouth may be missing this measure, the  
15 actual impact on CLECs and their end users, for a great majority of the orders  
16 is minimal, or nonexistent.

17  
18 BellSouth is pursuing a change in this measure that more accurately reflects  
19 the LNP process and its impacts on end users. Three additional measures  
20 are being reviewed as potential replacements for this measure.

21

22

**K. CHECKLIST ITEM 14 – RESALE**

23

1 BellSouth has met or exceeded the benchmarks/analogues for 82%, 90%,  
2 89% and 90% of the resale metrics for May, June, July and August 2001,  
3 respectively. The details are delineated in Attachment 1C, Items A.1.1.1.1  
4 through A.4.2.

5

6 During the four-month period from May through August 2001, there were 89  
7 Resale sub-metrics that had data for all four months and were compared to  
8 benchmarks or retail analogues. Of those 89 sub-metrics, 78 (88%) sub-  
9 metrics met the relevant criteria in at least three of the four months.

10

## 11 **1. Resale Ordering Measures**

### 12 **FOC Timeliness**

13 For the month of May 2001, BellSouth processed approximately 9,972 Resale  
14 LSRs in Kentucky and met the relevant benchmark on 99% of all FOCs. Of  
15 the 9,972 LSRs, 8,842 were fully mechanized with 99% meeting the 3-hour  
16 benchmark, clearly exceeding the 95% target. In June 2001, BellSouth  
17 processed 8,351 Resale LSRs and met the relevant benchmark on 99% of all  
18 FOCs. Of the 8,351 LSRs, 7,123 were fully mechanized with 99% meeting  
19 the 3-hour benchmark. In July 2001, 7,879 FOCs were returned for Resale  
20 LSRs with 98% meeting the relevant benchmark. Of the 6,791 FOCs  
21 returned for electronically submitted LSRs, 99% were returned within the 3-  
22 hour benchmark interval. In August 2001, BellSouth processed 8,753 Resale  
23 LSRs and met the relevant benchmark on 99% of all FOCs. Of the 8,753

1 LSRs, 7,405 were fully mechanized with 99% meeting the 3-hour benchmark.

2 See Attachment 1C, Sections A.1.9 through A.1.13 for further details.

3

4 **Reject Interval**

5 During the month of May 2001, there were 1,411 rejected LSRs, either  
6 mechanically or manually processed, with 92% meeting the benchmark. The  
7 benchmark for electronic rejects is 97% within 1 hour. 62% of all orders were  
8 processed electronically, and 88% met the 1-hour benchmark. In June 2001,  
9 there were 1,155 rejected LSRs, either mechanically or manually processed,  
10 with 97% meeting the benchmark. 56% of all orders were processed  
11 electronically, and 97% met the 1-hour benchmark. In July 2001, 1,343 LSRs  
12 were rejected, with 98% returned within the relevant benchmark period. Of  
13 the LSRs rejected in July, 64% were submitted electronically with 98%  
14 returned within the 1-hour benchmark. In August 2001, 1,576 LSRs were  
15 rejected, with 96% returned within the relevant benchmark period. Of the  
16 LSRs rejected in August, 58% were submitted electronically with 96%  
17 returned within the 1-hour benchmark. See Attachment 1C, Items A.1.4  
18 through A.1.8 for further details.

19

20 The Ordering sub-metrics for which BellSouth did not meet the  
21 benchmarks/analogues for May, June, July and/or August 2001 were:

22

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

1 Reject Interval / Business / Electronic (A.1.4.2) (May/August)

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

14  
15 BellSouth is conducting a detailed root cause analysis of the process for  
16 electronic rejects. This analysis addresses the ordering systems (EDI, TAG,  
17 and LENS) used by the CLECs and the back-end legacy applications, such  
18 as SOCS, that are accessed by the ordering systems.

19  
20 Thus far, the analysis has determined that many of the LSRs that did not  
21 meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.  
22 Between these hours the system is unable to process LSRs because of the  
23 back-end legacy systems are out of service. Such hours should be excluded

1 from the measurement. BellSouth is currently reviewing the scheduled down  
2 time for all systems and how that down time affects the ordering capability of  
3 the CLECs. BellSouth met the benchmark comparison for both of these sub-  
4 metrics in July 2001.

5

6 Reject Interval / Design (Specials) / Manual (A.1.8.3) (July)

7 There were only 3 orders associated with this sub-metric in July 2001. Such  
8 a small universe does not provide a statistically conclusive benchmark  
9 comparison. BellSouth met the benchmark comparison for this sub-metric in  
10 August 2001. BellSouth has met the retail analogue comparison for this sub-  
11 metric in three of the last four months.

12

13 Reject Interval / PBX / Manual (A.1.8.4) (July)

14 There were only 4 orders associated with this sub-metric in July 2001. Such  
15 a small universe does not provide a statistically conclusive benchmark  
16 comparison. BellSouth met the benchmark comparison for this sub-metric in  
17 August 2001. BellSouth has met the retail analogue comparison for this sub-  
18 metric in three of the last four months.

19

20 FOC Timeliness / PBX / Manual (A.1.13.4) (July)

21 There were only 6 orders associated with this sub-metric in July 2001. Such  
22 a small universe does not provide a statistically conclusive benchmark  
23 comparison. BellSouth met the benchmark comparison for this sub-metric in

1 August 2001. BellSouth has met the retail analogue comparison for this sub-  
2 metric in three of the last four months.

3

4 FOC Timeliness / ISDN / Manual (A.1.13.6) (May/July)

5 There were only 4 orders in this sub-metric for May and also 4 orders in July  
6 2001 with BellSouth meeting the benchmark for three of them in each of  
7 these months. Such a small universe does not produce a statistically  
8 conclusive benchmark comparison. BellSouth met or exceeded the  
9 benchmark for this sub-metric in June and August 2001.

10

11 FOC Reject & Response Completeness / Residence / Electronic (A.1.14.1)

12 (July)

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

14 (May/June/July)

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

16 (June)

17 FOC Reject & Response Completeness / Residence / Manual (A.1.16.1)

18 (May)

19 FOC Reject & Response Completeness / Business / Manual (A.1.16.2)

20 (May/June/July)

21 FOC Reject & Response Completeness / Business / Manual (A.1.16.3)

22 (June/August)

23 FOC Reject & Response Completeness / PBX / Manual (A.1.16.4) (July)



- 1 FOC Reject & Response Completeness / Centrex / Manual (A.1.16.5) (July)
- 2 FOC Reject & Response Completeness / ISDN / Manual (A.1.16.6)
- 3 (May/July/August)
- 4 FOC Reject & Response Completeness (Multiple Responses) / Residence /
- 5 Partially Electronic (A.1.18.1) (May/July/August)
- 6 FOC Reject & Response Completeness (Multiple Responses) / Business /
- 7 Partially Electronic (A.1.18.2) (May/June/July/August)
- 8 FOC Reject & Response Completeness (Multiple Responses) / Residence /
- 9 Manual (A.1.19.1) (May/June/July/August)
- 10 FOC Reject & Response Completeness (Multiple Responses) / Business /
- 11 Manual (A.1.19.2) (May/June)
- 12 FOC Reject & Response Completeness (Multiple Responses) / Design /
- 13 Manual (A.1.19.3) (June)
- 14 FOC Reject & Response Completeness (Multiple Responses) / PBX / Manual
- 15 (A.1.19.4) (June)
- 16 FOC Reject & Response Completeness (Multiple Responses) / Centrex /
- 17 Manual (A.1.19.5) (July)
- 18 FOC Reject & Response Completeness (Multiple Responses) / ISDN /
- 19 Manual (A.1.19.6) (June)
- 20 BellSouth has determined that the coding for the FOC & Reject
- 21 Completeness measures failed to include rejections that were classified as
- 22 “auto clarifications.” BellSouth is in the process of rewriting the code to

1 correct this problem, and the change will impact all FOC & Reject  
2 Completeness measures.

3

## 4 **2. Resale Provisioning Measures**

5

6 BellSouth met or exceeded the benchmark or retail analogue for 86% of all  
7 resale provisioning measures in May, 85% in June, 91% in July and 93% in  
8 August 2001. The details supporting the July percentage are delineated in  
9 Items A.2.1.1.1 through A.2.20.6.2.2 of Attachment 1C.

10

### 11 **Order Completion Interval**

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

16

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

19 The unadjusted order completion interval for May was 1.69 days compared to  
20 the retail analogue of 1.02 days. In June the unadjusted order completion  
21 interval was 0.97 days compared to the retail analogue of 0.85 days. As  
22 explained in the Order Completion Interval section for Checklist Item 11,  
23 BellSouth has determined that non-dispatched orders were given the

1       dispatched interval in error. BellSouth met the retail analogue comparison  
2       for this sub-metric in July and August 2001.

3

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

6       There were only three orders in this sub-metric for May 2001. The small  
7       universe for this measurement does not provide a statistically conclusive  
8       comparison to the retail analogue. BellSouth met or exceeded the retail  
9       analogue for this sub-metric in June 2001. There was no CLEC activity for  
10      this sub-metric in either July or August 2001.

11

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

14

15      % Jeopardies / Residence (A.2.4.1) (August)

16      There were 38 orders placed in jeopardy status of the 5,185 orders completed  
17      for this sub-metric in August 2001. Fourteen of these jeopardies were  
18      resolved prior to the due dates and the orders worked as scheduled. None of  
19      the jeopardies in this sub-metric resulted in held orders in August 2001.  
20      BellSouth has met the retail analogue comparison for this sub-metric in three  
21      of the last four months.

22

23      % Jeopardy Notice >= 48 hours / Residence / Mechanized (A.2.9.1) (August)

1 % Jeopardy Notice >= 48 hours / Business / Mechanized (A.2.9.2) (May)

2 The calculations for this measure have been determined to be incorrect. The  
3 coding change in the Service Order Control System (SOCS) was  
4 implemented in a September 13, 2001, system load. The October data  
5 month will be the first full month that the change will be in effect.

6

7 % Missed Installation Appointments / Business / < 10 Circuits / Dispatch  
8 (A.2.11.2.1.1) (July)

9 BellSouth met 59 of the 63 installation appointments as scheduled for this  
10 sub-metric in July 2001. The four missed appointments in this sub-metric did  
11 not reveal any distinct patterns or systemic installation issues. BellSouth met  
12 the retail analogue comparison for this sub-metric in August 2001. BellSouth  
13 has met the retail analogue comparison for this sub-metric in three of the last  
14 four months.

15

16 % Missed Installation Appointments / Design (Specials) / < 10 Circuits /  
17 Dispatch (A.2.11.3.1.1) (May)

18 There was only one order in this sub-metric for May 2001. The small  
19 universe for this measurement does not provide a statistically conclusive  
20 comparison with the retail analogue. BellSouth met or exceeded the retail  
21 analogue for this sub-metric in June and August 2001. There was no CLEC  
22 activity for this sub-metric in July 2001.

23

1 % Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non-  
2 Dispatch (A.2.12.1.1.2) (July/August)

3 For both July and August 2001, less than 4% of the orders completed for this  
4 sub-metric in the prior 30 days had trouble reports in the following month. In  
5 August , 58 of the trouble reports (27%) were closed as "TOK/FOK."  
6 Excluding these reports, BellSouth would have met the retail analogue  
7 comparison for the month. The difference between the CLEC values and the  
8 retail analogues for this sub-metric was .5%, virtually equivalent, for each  
9 month.

10

11 % Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch  
12 (A.2.12.2.1.1) (June/July)

13 There were a total of ten troubles reported for the 106 orders that completed  
14 in the 30 days prior to June 2001 for this sub-metric. Six of the ten reports  
15 were closed as either test OK or found OK. For July, there were a total of  
16 seven troubles reported for the 80 orders that completed in the 30 days prior  
17 to July. There was no systemic pattern to the remaining four troubles for  
18 June or for the troubles reported in July. BellSouth met the retail analogue  
19 comparison for this sub-metric in August 2001.

20

21 % Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Non Dispatch  
22 (A.2.12.5.1.2) (May)

1 There were only two orders in this sub-metric for May 2001. The small  
2 universe for this measurement does not provide a statistically conclusive  
3 comparison with the retail analogue. BellSouth met or exceeded the retail  
4 analogue for this sub-metric in June, July and August 2001. BellSouth has  
5 met the retail analogue comparison for this sub-metric in three of the last four  
6 months.

7

8 Average Completion Notice Interval / Residence / < 10 Circuits / Dispatch

9 Electronic (A.2.14.1.1.1) (May)

10 Average Completion Notice Interval / Residence / < 10 Circuits / Non-

11 Dispatch Electronic (A.2.14.1.1.2) (May/June)

12 Average Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch

13 Electronic (A.2.14.2.1.2) (June)

14 Average Completion Notice Interval / Centrex / >= 10 Circuits / Non-Dispatch

15 Electronic (A.2.14.5.2.2) (June)

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

1 resolve these inconsistencies with the original LSRs is included in the  
2 average. Because of numerous CLEC changes and order updates,  
3 mismatches on CLEC orders exceed those for BellSouth retail orders.  
4 Combining this with the smaller base for the CLECs' measurement raises the  
5 average, which sometimes results in a miss. Specific Service  
6 Representatives within the Work Management Centers have been assigned  
7 to resolve any completion issues that are required. Providing specific training  
8 and dedicating personnel to this task should reduce the difference between  
9 the CLEC and retail analogue results. BellSouth met the retail analogue  
10 comparisons for all of these sub-metrics in August 2001.

11  
12 Service Order Accuracy / Residence / < 10 Circuits / Non Dispatch  
13 (A.2.25.1.1.2) (June/July/August)

14 BellSouth met the standard for 43 of the 48 orders reviewed in this sub-metric  
15 for June, 70 of 97 orders reviewed in July and 295 of the 329 orders reviewed  
16 in August 2001. The 95% benchmark set a requirement of 46 orders in June,  
17 92 orders in July and 313 orders in August based on the quantity of orders for  
18 this sub-metric. BellSouth continues to focus on this measurement in order to  
19 improve results to meet the benchmark.

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

1 BellSouth met the standard for 39 of the 45 orders reviewed in this sub-metric  
2 for May 2001. The 95% benchmark set a requirement of 43 based on the  
3 quantity of orders for this sub-metric. BellSouth met or exceeded the  
4 benchmark for this sub-metric in June, July and August 2001. BellSouth has  
5 met the retail analogue comparison for this sub-metric in three of the last four  
6 months.

7

8 Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch  
9 (A.2.25.2.1.2) (July)

10 BellSouth met the standard for 51 of the 65 orders reviewed in this sub-metric  
11 for July 2001. The 95% benchmark set a requirement of 62 based on the  
12 quantity of orders for this sub-metric. BellSouth continues to focus on this  
13 measurement in order to improve results to meet the benchmark. BellSouth  
14 met or exceeded the benchmark for this sub-metric in August 2001.  
15 BellSouth has met the retail analogue comparison for this sub-metric in three  
16 of the last four months.

17

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

20 BellSouth met the standard for 3 of the 5 orders reviewed in this sub-metric  
21 for June 2001. The small universe for this measurement does not provide a  
22 statistically conclusive comparison to the retail analogue. There were no  
23 CLEC orders reviewed for this sub-metric in July or August 2001.



1

2 Service Order Accuracy / Business / >= 10 Circuits / Non Dispatch

3 (A.2.25.2.2.2) (June)

4 BellSouth met the standard for 3 of the 4 orders reviewed in this sub-metric  
5 for June 2001. The small universe for this measurement does not provide a  
6 statistically conclusive comparison to the retail analogue. There were no  
7 CLEC orders reviewed for this sub-metric in July 2001. BellSouth met or  
8 exceeded the benchmark for this sub-metric in August 2001.

9

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

11 (June/August)

12 BellSouth met the standard for 1 of the 2 orders reviewed in this sub-metric  
13 for June and for 7 of the 8 orders reviewed in August 2001. . The small  
14 universe for this measurement does not provide a statistically conclusive  
15 comparison to the retail analogue. BellSouth met the retail analogue  
16 comparison for this sub-metric in July 2001.

17

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

19

20 BellSouth met the relevant retail analogue comparisons for 86% of all the  
21 Resale Maintenance & Repair measurements in May, 93% in June, 89% in  
22 July and 87% in August 2001. The sub-metrics for which BellSouth did not  
23 meet the retail analogues in May, June, July and/or August 2001 were:

1

2 % Missed Repair Appointments / Business / Non Dispatch (A.3.1.2.2) (May)

3 BellSouth missed 11 of the 50 appointments scheduled for this sub-metric in  
4 May 2001. All eleven of the appointments were associated with one  
5 customer's move to a new location that was scheduled as a non-dispatch  
6 move. Once the orders were completed, the customer reported problems  
7 with all eleven lines. Resolution turned out to be a multitude of issues at the  
8 premise location. BellSouth met or exceeded the retail analogue for this sub-  
9 metric in June, July and August 2001. BellSouth has met the retail analogue  
10 comparison for this sub-metric in three of the last four months.

11

12 % Missed Repair Appointments / Design (Specials) / Dispatch (A.3.1.3.1)

13 (July)

14 BellSouth missed one of four repair appointments scheduled for July 2001.  
15 Such a small universe does not provide a statistically conclusive comparison  
16 to the retail analogue. BellSouth met or exceeded the retail analogue for this  
17 sub-metric in August 2001. BellSouth has met the retail analogue  
18 comparison for this sub-metric in three of the last four months.

19

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

21 (June/August)

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

1 of these troubles were closed as found OK. Customer representatives will be  
2 covered on the proper screening techniques for CLEC troubles. BellSouth  
3 met the retail analogue comparison for this sub-metric in July 2001. In  
4 August 2001, the CLECs had over 96% trouble free service for the 19,173  
5 lines in service in this sub-metric. The trouble report rate for this sub-metric  
6 was less than 0.4% higher than for the retail analogue for August. Eighty-  
7 three of the August trouble reports were closed as "TOK/FOK." Excluding  
8 these reports, the BellSouth trouble report rate would have been higher than  
9 the CLEC rate.

10  
11 Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1)  
12 (May/June/July/August)

13 There were 6 trouble reports for the 869 in service lines for this sub-metric in  
14 May, 2 reports out of 807 lines in June, 10 trouble reports out of 728 lines in  
15 service in July and 1 trouble report for the 667 lines in service in August 2001.  
16 BellSouth provided 98% or 99% trouble free service for the in-service lines in  
17 this sub-metric for both CLECs and BellSouth retail customers in all four  
18 months. When BellSouth provisions high quality service coupled with very  
19 large universe sizes, it can cause an apparent out of equity condition from a  
20 quantitative viewpoint. In these cases, there is very little variation and the  
21 universe size is so large that the Z-test becomes overly sensitive to any  
22 difference. In other words, the statistical test shows that the measurement  
23 does not meet the fixed critical value when compared with the retail analogue,

1 but BellSouth's actual performance for both CLECs and its own retail  
2 operations is at a very high level – often 98% or 99%. From a practical point  
3 of view, the CLECs' ability to compete has not been hindered even though the  
4 statistical results may technically show that BellSouth failed to meet the  
5 benchmark/analogue.

6

7 Customer Trouble Report Rate / PBX / Non-Dispatch (A.3.2.4.2) (May/July)

8 There were 4 trouble reports for the 869 in service lines for this sub-metric in  
9 May and only 2 trouble reports for the 728 in service lines in July 2001.  
10 BellSouth provided over 99.5% trouble free service for both retail and the  
11 CLECs for this sub-metric for the months of May and July. When BellSouth  
12 provisions high quality service coupled with very large universe sizes, it can  
13 cause an apparent out of equity condition from a quantitative viewpoint. In  
14 these cases, there is very little variation and the universe size is so large that  
15 the Z-test becomes overly sensitive to any difference. In other words, the  
16 statistical test shows that the measurement does not meet the fixed critical  
17 value when compared with the retail analogue, but BellSouth's actual  
18 performance for both CLECs and its own retail operations is at a very high  
19 level – in this case over 99%. From a practical point of view, the CLECs'  
20 ability to compete has not been hindered even though the statistical results  
21 may technically show that BellSouth failed to meet the benchmark/analogue.  
22 BellSouth met the retail analogue comparison for this sub-metric in June and  
23 August 2001.

1

2 Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (August)

3 There were 5 trouble reports for the 597 lines in service for this sub-metric in  
4 August 2001. BellSouth provided over 99% trouble free service for both retail  
5 and the CLECs for this sub-metric for the month of August. From a practical  
6 point of view, the CLECs' ability to compete has not been hindered even  
7 though the statistical results may technically show that BellSouth failed to  
8 meet the benchmark/analogue. BellSouth has met the retail analogue  
9 comparison for this sub-metric in three of the last four months.

10

11

12 Maintenance Average Duration / PBX / Dispatch (A.3.3.4.1) (August)

13 There was only one trouble report for this sub-metric in August 2001. The  
14 small universe for this measurement does not provide a statistically  
15 conclusive comparison with the retail analogue. BellSouth has met the retail  
16 analogue comparison for this sub-metric in three of the last four months.

17

18 Maintenance Average Duration / PBX / Non-Dispatch (A.3.3.4.2) (August)

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

22

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

1 There was only one trouble report for this sub-metric in May 2001. The small  
2 universe for this measurement does not provide a statistically conclusive  
3 comparison with the retail analogue. There was no CLEC activity for this sub-  
4 metric in June. BellSouth met the retail analogue comparison for this sub-  
5 metric in July 2001.

6

7 % Repeat Troubles within 30 days / Business / Non Dispatch (A.3.4.2.2)  
8 (June)

9 There were a total of 15 repeat reports out of the 57 troubles reported for this  
10 sub-metric in June 2001. Of the 15 repeat reports, 9 were closed as test OK.  
11 There were 5 reports closed to line translation issues and 1 was a follow-up  
12 report within the same day. No patterns to the original reports were found  
13 during this analysis. BellSouth met the retail analogue comparison for this  
14 sub-metric in July and August 2001. BellSouth has met the retail analogue  
15 comparison for this sub-metric in three of the last four months.

16

17 % Repeat Troubles within 30 days / PBX / Dispatch (A.3.4.4.1) (May)

18 There were only six trouble reports for this sub-metric in May 2001. The  
19 small universe for this measurement does not provide a statistically  
20 conclusive comparison with the retail analogue. BellSouth met or exceeded  
21 the retail analogue for this sub-metric in June, July and August 2001.  
22 BellSouth has met the retail analogue comparison for this sub-metric in three  
23 of the last four months.

1

2 % Repeat Troubles within 30 days / PBX / Non Dispatch (A.3.4.4.2)

3 (May/July)

4 There were four trouble reports for this sub-metric in May and only two trouble  
5 reports in July 2001. There was no CLEC activity for this sub-metric in June.

6 The small universe for this measurement does not provide a statistically  
7 conclusive comparison with the retail analogue. BellSouth met the retail  
8 analogue comparison for this sub-metric in August 2001.

9

10 % Repeat Troubles within 30 days / Centrex / Non-Dispatch (A.3.4.5.2) (May)

11 There was only one trouble report for this sub-metric in May 2001. There was  
12 no CLEC activity for this sub-metric in either June or August 2001. The small  
13 universe for this measurement does not provide a statistically conclusive  
14 comparison with the retail analogue. BellSouth met the retail analogue  
15 comparison for this sub-metric in July 2001.

16

17 % Repeat Troubles within 30 days / ISDN / Dispatch (A.3.4.6.1) (July)

18 There were four trouble reports for this sub-metric in July 2001. The small  
19 universe for this measurement does not provide a statistically conclusive  
20 comparison with the retail analogue. BellSouth met the retail analogue  
21 comparison for this sub-metric in August 2001.

22

23 Out of Service > 24 Hours / Design (Specials) / Dispatch (A.3.5.3.1) (July)

1 There was one trouble report in this sub-metric that resulted in an out-of-  
2 service condition for more than 24 hours in July 2001. Such a small universe  
3 for this sub-metric does not provide a statistically conclusive benchmark  
4 comparison. BellSouth met the retail analogue comparison for this sub-metric  
5 in August 2001. BellSouth has met the retail analogue comparison for this  
6 sub-metric in three of the last four months.

7

8 Out of Service > 24 Hours / PBX / Dispatch (A.3.5.4.1) (August)

9 There was one trouble report in this sub-metric that resulted in an out-of-  
10 service condition for more than 24 hours in August 2001. Such a small  
11 universe for this sub-metric does not provide a statistically conclusive  
12 comparison to the retail analogue.

13

14 Out of Service > 24 Hours / PBX / Non-Dispatch (A.3.5.4.2) (August)

15 There was one trouble report in this sub-metric that resulted in an out-of-  
16 service condition for more than 24 hours in August 2001. Such a small  
17 universe for this sub-metric does not provide a statistically conclusive  
18 comparison to the retail analogue.

19

20

**III. Summary**

21

22 As stated in the Introduction to the Analysis of Performance Measurements  
23 section, BellSouth met or exceeded the criteria for 414 of the 487 sub-metrics



1 (85%) for which there was CLEC activity in May 2001. In June, 368 of 425  
2 sub-metrics (87%) met or exceeded benchmarks or retail analogues. In July,  
3 BellSouth met or exceeded the required standards for 424 of the 488 (87%)  
4 sub-metrics. In August 2001, 437 of 509 sub-metrics (86%) met or exceeded  
5 benchmarks or retail analogues.

6

7 During the four-month period, May through August 2001, excluding the three  
8 measures with calculation problems, there were a total of 305 sub-metrics  
9 that had CLEC activity for all four months and that were compared with either  
10 benchmarks or retail analogues. Of these 305 sub-metrics, 259 sub-metrics  
11 satisfied the comparison criteria during at least three of the four months.

12

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

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

Resale - Ordering										
<b>% Rejected Service Requests - Mechanized</b>										
A.1.1.1	O-7	Residence/KY (%)				10.96%	8,028			Diagnostic
A.1.1.2	O-7	Business/KY (%)				9.71%	350			Diagnostic
A.1.1.3	O-7	Design (Specials)/KY (%)								Diagnostic
A.1.1.4	O-7	PBX/KY (%)								Diagnostic
A.1.1.5	O-7	Centrex/KY (%)								Diagnostic
A.1.1.6	O-7	ISDN/KY (%)								Diagnostic
<b>% Rejected Service Requests - Partially Mechanized</b>										
A.1.2.1	O-7	Residence/KY (%)				29.33%	1,367			Diagnostic
A.1.2.2	O-7	Business/KY (%)				51.05%	239			Diagnostic
A.1.2.3	O-7	Design (Specials)/KY (%)				0.00%	1			Diagnostic
A.1.2.4	O-7	PBX/KY (%)								Diagnostic
A.1.2.5	O-7	Centrex/KY (%)								Diagnostic
A.1.2.6	O-7	ISDN/KY (%)								Diagnostic
<b>% Rejected Service Requests - Non-Mechanized</b>										
A.1.3.1	O-7	Residence/KY (%)				47.48%	139			Diagnostic
A.1.3.2	O-7	Business/KY (%)				54.65%	86			Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)				30.00%	10			Diagnostic
A.1.3.4	O-7	PBX/KY (%)				40.00%	5			Diagnostic
A.1.3.5	O-7	Centrex/KY (%)				0.00%	1			Diagnostic
A.1.3.6	O-7	ISDN/KY (%)				14.23%	21			Diagnostic
<b>Reject Interval - Mechanized</b>										
A.1.4.1	O-8	Residence/KY (%)				96.15%	882			NO
A.1.4.2	O-8	Business/KY (%)				91.67%	36			NO
A.1.4.3	O-8	Design (Specials)/KY (%)								
A.1.4.4	O-8	PBX/KY (%)								
A.1.4.5	O-8	Centrex/KY (%)								
A.1.4.6	O-8	ISDN/KY (%)								
<b>Reject Interval - Partially Mechanized - 10 hours</b>										
A.1.7.1	O-8	Residence/KY (%)				95.61%	410			YES
A.1.7.2	O-8	Business/KY (%)				98.37%	123			YES
A.1.7.3	O-8	Design (Specials)/KY (%)								
A.1.7.4	O-8	PBX/KY (%)								
A.1.7.5	O-8	Centrex/KY (%)								
A.1.7.6	O-8	ISDN/KY (%)								
<b>Reject Interval - Non-Mechanized</b>										
A.1.8.1	O-8	Residence/KY (%)				98.48%	66			YES
A.1.8.2	O-8	Business/KY (%)				100.00%	49			YES
A.1.8.3	O-8	Design (Specials)/KY (%)				100.00%	3			YES
A.1.8.4	O-8	PBX/KY (%)				100.00%	2			YES
A.1.8.5	O-8	Centrex/KY (%)								
A.1.8.6	O-8	ISDN/KY (%)				100.00%	5			YES
<b>FOC Timeliness - Mechanized</b>										
A.1.9.1	O-9	Residence/KY (%)				99.38%	7,101			YES
A.1.9.2	O-9	Business/KY (%)				99.01%	304			YES
A.1.9.3	O-9	Design (Specials)/KY (%)								
A.1.9.4	O-9	PBX/KY (%)								
A.1.9.5	O-9	Centrex/KY (%)								
A.1.9.6	O-9	ISDN/KY (%)								
<b>FOC Timeliness - Partially Mechanized - 10 hours</b>										
A.1.12.1	O-9	Residence/KY (%)				95.17%	1,076			YES
A.1.12.2	O-9	Business/KY (%)				92.25%	142			YES

### BellSouth Monthly Performance Summary Kentucky, August 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.3	>= 85% w in 10 hrs	Design (Specials)K(Y%)							
A.1.12.4	>= 85% w in 10 hrs	PBXK(Y%)							YES
A.1.12.5	>= 85% w in 10 hrs	CentrexK(Y%)							
A.1.12.6	>= 85% w in 10 hrs	ISDNK(Y%)		100.00%	1				
<b>FOC Timeliness - Non-Mechanized</b>									
A.1.13.1	>= 85% w in 36 hrs	ResidenceK(Y%)		98.63%	73				YES
A.1.13.2	>= 85% w in 36 hrs	BusinessK(Y%)		100.00%	34				YES
A.1.13.3	>= 85% w in 36 hrs	Design (Specials)K(Y%)		100.00%	6				YES
A.1.13.4	>= 85% w in 36 hrs	PBXK(Y%)		100.00%	3				YES
A.1.13.5	>= 85% w in 36 hrs	CentrexK(Y%)		100.00%	1				YES
A.1.13.6	>= 85% w in 36 hrs	ISDNK(Y%)		91.67%	12				YES
<b>FOC &amp; Reject Response Completeness - Mechanized</b>									
A.1.14.1	>= 95%	ResidenceK(Y%)		99.23%	8,028				YES
A.1.14.2	>= 95%	BusinessK(Y%)		96.29%	350				YES
A.1.14.3	>= 95%	Design (Specials)K(Y%)							
A.1.14.4	>= 95%	PBXK(Y%)							
A.1.14.5	>= 95%	CentrexK(Y%)							
A.1.14.6	>= 95%	ISDNK(Y%)							
<b>FOC &amp; Reject Response Completeness - Partially Mechanized</b>									
A.1.15.1	>= 95%	ResidenceK(Y%)		99.71%	1,367				YES
A.1.15.2	>= 95%	BusinessK(Y%)		99.58%	239				YES
A.1.15.3	>= 95%	Design (Specials)K(Y%)							
A.1.15.4	>= 95%	PBXK(Y%)		100.00%	1				YES
A.1.15.5	>= 95%	CentrexK(Y%)							
A.1.15.6	>= 95%	ISDNK(Y%)							
<b>FOC &amp; Reject Response Completeness - Non-Mechanized</b>									
A.1.16.1	>= 95%	ResidenceK(Y%)		100.00%	139				YES
A.1.16.2	>= 95%	BusinessK(Y%)		96.51%	86				YES
A.1.16.3	>= 95%	Design (Specials)K(Y%)		90.00%	10				NO
A.1.16.4	>= 95%	PBXK(Y%)		100.00%	5				YES
A.1.16.5	>= 95%	CentrexK(Y%)		100.00%	1				YES
A.1.16.6	>= 95%	ISDNK(Y%)		71.43%	21				NO
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Mechanized</b>									
A.1.17.1	>= 95%	ResidenceK(Y%)		97.53%	7,966				YES
A.1.17.2	>= 95%	BusinessK(Y%)		99.41%	337				YES
A.1.17.3	>= 95%	Design (Specials)K(Y%)							
A.1.17.4	>= 95%	PBXK(Y%)							
A.1.17.5	>= 95%	CentrexK(Y%)							
A.1.17.6	>= 95%	ISDNK(Y%)							
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Partially Mechanized</b>									
A.1.18.1	>= 95%	ResidenceK(Y%)		90.32%	1,363				NO
A.1.18.2	>= 95%	BusinessK(Y%)		83.61%	238				NO
A.1.18.3	>= 95%	Design (Specials)K(Y%)							
A.1.18.4	>= 95%	PBXK(Y%)		100.00%	1				YES
A.1.18.5	>= 95%	CentrexK(Y%)							
A.1.18.6	>= 95%	ISDNK(Y%)							
<b>FOC &amp; Reject Response Completeness (Multiple Responses) - Non-Mechanized</b>									
A.1.19.1	>= 95%	ResidenceK(Y%)		94.24%	139				NO
A.1.19.2	>= 95%	BusinessK(Y%)		97.59%	83				YES
A.1.19.3	>= 95%	Design (Specials)K(Y%)		100.00%	9				YES
A.1.19.4	>= 95%	PBXK(Y%)		100.00%	5				YES
A.1.19.5	>= 95%	CentrexK(Y%)		100.00%	1				YES
A.1.19.6	>= 95%	ISDNK(Y%)		100.00%	15				YES

Resale - Provisioning

### BellSouth Monthly Performance Summary Kentucky, August 2001

Benchmark /  
Analog

Order Completion Interval	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-4 Residence<10 circuits/Dispatch/KY(days)	7.07	6,010	5.65	256	6.472	0.41302	3.4470	YES
P-4 Residence<10 circuits/Non-Dispatch/KY(days)	0.85	107,626	0.67	4,492	1.098	0.01672	11.0392	YES
P-4 Residence/>=10 circuits/Dispatch/KY(days)	5.19	12			1.715			
P-4 Residence/>=10 circuits/Non-Dispatch/KY(days)								
P-4 Business<10 circuits/Dispatch/KY(days)	3.22	4,254	2.73	42	7.822	1.21294	0.4024	YES
P-4 Business<10 circuits/Non-Dispatch/KY(days)	1.24	5,623	0.79	209	2.496	0.17560	2.5748	YES
P-4 Business/>=10 circuits/Dispatch/KY(days)	7.17	23			6.028			
P-4 Business/>=10 circuits/Non-Dispatch/KY(days)	0.83	12			0.303			
P-4 Design (Specials)<10 circuits/Dispatch/KY(days)	27.12	506			34.087			
P-4 Design (Specials)<10 circuits/Non-Dispatch/KY(days)	10.36	14			6.033			
P-4 Design (Specials)/>=10 circuits/Dispatch/KY(days)								
P-4 Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)								
P-4 PBX/<10 circuits/Dispatch/KY(days)	14.72	25	4.00	1	23.389	23.85219	0.4494	YES
P-4 PBX/<10 circuits/Non-Dispatch/KY(days)	3.21	42	2.55	3	6.643	3.97007	0.1641	YES
P-4 PBX/>=10 circuits/Dispatch/KY(days)	1.33	5			0.915			
P-4 PBX/>=10 circuits/Non-Dispatch/KY(days)	3.51	182			3.576			
P-4 Centrex<10 circuits/Dispatch/KY(days)	1.53	268			3.919			
P-4 Centrex<10 circuits/Non-Dispatch/KY(days)	5.04	27			7.149			
P-4 Centrex/>=10 circuits/Dispatch/KY(days)	3.51	28			4.281			
P-4 Centrex/>=10 circuits/Non-Dispatch/KY(days)	19.58	99			20.022			
P-4 ISDN/<10 circuits/Dispatch/KY(days)	7.89	112	0.33	1	11.331	11.38157	0.6641	YES
P-4 ISDN/>=10 circuits/Dispatch/KY(days)								
P-4 ISDN/<10 circuits/Non-Dispatch/KY(days)	3.79	39			1.105			
P-4 ISDN/>=10 circuits/Non-Dispatch/KY(days)								

Order Completion Interval	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-1 Residence<10 circuits/Facility/KY(days)	30.22	112	0.00	0	37.267			YES
P-1 Residence<10 circuits/Equipment/KY(days)	0.00	0	0.00	0				YES
P-1 Residence/>=10 circuits/Other/KY(days)	11.28	25	0.00	0	28.047			YES
P-1 Residence/>=10 circuits/Facility/KY(days)	0.00	0						
P-1 Residence/>=10 circuits/Equipment/KY(days)	0.00	0						
P-1 Business<10 circuits/Other/KY(days)	36.60	15	0.00	0	44.003			YES
P-1 Business<10 circuits/Facility/KY(days)	0.00	0	0.00	0				YES
P-1 Business<10 circuits/Equipment/KY(days)	12.00	1	0.00	0	0.000			YES
P-1 Business/>=10 circuits/Other/KY(days)	0.00	0						
P-1 Business/>=10 circuits/Facility/KY(days)	0.00	0						
P-1 Business/>=10 circuits/Equipment/KY(days)	0.00	0						
P-1 Design (Specials)<10 circuits/Other/KY(days)	0.00	0	0.00	0				YES
P-1 Design (Specials)<10 circuits/Equipment/KY(days)	0.00	0	0.00	0				YES
P-1 Design (Specials)/>=10 circuits/Other/KY(days)	3.80	5	0.00	0	4.658			YES
P-1 Design (Specials)/>=10 circuits/Equipment/KY(days)	0.00	0						
P-1 Design (Specials)/>=10 circuits/Facility/KY(days)	0.00	0						
P-1 Design (Specials)/>=10 circuits/Other/KY(days)	0.00	0	0.00	0				YES
P-1 PBX/<10 circuits/Facility/KY(days)	0.00	0	0.00	0				YES
P-1 PBX/<10 circuits/Equipment/KY(days)	0.00	0	0.00	0				YES
P-1 PBX/<10 circuits/Other/KY(days)	0.00	0	0.00	0				YES
P-1 PBX/>=10 circuits/Facility/KY(days)	0.00	0	0.00	0				YES
P-1 PBX/>=10 circuits/Equipment/KY(days)	0.00	0	0.00	0				YES
P-1 PBX/>=10 circuits/Other/KY(days)	0.00	0	0.00	0				YES
P-1 Centrex<10 circuits/Facility/KY(days)	0.00	0	0.00	0				YES
P-1 Centrex<10 circuits/Equipment/KY(days)	0.00	0	0.00	0				YES
P-1 Centrex<10 circuits/Other/KY(days)	0.00	0	0.00	0				YES
P-1 Centrex/>=10 circuits/Facility/KY(days)	0.00	0						
P-1 Centrex/>=10 circuits/Equipment/KY(days)	0.00	0						
P-1 Centrex/>=10 circuits/Other/KY(days)	0.00	0						
P-1 ISDN/<10 circuits/Facility/KY(days)	0.00	0	0.00	0				YES
P-1 ISDN/<10 circuits/Equipment/KY(days)	0.00	0	0.00	0				YES
P-1 ISDN/<10 circuits/Other/KY(days)	0.00	0	0.00	0				YES
P-1 ISDN/>=10 circuits/Other/KY(days)	0.00	0						

#### Held Orders

A.2.2.1.11	P-1 Residence<10 circuits/Facility/KY(days)
A.2.2.1.12	P-1 Residence<10 circuits/Equipment/KY(days)
A.2.2.1.13	P-1 Residence/>=10 circuits/Other/KY(days)
A.2.2.1.21	P-1 Residence/>=10 circuits/Facility/KY(days)
A.2.2.1.22	P-1 Residence/>=10 circuits/Equipment/KY(days)
A.2.2.1.23	P-1 Residence/>=10 circuits/Other/KY(days)
A.2.2.2.11	P-1 Business<10 circuits/Facility/KY(days)
A.2.2.2.12	P-1 Business<10 circuits/Equipment/KY(days)
A.2.2.2.13	P-1 Business/>=10 circuits/Other/KY(days)
A.2.2.2.21	P-1 Business/>=10 circuits/Facility/KY(days)
A.2.2.2.22	P-1 Business/>=10 circuits/Equipment/KY(days)
A.2.2.2.23	P-1 Business/>=10 circuits/Other/KY(days)
A.2.2.3.11	P-1 Design (Specials)<10 circuits/Facility/KY(days)
A.2.2.3.12	P-1 Design (Specials)<10 circuits/Equipment/KY(days)
A.2.2.3.13	P-1 Design (Specials)/>=10 circuits/Other/KY(days)
A.2.2.3.21	P-1 Design (Specials)/>=10 circuits/Facility/KY(days)
A.2.2.3.22	P-1 Design (Specials)/>=10 circuits/Equipment/KY(days)
A.2.2.3.23	P-1 Design (Specials)/>=10 circuits/Other/KY(days)
A.2.2.4.11	P-1 PBX/<10 circuits/Facility/KY(days)
A.2.2.4.12	P-1 PBX/<10 circuits/Equipment/KY(days)
A.2.2.4.13	P-1 PBX/<10 circuits/Other/KY(days)
A.2.2.4.21	P-1 PBX/>=10 circuits/Facility/KY(days)
A.2.2.4.22	P-1 PBX/>=10 circuits/Equipment/KY(days)
A.2.2.4.23	P-1 PBX/>=10 circuits/Other/KY(days)
A.2.2.5.11	P-1 Centrex<10 circuits/Facility/KY(days)
A.2.2.5.12	P-1 Centrex<10 circuits/Equipment/KY(days)
A.2.2.5.13	P-1 Centrex<10 circuits/Other/KY(days)
A.2.2.5.21	P-1 Centrex/>=10 circuits/Facility/KY(days)
A.2.2.5.22	P-1 Centrex/>=10 circuits/Equipment/KY(days)
A.2.2.5.23	P-1 Centrex/>=10 circuits/Other/KY(days)
A.2.2.6.11	P-1 ISDN/<10 circuits/Facility/KY(days)
A.2.2.6.12	P-1 ISDN/<10 circuits/Equipment/KY(days)
A.2.2.6.13	P-1 ISDN/<10 circuits/Other/KY(days)

### Bellsouth Monthly Performance Summary Kentucky, August 2001

Benchmark /  
Analog

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.6.2.1	ISDN	0						
A.2.2.6.2.2	ISDN	0						
A.2.2.6.2.3	ISDN	0						
<b>% Jeopardies - Mechanized</b>								
A.2.4.1	Res	119,950	0.73%	5,185	0.00102	-2.1038	NO	
A.2.4.2	Bus	10,144	1.62%	371	0.00810	0.9731	YES	
A.2.4.3	Design	676	0.00%	20	0.07289	1.6033	YES	
A.2.4.4	PBX	77	0.00%	9	0.08680	0.7481	YES	
A.2.4.5	Centrex	512	0.00%	3	0.10946	0.3390	YES	
A.2.4.6	ISDN	267	0.00%	4	0.13651	0.5949	YES	
<b>% Jeopardies - Non-Mechanized</b>								
A.2.5.1	Diagnostic		50.00%	2				Diagnostic
A.2.5.2	Diagnostic							Diagnostic
A.2.5.3	Diagnostic							Diagnostic
A.2.5.4	Diagnostic							Diagnostic
A.2.5.5	Diagnostic							Diagnostic
A.2.5.6	Diagnostic							Diagnostic
<b>Average Jeopardy Notice Interval - Mechanized</b>								
A.2.7.1	>= 48 hrs		195.16	38			YES	
A.2.7.2	>= 48 hrs		236.00	6			YES	
A.2.7.3	>= 48 hrs							
A.2.7.4	>= 48 hrs							
A.2.7.5	>= 48 hrs							
A.2.7.6	>= 48 hrs							
<b>Average Jeopardy Notice Interval - Non-Mechanized</b>								
A.2.8.1	Diagnostic		96.00	1				Diagnostic
A.2.8.2	Diagnostic							Diagnostic
A.2.8.3	Diagnostic							Diagnostic
A.2.8.4	Diagnostic							Diagnostic
A.2.8.5	Diagnostic							Diagnostic
A.2.8.6	Diagnostic							Diagnostic
<b>% Jeopardy Notice &gt;= 48 hours - Mechanized</b>								
A.2.9.1	95% >= 48 hrs		50.00%	4			NO	
A.2.9.2	95% >= 48 hrs		100.00%	2			YES	
A.2.9.3	95% >= 48 hrs							
A.2.9.4	95% >= 48 hrs							
A.2.9.5	95% >= 48 hrs							
A.2.9.6	95% >= 48 hrs							
<b>% Jeopardy Notice &gt;= 48 hours - Non-Mechanized</b>								
A.2.10.1	Diagnostic		96.77%	31				Diagnostic
A.2.10.2	Diagnostic		50.00%	4				Diagnostic
A.2.10.3	Diagnostic							Diagnostic
A.2.10.4	Diagnostic							Diagnostic
A.2.10.5	Diagnostic							Diagnostic
A.2.10.6	Diagnostic							Diagnostic
<b>% Missed Installation Appointments</b>								
A.2.11.1.1.1	Res	6,965	7.10%	310	0.02095	3.9651	YES	
A.2.11.1.1.2	Res	112,709	0.04%	4,934	0.00038	0.6934	YES	
A.2.11.1.2.1	Res	13						
A.2.11.1.2.2	Res							
A.2.11.2.1	Bus	4,389	3.03%	66	0.01930	-0.2833	YES	
A.2.11.2.2	Bus	5,668	0.00%	311	0.00232	0.6648	YES	
A.2.11.2.1.1	Bus	26						
A.2.11.2.1.2	Bus	12						
A.2.11.2.2.1	Bus	513	0.00%	20	0.05822	1.2053	YES	
A.2.11.3.1.1	Design	14						
A.2.11.3.1.2	Design							

### BellSouth Monthly Performance Summary Kentucky, August 2007

#### Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Design (Specials)/>=10 circuits/Dispatch/KY(%)							
Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)							
PBX/>=10 circuits/Dispatch/KY(%)	27	0.00%	1		0.32004	0.3472	YES
PBX/>=10 circuits/Non-Dispatch/KY(%)	43	0.00%	5		0.00000		YES
PBX/>=10 circuits/Dispatch/KY(%)							
PBX/>=10 circuits/Non-Dispatch/KY(%)							
Centrex/<10 circuits/Dispatch/KY(%)	5	0.00%	3		0.00000		YES
Centrex/<10 circuits/Non-Dispatch/KY(%)	183	0.00%	1		0.20502	0.2132	YES
Centrex/>=10 circuits/Dispatch/KY(%)	268	0.00%	2		0.00000		YES
Centrex/>=10 circuits/Non-Dispatch/KY(%)	27						
ISDN/<10 circuits/Dispatch/KY(%)	103						
ISDN/<10 circuits/Non-Dispatch/KY(%)	112	0.00%	4		0.04787	0.1865	YES
ISDN/>=10 circuits/Dispatch/KY(%)							
ISDN/>=10 circuits/Non-Dispatch/KY(%)	39						

A.2.11.3.2.1	Design (Specials)/>=10 circuits/Dispatch/KY(%)
A.2.11.3.2.2	Design (Specials)/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.4.1.1	PBX/>=10 circuits/Dispatch/KY(%)
A.2.11.4.1.2	PBX/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.4.2.1	PBX/>=10 circuits/Dispatch/KY(%)
A.2.11.4.2.2	PBX/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.5.1.1	Centrex/<10 circuits/Dispatch/KY(%)
A.2.11.5.1.2	Centrex/<10 circuits/Non-Dispatch/KY(%)
A.2.11.5.2.1	Centrex/>=10 circuits/Dispatch/KY(%)
A.2.11.5.2.2	Centrex/>=10 circuits/Non-Dispatch/KY(%)
A.2.11.6.1.1	ISDN/<10 circuits/Dispatch/KY(%)
A.2.11.6.1.2	ISDN/<10 circuits/Non-Dispatch/KY(%)
A.2.11.6.2.1	ISDN/>=10 circuits/Dispatch/KY(%)
A.2.11.6.2.2	ISDN/>=10 circuits/Non-Dispatch/KY(%)

#### % Provisioning Troubles within 30 Days

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

#### Average Completion Notice Interval - Mechanized

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



## BellSouth Monthly Performance Summary Kentucky, August 2001

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.18.1.2	Residence/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.2.1	Business/<10 circuits/Dispatch/KY(days)			12				Diagnostic
A.2.18.2.2	Business/<10 circuits/Non-Dispatch/KY(days)			61				Diagnostic
A.2.18.2.3	Business/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.2.4	Business/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.3.1	Design (Specials)/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.3.2	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.3.3	Design (Specials)/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.3.4	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.4.1	PBX/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.4.2	PBX/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.4.3	PBX/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.4.4	PBX/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.5.1	Centrex/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.5.2	Centrex/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.5.3	Centrex/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.5.4	Centrex/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.6.1	ISDN/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.6.2	ISDN/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.18.6.3	ISDN/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.18.6.4	ISDN/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

### Total Service Order Cycle Time - Non-Mechanized

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.1.1	Residence/<10 circuits/Dispatch/KY(days)			10				Diagnostic
A.2.19.1.2	Residence/<10 circuits/Non-Dispatch/KY(days)			17				Diagnostic
A.2.19.1.3	Residence/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.1.4	Residence/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.2.1	Business/<10 circuits/Dispatch/KY(days)			2				Diagnostic
A.2.19.2.2	Business/<10 circuits/Non-Dispatch/KY(days)			53				Diagnostic
A.2.19.2.3	Business/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.2.4	Business/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.3.1	Design (Specials)/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.3.2	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.3.3	Design (Specials)/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.3.4	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.4.1	PBX/<10 circuits/Dispatch/KY(days)			1				Diagnostic
A.2.19.4.2	PBX/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.4.3	PBX/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.4.4	PBX/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.5.1	Centrex/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.5.2	Centrex/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.5.3	Centrex/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.5.4	Centrex/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.6.1	ISDN/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.6.2	ISDN/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.19.6.3	ISDN/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.19.6.4	ISDN/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

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

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.21.1.1	Residence/<10 circuits/Dispatch/KY(days)			211				Diagnostic
A.2.21.1.2	Residence/<10 circuits/Non-Dispatch/KY(days)			1,855				Diagnostic
A.2.21.1.3	Residence/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.1.4	Residence/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.2.1	Business/<10 circuits/Dispatch/KY(days)			19				Diagnostic
A.2.21.2.2	Business/<10 circuits/Non-Dispatch/KY(days)			59				Diagnostic
A.2.21.2.3	Business/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.2.4	Business/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.3.1	Design (Specials)/<10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.3.2	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)							Diagnostic
A.2.21.3.3	Design (Specials)/>=10 circuits/Dispatch/KY(days)							Diagnostic
A.2.21.3.4	Design (Specials)/>=10 circuits/Non-Dispatch/KY(days)							Diagnostic

Benchmark /  
Analog

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### BellSouth Monthly Performance Summary Kentucky, August 2001

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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	ISDN<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	4.18	15				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	1.24	408				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)	2.84	12				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	2.05	57				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
A.2.22.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.22.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	5.00	10				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	2.50	16				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	6.50	2				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	2.40	52				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.4.1.1	P-10	PBX<10 circuits/Dispatch/KY (days)	15.00	1				Diagnostic
A.2.23.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.5.1.1	P-10	Centrex<10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)						Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)						Diagnostic
A.2.23.6.1.1	P-10	ISDN<10 circuits/Dispatch/KY (days)						Diagnostic

### Bellsouth Monthly Performance Summary Kentucky, August 2007

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.6.1.2	P-10	ISDN<10 circuits/Non-DispatchKY(days)						Diagnostic
A.2.23.6.2.1	P-10	ISDN>=10 circuits/DispatchKY(days)						Diagnostic
A.2.23.6.2.2	P-10	ISDN>=10 circuits/Non-DispatchKY(days)						Diagnostic
<b>Service Order Accuracy</b>								
A.2.25.1.1.1	P-11	Residence<10 circuits/DispatchKY(%)	100.00%	3				YES
A.2.25.1.1.2	P-11	Residence<10 circuits/Non-DispatchKY(%)	89.67%	329				NO
A.2.25.1.2.1	P-11	Residence>=10 circuits/DispatchKY(%)						
A.2.25.1.2.2	P-11	Residence>=10 circuits/Non-DispatchKY(%)						
A.2.25.2.1.1	P-11	Business<10 circuits/DispatchKY(%)	100.00%	6				YES
A.2.25.2.1.2	P-11	Business<10 circuits/Non-DispatchKY(%)	97.80%	91				YES
A.2.25.2.2.1	P-11	Business>=10 circuits/DispatchKY(%)						
A.2.25.2.2.2	P-11	Business>=10 circuits/Non-DispatchKY(%)						
A.2.25.3.1.1	P-11	Design (Specials)<10 circuits/DispatchKY(%)	100.00%	1				YES
A.2.25.3.1.2	P-11	Design (Specials)<10 circuits/Non-DispatchKY(%)	87.50%	8				NO
A.2.25.3.2.1	P-11	Design (Specials)>=10 circuits/DispatchKY(%)	100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)>=10 circuits/Non-DispatchKY(%)						

#### Resale - Maintenance and Repair

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>Missed Repair Appointments</b>								
A.3.1.1.1	M&R-1	Residence/DispatchKY(%)	9.02%	621	0.01408	3.4942	0.01408	YES
A.3.1.1.2	M&R-1	Residence/Non-DispatchKY(%)	2.77%	10,273	0.01521	0.7098	0.01521	YES
A.3.1.2.1	M&R-1	Business/DispatchKY(%)	9.88%	3,220	0.02524	0.3849	0.02524	YES
A.3.1.2.2	M&R-1	Business/Non-DispatchKY(%)	3.25%	1,539	0.02839	-1.4972	0.02839	YES
A.3.1.3.1	M&R-1	Design (Specials)/DispatchKY(%)	1.28%	547	0.0787	0.1138	0.0787	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-DispatchKY(%)	0.00%	657	0.00000	0.1568	0.00000	YES
A.3.1.4.1	M&R-1	PBX/DispatchKY(%)	0.00%	6	0.00000		0.00000	YES
A.3.1.4.2	M&R-1	PBX/Non-DispatchKY(%)	0.00%	33	0.00000		0.00000	YES
A.3.1.5.1	M&R-1	Centrex/DispatchKY(%)	8.17%	208	0.00000	0.6592	0.00000	YES
A.3.1.5.2	M&R-1	Centrex/Non-DispatchKY(%)	4.72%	106	0.12398		0.12398	YES
A.3.1.6.1	M&R-1	ISDN/DispatchKY(%)	16.92%	65	0.26918	0.6287	0.26918	YES
A.3.1.6.2	M&R-1	ISDN/Non-DispatchKY(%)	4.08%	98				YES
<b>Customer Trouble Report Rate</b>								
A.3.2.1.1	M&R-2	Residence/DispatchKY(%)	3.24%	19,173	0.00124	-2.9546	0.00124	NO
A.3.2.1.2	M&R-2	Residence/Non-DispatchKY(%)	1.24%	825,633	0.00081	7.7166	0.00081	YES
A.3.2.2.1	M&R-2	Business/DispatchKY(%)	1.56%	205,808	0.00141	-1.5242	0.00141	YES
A.3.2.2.2	M&R-2	Business/Non-DispatchKY(%)	0.75%	205,808	0.00097	2.6744	0.00097	YES
A.3.2.3.1	M&R-2	Design (Specials)/DispatchKY(%)	0.35%	155,515	0.00166	1.6558	0.00166	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-DispatchKY(%)	0.42%	155,515	0.00182	1.4741	0.00182	YES
A.3.2.4.1	M&R-2	PBX/DispatchKY(%)	0.03%	23,517	0.00063	-1.9637	0.00063	NO
A.3.2.4.2	M&R-2	PBX/Non-DispatchKY(%)	0.14%	23,517	0.00147	-0.0653	0.00147	YES
A.3.2.5.1	M&R-2	Centrex/DispatchKY(%)	0.39%	52,752	0.00258	-1.7150	0.00258	NO
A.3.2.5.2	M&R-2	Centrex/Non-DispatchKY(%)	0.20%	52,752	0.00611	0.6829	0.00611	YES
A.3.2.6.1	M&R-2	ISDN/DispatchKY(%)	1.08%	6,033	0.00750	2.1648	0.00750	YES
A.3.2.6.2	M&R-2	ISDN/Non-DispatchKY(%)	1.62%	6,033				YES

	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>Maintenance Average Duration</b>								
A.3.3.1.1	M&R-3	Residence/DispatchKY(hours)	27.98	621	36.321	1.47646	3.0651	YES
A.3.3.1.2	M&R-3	Residence/Non-DispatchKY(hours)	14.98	10,273	27.905	1.2788	2.58354	YES
A.3.3.2.1	M&R-3	Business/DispatchKY(hours)	12.30	3,220	16.112	1.36336	1.8521	YES
A.3.3.2.2	M&R-3	Business/Non-DispatchKY(hours)	3.55	1,539	8.866	1.41997	-1.2420	YES
A.3.3.3.1	M&R-3	Design (Specials)/DispatchKY(hours)	5.51	547	7.98	32.372	-0.0765	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-DispatchKY(hours)	10.88	657	2.24	11.53948	0.0552	YES
A.3.3.4.1	M&R-3	PBX/DispatchKY(hours)	0.95	6	45.95	-3.6658	NO	
A.3.3.4.2	M&R-3	PBX/Non-DispatchKY(hours)	10.54	208	6.06	1.036	1.05189	NO
A.3.3.5.1	M&R-3	Centrex/DispatchKY(hours)	4.70	106	8.295	12.770	5.77933	YES
A.3.3.5.2	M&R-3	Centrex/Non-DispatchKY(hours)	10.83	65	4.68	12.014	8.62481	YES
A.3.3.6.1	M&R-3	ISDN/DispatchKY(hours)	4.17	98	8.832	0.7131		YES
A.3.3.6.2	M&R-3	ISDN/Non-DispatchKY(hours)						

### Bellsouth Monthly Performance Summary Kentucky, August 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>% Repeat Troubles within 30 Days</b>									
A.3.4.1.1	M&R-4	Residence/DispatchKY(%)	23,721	20.13%	621		0.01774	3.0849	YES
A.3.4.1.2	M&R-4	Residence/Non-DispatchKY(%)	10,273	16.10%	118		0.03890	1.7463	YES
A.3.4.2.1	M&R-4	Business/DispatchKY(%)	3,220	17.12%	146		0.03282	0.4034	YES
A.3.4.2.2	M&R-4	Business/Non-DispatchKY(%)	1,539	12.60%	40		0.05820	0.5428	YES
A.3.4.3.1	M&R-4	Design (Specials)/DispatchKY(%)	547	0.00%	1		0.49754	0.8966	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-DispatchKY(%)	657	100.00%	2		0.35112	-1.16083	YES
A.3.4.4.1	M&R-4	PBX/DispatchKY(%)	6	0.00%	1		0.50918	0.6547	YES
A.3.4.4.2	M&R-4	PBX/Non-DispatchKY(%)	33	0.00%	1		0.24219	0.2502	YES
A.3.4.5.1	M&R-4	Centrex/DispatchKY(%)	208	0.00%	5		0.16167	1.1115	YES
A.3.4.5.2	M&R-4	Centrex/Non-DispatchKY(%)	106	0.00%	5				
A.3.4.6.1	M&R-4	ISDN/DispatchKY(%)	65	100.00%	2				
A.3.4.6.2	M&R-4	ISDN/Non-DispatchKY(%)	98	100.00%	2		0.35789	-1.5046	YES
<b>Out of Service &gt; 24 hours</b>									
A.3.5.1.1	M&R-5	Residence/DispatchKY(%)	15,210	11.33%	459		0.01756	2.9123	YES
A.3.5.1.2	M&R-5	Residence/Non-DispatchKY(%)	2,812	1.67%	60		0.03844	2.0644	YES
A.3.5.2.1	M&R-5	Business/DispatchKY(%)	1,916	8.24%	85		0.02654	-0.8021	YES
A.3.5.2.2	M&R-5	Business/Non-DispatchKY(%)	611	3.85%	26		0.02541	-0.8696	YES
A.3.5.3.1	M&R-5	Design (Specials)/DispatchKY(%)	547	0.00%	1		0.11260	0.1138	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-DispatchKY(%)	657	0.00%	2		0.07767	0.1588	YES
A.3.5.4.1	M&R-5	PBX/DispatchKY(%)	2	100.00%	1		0.00000		NO
A.3.5.4.2	M&R-5	PBX/Non-DispatchKY(%)	29	100.00%	1		0.00000		NO
A.3.5.5.1	M&R-5	Centrex/DispatchKY(%)	122	0.00%	5		0.13069	0.6899	YES
A.3.5.5.2	M&R-5	Centrex/Non-DispatchKY(%)	54	0.00%	5				
A.3.5.6.1	M&R-5	ISDN/DispatchKY(%)	65	0.00%	2		0.26918	0.6287	YES
A.3.5.6.2	M&R-5	ISDN/Non-DispatchKY(%)	98	0.00%	2				

#### Resale - Billing

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

99.00%	\$97,826,258	99.93%	\$1,566,259	0.00008	-115.9280	YES
3.98	1	3.58	1,801			YES

**Bellsouth Monthly Performance Summary  
Kentucky, August 2001**

Benchmark / Analog

BST Measure

BST Volume

CLEC Measure

CLEC Volume

Standard Deviation

Standard Error

ZScore

Equity

Unbundled Network Elements - Ordering		% Rejected Service Requests - Mechanized		% Rejected Service Requests - Partially Mechanized		% Rejected Service Requests - Non-Mechanized	
B.1.1.1	O-7 Switch Ports(KY)(%)			O-7 Switch Ports(KY)(%)		O-7 Switch Ports(KY)(%)	
B.1.1.2	O-7 Local Interface Transport(KY)(%)			O-7 Local Interface Transport(KY)(%)		O-7 Local Interface Transport(KY)(%)	
B.1.1.3	O-7 Loop + Port Combinations(KY)(%)			O-7 Loop + Port Combinations(KY)(%)		O-7 Loop + Port Combinations(KY)(%)	
B.1.1.4	O-7 Combo Other(KY)(%)			O-7 Combo Other(KY)(%)		O-7 Combo Other(KY)(%)	
B.1.1.5	O-7 xDSL (ADSL, HDSL and UCL)KY(%)	20.54%	2,571	O-7 xDSL (ADSL, HDSL and UCL)KY(%)	36.47%	O-7 xDSL (ADSL, HDSL and UCL)KY(%)	1,190
B.1.1.6	O-7 ISDN Loop (UDN, UDC)KY(%)	0.00%	38	O-7 ISDN Loop (UDN, UDC)KY(%)	0.00%	O-7 ISDN Loop (UDN, UDC)KY(%)	8
B.1.1.7	O-7 Line Sharing(KY)(%)	50.00%	2	O-7 Line Sharing(KY)(%)	100.00%	O-7 Line Sharing(KY)(%)	1
B.1.1.8	O-7 2W Analog Loop Design(KY)(%)	20.59%	34	O-7 2W Analog Loop Design(KY)(%)	41.67%	O-7 2W Analog Loop Design(KY)(%)	12
B.1.1.9	O-7 2W Analog Loop Non-Design(KY)(%)			O-7 2W Analog Loop Non-Design(KY)(%)		O-7 2W Analog Loop Non-Design(KY)(%)	
B.1.1.10	O-7 2W Analog Loop w/INP Non-Design(KY)(%)			O-7 2W Analog Loop w/INP Non-Design(KY)(%)		O-7 2W Analog Loop w/INP Non-Design(KY)(%)	
B.1.1.11	O-7 2W Analog Loop w/INP Design(KY)(%)			O-7 2W Analog Loop w/INP Design(KY)(%)		O-7 2W Analog Loop w/INP Design(KY)(%)	
B.1.1.12	O-13 2W Analog Loop w/LNP Design(KY)(%)			O-13 2W Analog Loop w/LNP Design(KY)(%)		O-13 2W Analog Loop w/LNP Design(KY)(%)	
B.1.1.13	O-13 2W Analog Loop w/LNP Non-Design(KY)(%)			O-13 2W Analog Loop w/LNP Non-Design(KY)(%)		O-13 2W Analog Loop w/LNP Non-Design(KY)(%)	
B.1.1.14	O-7 Other Design(KY)(%)	9.52%	21	O-7 Other Design(KY)(%)		O-7 Other Design(KY)(%)	
B.1.1.15	O-7 Other Non-Design(KY)(%)			O-7 Other Non-Design(KY)(%)		O-7 Other Non-Design(KY)(%)	
B.1.1.16	O-7 INP Standalone(KY)(%)			O-7 INP Standalone(KY)(%)		O-7 INP Standalone(KY)(%)	
B.1.1.17	O-13 LNP Standalone(KY)(%)	1.85%	379	O-13 LNP Standalone(KY)(%)		O-13 LNP Standalone(KY)(%)	
B.1.2.1	O-7 Switch Ports(KY)(%)			O-7 Switch Ports(KY)(%)		O-7 Switch Ports(KY)(%)	
B.1.2.2	O-7 Local Interface Transport(KY)(%)			O-7 Local Interface Transport(KY)(%)		O-7 Local Interface Transport(KY)(%)	
B.1.2.3	O-7 Loop + Port Combinations(KY)(%)			O-7 Loop + Port Combinations(KY)(%)		O-7 Loop + Port Combinations(KY)(%)	
B.1.2.4	O-7 Combo Other(KY)(%)			O-7 Combo Other(KY)(%)		O-7 Combo Other(KY)(%)	
B.1.2.5	O-7 xDSL (ADSL, HDSL and UCL)KY(%)			O-7 xDSL (ADSL, HDSL and UCL)KY(%)		O-7 xDSL (ADSL, HDSL and UCL)KY(%)	
B.1.2.6	O-7 ISDN Loop (UDN, UDC)KY(%)			O-7 ISDN Loop (UDN, UDC)KY(%)		O-7 ISDN Loop (UDN, UDC)KY(%)	
B.1.2.7	O-7 Line Sharing(KY)(%)			O-7 Line Sharing(KY)(%)		O-7 Line Sharing(KY)(%)	
B.1.2.8	O-7 2W Analog Loop Design(KY)(%)			O-7 2W Analog Loop Design(KY)(%)		O-7 2W Analog Loop Design(KY)(%)	
B.1.2.9	O-7 2W Analog Loop Non-Design(KY)(%)			O-7 2W Analog Loop Non-Design(KY)(%)		O-7 2W Analog Loop Non-Design(KY)(%)	
B.1.2.10	O-7 2W Analog Loop w/INP Non-Design(KY)(%)			O-7 2W Analog Loop w/INP Non-Design(KY)(%)		O-7 2W Analog Loop w/INP Non-Design(KY)(%)	
B.1.2.11	O-7 2W Analog Loop w/INP Design(KY)(%)			O-7 2W Analog Loop w/INP Design(KY)(%)		O-7 2W Analog Loop w/INP Design(KY)(%)	
B.1.2.12	O-13 2W Analog Loop w/LNP Design(KY)(%)			O-13 2W Analog Loop w/LNP Design(KY)(%)		O-13 2W Analog Loop w/LNP Design(KY)(%)	
B.1.2.13	O-13 2W Analog Loop w/LNP Non-Design(KY)(%)			O-13 2W Analog Loop w/LNP Non-Design(KY)(%)		O-13 2W Analog Loop w/LNP Non-Design(KY)(%)	
B.1.2.14	O-7 Other Design(KY)(%)			O-7 Other Design(KY)(%)		O-7 Other Design(KY)(%)	
B.1.2.15	O-7 Other Non-Design(KY)(%)			O-7 Other Non-Design(KY)(%)		O-7 Other Non-Design(KY)(%)	
B.1.2.16	O-7 INP Standalone(KY)(%)			O-7 INP Standalone(KY)(%)		O-7 INP Standalone(KY)(%)	
B.1.2.17	O-13 LNP Standalone(KY)(%)			O-13 LNP Standalone(KY)(%)		O-13 LNP Standalone(KY)(%)	
B.1.3.1	O-7 Switch Ports(KY)(%)			O-7 Switch Ports(KY)(%)		O-7 Switch Ports(KY)(%)	
B.1.3.2	O-7 Local Interface Transport(KY)(%)			O-7 Local Interface Transport(KY)(%)		O-7 Local Interface Transport(KY)(%)	
B.1.3.3	O-7 Loop + Port Combinations(KY)(%)			O-7 Loop + Port Combinations(KY)(%)		O-7 Loop + Port Combinations(KY)(%)	
B.1.3.4	O-7 Combo Other(KY)(%)			O-7 Combo Other(KY)(%)		O-7 Combo Other(KY)(%)	
B.1.3.5	O-7 xDSL (ADSL, HDSL and UCL)KY(%)	25.81%	62	O-7 xDSL (ADSL, HDSL and UCL)KY(%)	5.88%	O-7 xDSL (ADSL, HDSL and UCL)KY(%)	66
B.1.3.6	O-7 ISDN Loop (UDN, UDC)KY(%)	19.44%	36	O-7 ISDN Loop (UDN, UDC)KY(%)	27.78%	O-7 ISDN Loop (UDN, UDC)KY(%)	18
B.1.3.7	O-7 Line Sharing(KY)(%)	38.89%	36	O-7 Line Sharing(KY)(%)		O-7 Line Sharing(KY)(%)	
B.1.3.8	O-7 2W Analog Loop Design(KY)(%)			O-7 2W Analog Loop Design(KY)(%)		O-7 2W Analog Loop Design(KY)(%)	
B.1.3.9	O-7 2W Analog Loop Non-Design(KY)(%)			O-7 2W Analog Loop Non-Design(KY)(%)		O-7 2W Analog Loop Non-Design(KY)(%)	
B.1.3.10	O-7 2W Analog Loop w/INP Non-Design(KY)(%)			O-7 2W Analog Loop w/INP Non-Design(KY)(%)		O-7 2W Analog Loop w/INP Non-Design(KY)(%)	
B.1.3.11	O-7 2W Analog Loop w/INP Design(KY)(%)	100.00%	1	O-7 2W Analog Loop w/INP Design(KY)(%)		O-7 2W Analog Loop w/INP Design(KY)(%)	
B.1.3.12	O-13 2W Analog Loop w/LNP Design(KY)(%)			O-13 2W Analog Loop w/LNP Design(KY)(%)		O-13 2W Analog Loop w/LNP Design(KY)(%)	
B.1.3.13	O-13 2W Analog Loop w/LNP Non-Design(KY)(%)			O-13 2W Analog Loop w/LNP Non-Design(KY)(%)		O-13 2W Analog Loop w/LNP Non-Design(KY)(%)	
B.1.3.14	O-7 Other Design(KY)(%)	22.22%	9	O-7 Other Design(KY)(%)		O-7 Other Design(KY)(%)	
B.1.3.15	O-7 Other Non-Design(KY)(%)	16.85%	89	O-7 Other Non-Design(KY)(%)		O-7 Other Non-Design(KY)(%)	
B.1.3.16	O-7 INP Standalone(KY)(%)	5.56%	90	O-7 INP Standalone(KY)(%)		O-7 INP Standalone(KY)(%)	
B.1.3.17	O-13 LNP Standalone(KY)(%)			O-13 LNP Standalone(KY)(%)		O-13 LNP Standalone(KY)(%)	

### Bellsouth Monthly Performance Summary Kentucky, August 2001

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.4.1 O-8 Switch Ports/KY(%)	>= 97% w in 1 hr							
B.1.4.2 O-8 Local Interface Transport/KY(%)	>= 97% w in 1 hr		96.41%	529				NO
B.1.4.3 O-8 Loop + Port Combinations/KY(%)	>= 97% w in 1 hr							
B.1.4.4 O-8 Combo Other/KY(%)	>= 97% w in 1 hr							
B.1.4.5 O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 97% w in 1 hr							
B.1.4.6 O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 97% w in 1 hr		100.00%	1				YES
B.1.4.7 O-8 Line Sharing/KY(%)	>= 97% w in 1 hr		57.14%	7				NO
B.1.4.8 O-8 2W Analog Loop Design/KY(%)	>= 97% w in 1 hr							
B.1.4.9 O-8 2W Analog Loop Non-Design/KY(%)	>= 97% w in 1 hr							
B.1.4.10 O-8 2W Analog Loop w/INP Design/KY(%)	>= 97% w in 1 hr							
B.1.4.11 O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 97% w in 1 hr							
B.1.4.12 O-14 2W Analog Loop w/LNP Design/KY(%)	>= 97% w in 1 hr							
B.1.4.13 O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 97% w in 1 hr		66.67%	3				NO
B.1.4.14 O-8 Other Design/KY(%)	>= 97% w in 1 hr							
B.1.4.15 O-8 Other Non-Design/KY(%)	>= 97% w in 1 hr							
B.1.4.16 O-8 INP Standalone/KY(%)	>= 97% w in 1 hr							
B.1.4.17 O-14 LNP Standalone/KY(%)	>= 97% w in 1 hr		100.00%	7				YES
<b>Reject Interval - Partially Mechanized - 10 hours</b>								
B.1.7.1 O-8 Switch Ports/KY(%)	>= 85% w in 10 hrs							
B.1.7.2 O-8 Local Interface Transport/KY(%)	>= 85% w in 10 hrs		98.41%	441				YES
B.1.7.3 O-8 Loop + Port Combinations/KY(%)	>= 85% w in 10 hrs							
B.1.7.4 O-8 Combo Other/KY(%)	>= 85% w in 10 hrs							
B.1.7.5 O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 10 hrs							
B.1.7.6 O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 10 hrs		100.00%	1				YES
B.1.7.7 O-8 Line Sharing/KY(%)	>= 85% w in 10 hrs		100.00%	5				YES
B.1.7.8 O-8 2W Analog Loop Design/KY(%)	>= 85% w in 10 hrs							
B.1.7.9 O-8 2W Analog Loop Non-Design/KY(%)	>= 85% w in 10 hrs							
B.1.7.10 O-8 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 10 hrs							
B.1.7.11 O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 85% w in 10 hrs							
B.1.7.12 O-14 2W Analog Loop w/LNP Design/KY(%)	>= 85% w in 10 hrs							
B.1.7.13 O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 85% w in 10 hrs							
B.1.7.14 O-8 Other Design/KY(%)	>= 85% w in 10 hrs		75.00%	4				NO
B.1.7.15 O-8 Other Non-Design/KY(%)	>= 85% w in 10 hrs							
B.1.7.16 O-8 INP Standalone/KY(%)	>= 85% w in 10 hrs							
B.1.7.17 O-14 LNP Standalone/KY(%)	>= 85% w in 10 hrs		100.00%	41				YES
<b>Reject Interval - Non-Mechanized</b>								
B.1.8.1 O-8 Switch Ports/KY(%)	>= 85% w in 24 hrs							
B.1.8.2 O-8 Local Interface Transport/KY(%)	>= 85% w in 24 hrs		95.16%	62				YES
B.1.8.3 O-8 Loop + Port Combinations/KY(%)	>= 85% w in 24 hrs							
B.1.8.4 O-8 Combo Other/KY(%)	>= 85% w in 24 hrs							
B.1.8.5 O-8 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 85% w in 24 hrs		94.44%	18				YES
B.1.8.6 O-8 ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 24 hrs		100.00%	4				YES
B.1.8.7 O-8 Line Sharing/KY(%)	>= 85% w in 24 hrs		100.00%	8				YES
B.1.8.8 O-8 2W Analog Loop Design/KY(%)	>= 85% w in 24 hrs		100.00%	6				YES
B.1.8.9 O-8 2W Analog Loop Non-Design/KY(%)	>= 85% w in 24 hrs		100.00%	14				YES
B.1.8.10 O-8 2W Analog Loop w/INP Design/KY(%)	>= 85% w in 24 hrs		100.00%	1				YES
B.1.8.11 O-8 2W Analog Loop w/INP Non-Design/KY(%)	>= 85% w in 24 hrs		100.00%	2				YES
B.1.8.12 O-14 2W Analog Loop w/LNP Design/KY(%)	>= 85% w in 24 hrs		100.00%	35				NO
B.1.8.13 O-14 2W Analog Loop w/LNP Non-Design/KY(%)	>= 85% w in 24 hrs		82.86%	6				YES
B.1.8.14 O-8 Other Design/KY(%)	>= 85% w in 24 hrs							
B.1.8.15 O-8 Other Non-Design/KY(%)	>= 85% w in 24 hrs							
B.1.8.16 O-8 INP Standalone/KY(%)	>= 85% w in 24 hrs							
B.1.8.17 O-14 LNP Standalone/KY(%)	>= 85% w in 24 hrs		100.00%	6				YES
<b>FOC Time/fitness - Mechanized</b>								
B.1.9.1 O-9 Switch Ports/KY(%)	>= 95% w in 3 hrs							
B.1.9.2 O-9 Local Interface Transport/KY(%)	>= 95% w in 3 hrs		98.11%	2,008				YES
B.1.9.3 O-9 Loop + Port Combinations/KY(%)	>= 95% w in 3 hrs							
B.1.9.4 O-9 Combo Other/KY(%)	>= 95% w in 3 hrs							
B.1.9.5 O-9 xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% w in 3 hrs		79.17%	96				NO

### Bellsouth Monthly Performance Summary Kentucky, August 2001

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95% w in 3 hrs			100.00%	1				YES
>= 95% w in 3 hrs			100.00%	28				YES
>= 95% w in 3 hrs								
>= 95% w in 3 hrs								
>= 95% w in 3 hrs								
>= 95% w in 3 hrs								
>= 95% w in 3 hrs			100.00%	18				YES
>= 95% w in 3 hrs								
>= 95% w in 3 hrs			100.00%	369				YES
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			95.76%	826				YES
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			100.00%	6				YES
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			0.00%	1				NO
>= 85% w in 10 hrs			85.71%	7				YES
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			100.00%	1				YES
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			75.00%	4				NO
>= 85% w in 10 hrs								
>= 85% w in 10 hrs			100.00%	363				YES
>= 85% w in 36 hrs								
>= 85% w in 36 hrs			100.00%	1				YES
>= 85% w in 36 hrs			97.44%	78				YES
>= 85% w in 36 hrs								
>= 85% w in 36 hrs			100.00%	56				YES
>= 85% w in 36 hrs			100.00%	65				YES
>= 85% w in 36 hrs			100.00%	26				YES
>= 85% w in 36 hrs			100.00%	15				YES
>= 85% w in 36 hrs								
>= 85% w in 36 hrs								
>= 85% w in 36 hrs			100.00%	1				YES
>= 85% w in 36 hrs								
>= 85% w in 36 hrs			100.00%	7				YES
>= 85% w in 36 hrs								
>= 85% w in 36 hrs								
>= 85% w in 36 hrs			97.78%	90				YES
>= 95%								
>= 95%			98.25%	2,571				YES
>= 95%								
>= 95%			94.74%	19				NO
>= 95%								
>= 95%			100.00%	2				YES
>= 95%			100.00%	34				YES
>= 95%								
>= 95%								

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

Benchmark /  
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%							
>= 95%							
>= 95%		95.24%	21				YES
>= 95%							
>= 95%		100.00%	43				YES

B.1.14.11	2W Analog Loop w/LNP Non-DesignKY(%)						
B.1.14.12	2W Analog Loop w/LNP DesignKY(%)						
B.1.14.13	2W Analog Loop w/LNP Non-DesignKY(%)						
B.1.14.14	Other DesignKY(%)						
B.1.14.15	Other Non-DesignKY(%)						
B.1.14.16	INP StandaloneKY(%)						
B.1.14.17	LNP StandaloneKY(%)						

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

B.1.15.1	[Switch Ports]KY(%)						
B.1.15.2	Local Interface TransportKY(%)						
B.1.15.3	Loop + Port CombinationsKY(%)		1,190				YES
B.1.15.4	Combo OtherKY(%)						
B.1.15.5	xDSL (ADSL, HDSL and UCL)KY(%)		4				NO
B.1.15.6	ISDN Loop (UDN, UDC)KY(%)						
B.1.15.7	Line SharingKY(%)						
B.1.15.8	2W Analog Loop DesignKY(%)		1				YES
B.1.15.9	2W Analog Loop Non-DesignKY(%)		12				YES
B.1.15.10	2W Analog Loop w/LNP DesignKY(%)						
B.1.15.11	2W Analog Loop w/LNP Non-DesignKY(%)						
B.1.15.12	2W Analog Loop w/LNP DesignKY(%)		1				YES
B.1.15.13	2W Analog Loop w/LNP Non-DesignKY(%)		6				YES
B.1.15.14	Other DesignKY(%)						
B.1.15.15	Other Non-DesignKY(%)						
B.1.15.16	INP StandaloneKY(%)						
B.1.15.17	LNP StandaloneKY(%)		703				YES

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

B.1.16.1	[Switch Ports]KY(%)						
B.1.16.2	Local Interface TransportKY(%)						
B.1.16.3	Loop + Port CombinationsKY(%)		2				NO
B.1.16.4	Combo OtherKY(%)		135				YES
B.1.16.5	xDSL (ADSL, HDSL and UCL)KY(%)						
B.1.16.6	ISDN Loop (UDN, UDC)KY(%)						
B.1.16.7	Line SharingKY(%)						
B.1.16.8	2W Analog Loop DesignKY(%)						
B.1.16.9	2W Analog Loop Non-DesignKY(%)						
B.1.16.10	2W Analog Loop w/LNP DesignKY(%)						
B.1.16.11	2W Analog Loop w/LNP Non-DesignKY(%)						
B.1.16.12	2W Analog Loop w/LNP DesignKY(%)		1				YES
B.1.16.13	2W Analog Loop w/LNP Non-DesignKY(%)						
B.1.16.14	Other DesignKY(%)		9				YES
B.1.16.15	Other Non-DesignKY(%)						
B.1.16.16	INP StandaloneKY(%)						
B.1.16.17	LNP StandaloneKY(%)		92				YES

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

B.1.17.1	[Switch Ports]KY(%)						
B.1.17.2	Local Interface TransportKY(%)						
B.1.17.3	Loop + Port CombinationsKY(%)		2,526				NO
B.1.17.4	Combo OtherKY(%)						
B.1.17.5	xDSL (ADSL, HDSL and UCL)KY(%)		18				YES
B.1.17.6	ISDN Loop (UDN, UDC)KY(%)						
B.1.17.7	Line SharingKY(%)						
B.1.17.8	2W Analog Loop DesignKY(%)		2				YES
B.1.17.9	2W Analog Loop Non-DesignKY(%)		34				YES
B.1.17.10	2W Analog Loop w/LNP DesignKY(%)						
B.1.17.11	2W Analog Loop w/LNP Non-DesignKY(%)						
B.1.17.12	2W Analog Loop w/LNP DesignKY(%)						
B.1.17.13	2W Analog Loop w/LNP Non-DesignKY(%)						
B.1.17.14	Other DesignKY(%)						
B.1.17.15	Other Non-DesignKY(%)		20				YES













### BellSouth Monthly Performance Summary Kentucky, August 2001

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.11	>= 48 hrs							
B.2.8.12	>= 48 hrs							
B.2.8.13	>= 48 hrs							
B.2.8.14	>= 48 hrs							
B.2.8.15	>= 48 hrs							
B.2.8.16	>= 48 hrs							
B.2.8.17	>= 48 hrs		96.00	2				YES
B.2.8.18	>= 48 hrs		164.00	6				YES
B.2.8.19	>= 48 hrs							

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.9.1	Diagnostic							Diagnostic
B.2.9.2	Diagnostic							Diagnostic
B.2.9.3	Diagnostic							Diagnostic
B.2.9.4	Diagnostic							Diagnostic
B.2.9.5	Diagnostic		72.00	1				Diagnostic
B.2.9.6	Diagnostic		176.00	3				Diagnostic
B.2.9.7	Diagnostic							Diagnostic
B.2.9.8	Diagnostic							Diagnostic
B.2.9.9	Diagnostic							Diagnostic
B.2.9.10	Diagnostic							Diagnostic
B.2.9.11	Diagnostic							Diagnostic
B.2.9.12	Diagnostic							Diagnostic
B.2.9.13	Diagnostic							Diagnostic
B.2.9.14	Diagnostic							Diagnostic
B.2.9.15	Diagnostic							Diagnostic
B.2.9.16	Diagnostic							Diagnostic
B.2.9.17	Diagnostic							Diagnostic
B.2.9.18	Diagnostic		150.00	4				Diagnostic
B.2.9.19	Diagnostic		144.00	1				Diagnostic

**Average Jeopardy Notice Interval - Non-Mechanized**

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.10.1	95% >= 48 hrs							
B.2.10.2	95% >= 48 hrs							
B.2.10.3	95% >= 48 hrs							
B.2.10.4	95% >= 48 hrs							
B.2.10.5	95% >= 48 hrs							
B.2.10.6	95% >= 48 hrs							
B.2.10.7	95% >= 48 hrs							
B.2.10.8	95% >= 48 hrs							
B.2.10.9	95% >= 48 hrs							
B.2.10.10	95% >= 48 hrs							
B.2.10.11	95% >= 48 hrs							
B.2.10.12	95% >= 48 hrs							
B.2.10.13	95% >= 48 hrs							
B.2.10.14	95% >= 48 hrs							
B.2.10.15	95% >= 48 hrs							
B.2.10.16	95% >= 48 hrs							
B.2.10.17	95% >= 48 hrs							
B.2.10.18	95% >= 48 hrs							
B.2.10.19	95% >= 48 hrs							

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.1	Diagnostic							Diagnostic
B.2.11.2	Diagnostic							Diagnostic
B.2.11.3	Diagnostic							Diagnostic
B.2.11.4	Diagnostic							Diagnostic
B.2.11.5	Diagnostic		100.00%	1				Diagnostic
B.2.11.6	Diagnostic							Diagnostic
B.2.11.7	Diagnostic							Diagnostic
B.2.11.8	Diagnostic							Diagnostic
B.2.11.9	Diagnostic							Diagnostic

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.1	95% >= 48 hrs							
B.2.11.2	95% >= 48 hrs							
B.2.11.3	95% >= 48 hrs							
B.2.11.4	95% >= 48 hrs							
B.2.11.5	95% >= 48 hrs							
B.2.11.6	95% >= 48 hrs							
B.2.11.7	95% >= 48 hrs							
B.2.11.8	95% >= 48 hrs							
B.2.11.9	95% >= 48 hrs							











### BellSouth Monthly Performance Summary Kentucky, August 2001

Measure	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
2W Analog Loop Non-Design/10 circuits/Dispatch In/KY(hours)	0.43	52,380			3.299			
2W Analog Loop Non-Design/20 circuits/Dispatch In/KY(hours)	0.63	23			2.818			
2W Analog Loop Non-Design/10 circuits/Dispatch In/KY(hours)	3.79	7,219			18.276			
2W Analog Loop w/INP Design/10 circuits/Dispatch In/KY(hours)	3.79	7,219			18.276			
2W Analog Loop w/INP Design/20 circuits/Dispatch In/KY(hours)	9.02	46			52.016			
2W Analog Loop w/INP Design/10 circuits/Dispatch In/KY(hours)	9.02	46			52.016			
2W Analog Loop w/INP Design/20 circuits/Dispatch In/KY(hours)	3.18	7,083			14.121			
2W Analog Loop w/INP Non-Design/10 circuits/Dispatch In/KY(hours)	0.43	52,380			3.299			
2W Analog Loop w/INP Non-Design/20 circuits/Dispatch In/KY(hours)	0.63	23			2.818			
2W Analog Loop w/INP Design/10 circuits/Dispatch In/KY(hours)	3.79	7,219			18.276			
2W Analog Loop w/INP Design/20 circuits/Dispatch In/KY(hours)	9.02	46			52.016			
2W Analog Loop w/INP Non-Design/10 circuits/Dispatch In/KY(hours)	3.18	7,083			14.121			
2W Analog Loop w/INP Non-Design/20 circuits/Dispatch In/KY(hours)	0.43	52,380			3.299			
2W Analog Loop w/INP Non-Design/10 circuits/Dispatch In/KY(hours)	0.63	23			2.818			
Other Design/10 circuits/Dispatch In/KY(hours)	231.10	415	3.45	1	513.954	514.57305	0.4424	YES
Other Design/20 circuits/Dispatch In/KY(hours)	21.95	47			34.968			
Other Design/10 circuits/Dispatch In/KY(hours)	0.30	39			0.102			
Other Design/20 circuits/Dispatch In/KY(hours)	3.79	7,219			18.276			
Other Non-Design/10 circuits/Dispatch In/KY(hours)	0.83	96,322			6.061			
Other Non-Design/20 circuits/Dispatch In/KY(hours)	9.02	46			52.016			
Other Non-Design/10 circuits/Dispatch In/KY(hours)	1.53	35			3.387			
INP (Standalone)/10 circuits/Dispatch In/KY(hours)	3.18	7,083			14.121			
INP (Standalone)/20 circuits/Dispatch In/KY(hours)	0.83	96,065			5.933			
INP (Standalone)/10 circuits/Dispatch In/KY(hours)	0.63	23			2.818			
INP (Standalone)/20 circuits/Dispatch In/KY(hours)	0.28	2			0.141			
LNP (Standalone)/10 circuits/Dispatch In/KY(hours)	3.18	7,083	6.03	11	14.121	4.26083	-0.6687	YES
LNP (Standalone)/20 circuits/Dispatch In/KY(hours)	0.83	96,065	57.89	1,256	5.933	0.16847	-338.7222	NO
LNP (Standalone)/10 circuits/Dispatch In/KY(hours)	0.63	23			2.818			
LNP (Standalone)/20 circuits/Dispatch In/KY(hours)	67.65	77			173.624			
Digital Loop < DS1/10 circuits/Dispatch In/KY(hours)								
Digital Loop < DS1/20 circuits/Dispatch In/KY(hours)								
Digital Loop < DS1/10 circuits/Dispatch In/KY(hours)	65.37	1			0.000			
Digital Loop < DS1/20 circuits/Dispatch In/KY(hours)								
Digital Loop >= DS1/10 circuits/Dispatch In/KY(hours)	36.45	27	21.84	9	39.990	15.39224	0.9493	YES
Digital Loop >= DS1/20 circuits/Dispatch In/KY(hours)	14.91	6			22.613			
Digital Loop >= DS1/10 circuits/Dispatch In/KY(hours)								
Digital Loop >= DS1/20 circuits/Dispatch In/KY(hours)								

### Average Completion Notice Interval - Non-Mechanized

Measure	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Switch Ports/10 circuits/Dispatch In/KY(hours)								Diagnostic
Switch Ports/20 circuits/Dispatch In/KY(hours)								Diagnostic
Switch Ports/10 circuits/Dispatch In/KY(hours)								Diagnostic
Switch Ports/20 circuits/Dispatch In/KY(hours)								Diagnostic
Local Interoffice Transport/10 circuits/Dispatch In/KY(hours)								Diagnostic
Local Interoffice Transport/20 circuits/Dispatch In/KY(hours)								Diagnostic
Local Interoffice Transport/10 circuits/Dispatch In/KY(hours)								Diagnostic
Local Interoffice Transport/20 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/10 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/20 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/10 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/20 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/10 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/20 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/10 circuits/Dispatch In/KY(hours)								Diagnostic
Loop * Port Combinations/20 circuits/Dispatch In/KY(hours)								Diagnostic







### Bellsouth Monthly Performance Summary Kentucky, August 2001

Benchmark / Analog	Measure	Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10	2W Analog Loop w/ NP Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	2W Analog Loop w/ NP Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	2W Analog Loop w/ NP Non-Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	2W Analog Loop w/ NP Non-Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	2W Analog Loop w/ NP Non-Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	2W Analog Loop w/ NP Non-Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Non-Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Non-Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Non-Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	2W Analog Loop w/ NP Non-Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Other Design < 10 circuits/Dispatch/KY (days)		10.00	1				Diagnostic
P-10	Other Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Other Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Other Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Other Non-Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Other Non-Design < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Other Non-Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Other Non-Design >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	INP (Standalone) < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	INP (Standalone) < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	INP (Standalone) >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	INP (Standalone) >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	LNP (Standalone) < 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	LNP (Standalone) < 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	LNP (Standalone) >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-14	LNP (Standalone) >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop < DS1 < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop < DS1 < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop < DS1 >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop < DS1 >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop >= DS1 < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop >= DS1 < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop >= DS1 >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Digital Loop >= DS1 >= 10 circuits/Dispatch/KY (days)							Diagnostic

### Total Service Order Cycle Time - Non-Mechanized

Benchmark / Analog	Measure	Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10	Switch Ports < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Switch Ports < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Switch Ports >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Switch Ports >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Local Interface Transport < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Local Interface Transport < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Local Interface Transport >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Local Interface Transport >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Local Interface Transport >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Local Interface Transport >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Loop + Port Combinations < 10 circuits/Dispatch/KY (days)		8.25	4				Diagnostic
P-10	Loop + Port Combinations < 10 circuits/Dispatch/KY (days)		7.18	11				Diagnostic
P-10	Loop + Port Combinations >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Loop + Port Combinations >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Combo Other < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Combo Other < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Combo Other >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	Combo Other >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	xDSL (ADSL, HDSL, and UCL) < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	xDSL (ADSL, HDSL, and UCL) < 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	xDSL (ADSL, HDSL, and UCL) >= 10 circuits/Dispatch/KY (days)		8.20	20				Diagnostic
P-10	xDSL (ADSL, HDSL, and UCL) >= 10 circuits/Dispatch/KY (days)							Diagnostic
P-10	UNE ISDN < 10 circuits/Dispatch/KY (days)		11.30	23				Diagnostic
P-10	UNE ISDN < 10 circuits/Dispatch/KY (days)							Diagnostic



### BellSouth Monthly Performance Summary Kentucky, August 2001

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.2.1.1	P-10	Local Interface Transport<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.2.1.2	P-10	Local Interface Transport<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.2.2	P-10	Local Interface Transport<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.3.1	P-10	Loop + Port Combinations<10 circuits/DispatchKY(days)	2.67	15				Diagnostic
B.2.28.3.2	P-10	Loop + Port Combinations<10 circuits/DispatchKY(days)	0.62	609				Diagnostic
B.2.28.4.1	P-10	Combo Other<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.4.2	P-10	Combo Other<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.5.1	P-10	xDSL (ADSL, HDSL, and UCL)<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.5.2	P-10	xDSL (ADSL, HDSL, and UCL)>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.6.1	P-10	UNE ISDN<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.6.2	P-10	UNE ISDN>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.7.1	P-10	Line Shaming<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.7.2	P-10	Line Shaming<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.8.1	P-10	2W Analog Loop Design<10 circuits/DispatchKY(days)	5.00	5				Diagnostic
B.2.28.8.2	P-10	2W Analog Loop Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.9.1	P-10	2W Analog Loop Non-Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.9.2	P-10	2W Analog Loop Non-Design>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.10.1	P-10	2W Analog Loop w/INP Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.10.2	P-10	2W Analog Loop w/INP Design>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.11.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.11.2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.12.1	P-14	2W Analog Loop w/LNP Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.12.2	P-14	2W Analog Loop w/LNP Design>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.13.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.13.2	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.14.1	P-10	Other Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.14.2	P-10	Other Design>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.15.1	P-10	Other Non-Design<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.15.2	P-10	Other Non-Design>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.16.1	P-10	INP (Standalone)<10 circuits/DispatchKY(days)						Diagnostic
B.2.28.16.2	P-10	INP (Standalone)>=10 circuits/DispatchKY(days)						Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)>=10 circuits/DispatchKY(days)						Diagnostic









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

B.2.34.2.2.2

P-11 Loops Non-Design/≥10 circuits/Non-Dispatch/KY(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95%			100.00%	1				YES

**Unbundled Network Elements - Maintenance and Repair**

**Missed Repair Appointments**

B.3.1.11	M&R-1 Switch Ports/Dispatch/KY(%)
B.3.1.12	M&R-1 Switch Ports/Non-Dispatch/KY(%)
B.3.1.21	M&R-1 Local Interface Transport/Dispatch/KY(%)
B.3.1.22	M&R-1 Local Interface Transport/Non-Dispatch/KY(%)
B.3.1.31	M&R-1 Loop + Port Combinations/Dispatch/KY(%)
B.3.1.32	M&R-1 Loop + Port Combinations/Non-Dispatch/KY(%)
B.3.1.41	M&R-1 Combo Other/Dispatch/KY(%)
B.3.1.42	M&R-1 Combo Other/Non-Dispatch/KY(%)
B.3.1.51	M&R-1 XDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)
B.3.1.52	M&R-1 XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)
B.3.1.61	M&R-1 UNE (SDN)/Dispatch/KY(%)
B.3.1.62	M&R-1 UNE (SDN)/Non-Dispatch/KY(%)
B.3.1.71	M&R-1 Line Sharing/Dispatch/KY(%)
B.3.1.72	M&R-1 Line Sharing/Non-Dispatch/KY(%)
B.3.1.81	M&R-1 2W Analog Loop Design/Dispatch/KY(%)
B.3.1.82	M&R-1 2W Analog Loop Design/Non-Dispatch/KY(%)
B.3.1.91	M&R-1 2W Analog Loop Non-Design/Dispatch/KY(%)
B.3.1.92	M&R-1 2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B.3.1.101	M&R-1 Other Design/Dispatch/KY(%)
B.3.1.102	M&R-1 Other Design/Non-Dispatch/KY(%)
B.3.1.111	M&R-1 Other Non-Design/Dispatch/KY(%)
B.3.1.112	M&R-1 Other Non-Design/Non-Dispatch/KY(%)
B.3.1.121	M&R-1 LNP (Standalone)/Dispatch/KY(%)
B.3.1.122	M&R-1 LNP (Standalone)/Non-Dispatch/KY(%)

R&B (POTS)	26,941							
R&B (POTS)	11,812							
DS1/DS3	170							
DS1/DS3	129							
R&B	27,155	6.94%	346		0.01843	3.5107		YES
R&B	11,951	0.00%	112		0.01578	1.8026		YES
R&B&D - Disp	27,686	0.00%	3		0.19499	0.6733		YES
R&B&D - Disp	27,686	0.00%	4		0.16887	0.7775		YES
ADSL to Retail	194	0.00%	5		0.14642	0.8097		YES
ADSL to Retail	27	0.00%	2		0.00000	0.0000		YES
ISDN - BRI	50	0.00%	9		0.13911	1.2939		YES
ISDN - BRI	81	0.00%	6		0.09167	0.5387		YES
ADSL to Retail	194							
ADSL to Retail	27	0.00%	3		0.00000			YES
R&B - Disp	27,155	0.00%	16		0.08521	1.5735		YES
R&B - Disp	27,155	0.00%	12		0.09839	1.3628		YES
R&B (POTS) excl SB FT Design	26,860							
R&B (POTS) excl SB FT Design	10,791							
R&B	612	2.94%						
R&B	755	1.59%						
R&B	27,155	14.29%	7		0.12880	-0.0681		YES
R&B	11,951	0.00%	4		0.08314	0.3422		YES
R&B (POTS)	26,941							
R&B (POTS)	11,812							

**Customer Trouble Report Rate**

B.3.2.11	M&R-2 Switch Ports/Dispatch/KY(%)
B.3.2.12	M&R-2 Switch Ports/Non-Dispatch/KY(%)
B.3.2.21	M&R-2 Local Interface Transport/Dispatch/KY(%)
B.3.2.22	M&R-2 Local Interface Transport/Non-Dispatch/KY(%)
B.3.2.31	M&R-2 Loop + Port Combinations/Dispatch/KY(%)
B.3.2.32	M&R-2 Loop + Port Combinations/Non-Dispatch/KY(%)
B.3.2.41	M&R-2 Combo Other/Dispatch/KY(%)
B.3.2.42	M&R-2 Combo Other/Non-Dispatch/KY(%)
B.3.2.51	M&R-2 XDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)
B.3.2.52	M&R-2 XDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)
B.3.2.61	M&R-2 UNE (SDN)/Dispatch/KY(%)
B.3.2.62	M&R-2 UNE (SDN)/Non-Dispatch/KY(%)
B.3.2.71	M&R-2 Line Sharing/Dispatch/KY(%)
B.3.2.72	M&R-2 Line Sharing/Non-Dispatch/KY(%)
B.3.2.81	M&R-2 2W Analog Loop Design/Dispatch/KY(%)
B.3.2.82	M&R-2 2W Analog Loop Design/Non-Dispatch/KY(%)
B.3.2.91	M&R-2 2W Analog Loop Non-Design/Dispatch/KY(%)
B.3.2.92	M&R-2 2W Analog Loop Non-Design/Non-Dispatch/KY(%)
B.3.2.101	M&R-2 Other Design/Dispatch/KY(%)
B.3.2.102	M&R-2 Other Design/Non-Dispatch/KY(%)
B.3.2.111	M&R-2 Other Non-Design/Dispatch/KY(%)
B.3.2.112	M&R-2 Other Non-Design/Non-Dispatch/KY(%)
B.3.2.121	M&R-2 LNP (Standalone)/Dispatch/KY(%)
B.3.2.122	M&R-2 LNP (Standalone)/Non-Dispatch/KY(%)

R&B (POTS)	1,031,441							
R&B (POTS)	1,031,441							
DS1/DS3	8,004	0.00%	31		0.02623	0.8099		YES
DS1/DS3	8,004	0.00%	31		0.02285	0.7055		YES
R&B	1,107,710	1.75%	19,721		0.00112	6.1964		YES
R&B	1,107,710	0.57%	19,721		0.00075	6.8476		YES
R&B&D - Disp	1,269,258	3.66%	82		0.01631	-0.9657		YES
R&B&D - Disp	1,269,258	4.88%	82		0.01631	-1.6534		NO
ADSL to Retail	16,128	1.30%	386		0.00565	-0.1637		YES
ADSL to Retail	16,128	0.52%	386		0.00211	-1.6643		NO
ISDN - BRI	3,637	1.62%	554		0.00535	-0.4671		YES
ISDN - BRI	3,637	1.08%	554		0.00681	1.6809		YES
ADSL to Retail	16,128	0.00%	208		0.00765	1.5717		YES
ADSL to Retail	16,128	1.44%	208		0.00286	-4.4651		NO
R&B - Disp	1,107,710	0.51%	3,161		0.00279	6.9753		YES
R&B - Disp	1,107,710	0.38%	3,161		0.00279	7.4291		YES
R&B (POTS) excl SB FT Design	1,031,441	0.00%	2		0.11411	0.2282		YES
R&B (POTS) excl SB FT Design	1,031,441							
R&B	161,548	0.00%	429		0.00298	1.2731		YES
R&B	161,548	0.00%	429		0.00330	1.4141		YES
R&B	1,107,710	2.51%	279		0.00937	-0.0613		YES
R&B	1,107,710	1.43%	279		0.00622	-0.5705		YES
R&B (POTS)	1,031,441							
R&B (POTS)	1,031,441							

**Maintenance Average Duration**

B.3.3.11	M&R-3 Switch Ports/Dispatch/KY(hours)
B.3.3.12	M&R-3 Switch Ports/Non-Dispatch/KY(hours)
B.3.3.21	M&R-3 Local Interface Transport/Dispatch/KY(hours)
B.3.3.22	M&R-3 Local Interface Transport/Non-Dispatch/KY(hours)

R&B (POTS)	26,941			35,063				
R&B (POTS)	11,812			26,468				
DS1/DS3	170			3,847				
DS1/DS3	129			4,068				



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

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY(%)	15.24%	17,250	0.00%	16		0.08990	1.6954	YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY(%)	15.24%	17,250	0.00%	12		0.10379	1.4684	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY(%)	15.27%	17,121						
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY(%)	8.16%	3,421						
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	2.94%	612						
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY(%)	1.59%	755						
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY(%)	15.24%	17,250	20.00%	5		0.16076	-0.2961	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY(%)	8.01%	3,506	0.00%	1		0.27756	0.2951	YES
B.3.5.11.2	M&R-5	LNP (Standalone)/Dispatch/KY(%)	15.29%	17,126						
B.3.5.12.1	M&R-5	LNP (Standalone)/Non-Dispatch/KY(%)	8.18%	3,423						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY(%)	8.18%	3,423						

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

99.00%	\$97,826,258	99.92%	\$934,795	0.00010	-88.5146	YES
3.98	1	3.54	1,208			YES

BST - State  
BST - Region

### Bellsouth Monthly Performance Summary Kentucky, August 2001

	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	O-7	Diagnostic		41.67%	12				Diagnostic
C.1.2	O-8	>= 85% w in 4 days		100.00%	5				YES
C.1.3	O-9	>= 95% w in 10 days		94.10%	17				NO
C.1.4	O-11	>= 95%		88.33%	6				NO
C.1.5	O-11	>= 95%							
<b>Local Interconnection Trunks - Provisioning</b>									
<b>Order Completion Interval</b>									
C.2.1	P-4	Parity w Retail	18.41	25.00	1	6.716	6.86735	-1.1054	YES
C.2.2	P-1	Parity w Retail							Not Applicable for Trunks
C.2.3	P-2	Parity w Retail							Not Applicable for Trunks
C.2.4	P-2	95% >= 48 hrs							Not Applicable for Trunks
C.2.5	P-3	Parity w Retail	0.00%	0.00%	1		0.00000		YES
C.2.6	P-9	Parity w Retail	6.42%	0.00%	25		0.04829	1.3239	YES
C.2.7	P-5	Parity w Retail	241.34	90.03	1	294.456	303.51819	0.4985	YES
C.2.8	P-10	Diagnostic							Under development
C.2.9	P-10	Diagnostic							Under development
<b>Service Order Accuracy</b>									
C.2.11.1.1	P-11	>= 95%		100.00%	3				YES
C.2.11.1.2	P-11	>= 95%		100.00%	1				YES
C.2.11.2.1	P-11	>= 95%		50.00%	2				NO
C.2.11.2.2	P-11	>= 95%		100.00%	2				YES
<b>Local Interconnection Trunks - Maintenance and Repair</b>									
<b>Missed Repair Appointments</b>									
C.3.1.1	M&R-1	Parity w Retail		0.00%	25		0.00000		YES
C.3.1.2	M&R-1	Parity w Retail							
<b>Customer Trouble Report Rate</b>									
C.3.2.1	M&R-2	Parity w Retail	0.00%	0.00%	11,166		0.00000		YES
C.3.2.2	M&R-2	Parity w Retail	0.09%	0.22%	11,166		0.00030	-4.6409	NO
<b>Maintenance Average Duration</b>									
C.3.3.1	M&R-3	Parity w Retail	0.41	0.11	25	1.208	0.29213	1.0349	YES
C.3.3.2	M&R-3	Parity w Retail							

### BellSouth Monthly Performance Summary Kentucky, August 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>% Repeat Troubles within 30 Days</b>									
C.3.4.1	Local Interconnection Trunks/DispatchKY (%)								
C.3.4.2	Local Interconnection Trunks/Non-DispatchKY (%)								
<b>Out of Service &gt; 24 hours</b>									
C.3.5.1	Local Interconnection Trunks/DispatchKY (%)								
C.3.5.2	Local Interconnection Trunks/Non-DispatchKY (%)								
<b>Local Interconnection Trunks - Billing</b>									
<b>Invoice Accuracy</b>									
C.4.1	B-1 KY (%)	99.00%	\$97,826,258	99.95%	\$558,180		0.00013	-71.3837	YES
<b>Mean Time to Deliver Invoices - CABS</b>									
C.4.2	B-2 Region (calendar days)	4.89	1	4.67	3,304				YES
<b>LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING</b>									
<b>Trunk Group Performance - Aggregate</b>									
C.5.1	TGP-1 KY								YES



### BellSouth Monthly Performance Summary Kentucky, August 2001

Operations Support Systems - Pre-Ordering

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.1.1	>= 99.5%	3,427,277	100.00%					YES
D.1.1.2	>= 99.5%	7,932	100.00%					YES
D.1.1.3	>= 99.5%	9,624,558	99.98%					YES
D.1.1.4	>= 99.5%	705,143	100.00%					YES
D.1.1.5	>= 99.5%	308,812	100.00%					YES
D.1.1.6	>= 99.5%	331,119	99.96%					YES
D.1.1.7	>= 99.5%	5,359,212	100.00%					YES
D.1.1.8	>= 99.5%	527,219	100.00%					YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.2.1	>= 99.5%	3,427,277	99.98%					YES
D.1.2.2	>= 99.5%	7,932	99.98%					YES
D.1.2.3	>= 99.5%	9,624,558	99.97%					YES
D.1.2.4	>= 99.5%	705,143	99.98%					YES
D.1.2.5	>= 99.5%	308,812	99.98%					YES
D.1.2.6	>= 99.5%	331,119	99.98%					YES
D.1.2.7	>= 99.5%	5,359,212	99.98%					YES
D.1.2.8	>= 99.5%	527,219	100.00%					YES
D.1.2.9	>= 99.5%	11,468,794	100.00%					YES
D.1.2.10	>= 99.5%	1,468,794	100.00%					YES
D.1.2.11	>= 99.5%	686,974	100.00%					YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.3.1.1	RNS - RSAG, by TN + 2 Sec	2.95	1.66	380,527				YES
D.1.3.1.2	ROS - RSAG, by TN + 2 Sec	3.42	1.66	380,527				YES
D.1.3.2.1	RNS - RSAG, by ADDR + 2 Sec	3.09	1.50	226,720				YES
D.1.3.2.2	ROS - RSAG, by ADDR + 2 Sec	5.76	1.50	226,720				YES
D.1.3.3.1	RNS - ATLAS + 2 Sec	2.68	1.09	86,848				YES
D.1.3.3.2	ROS - ATLAS + 2 Sec	2.67	0.81	2,958				YES
D.1.3.4.1	RNS - DSAP + 2 Sec	3.55	1.41	1,226,058				YES
D.1.3.4.2	ROS - DSAP + 2 Sec	3.25	1.41	1,226,058				YES
D.1.3.5.1	RNS - CRSACCTS + 2 Sec	4.13	1.39	47,829				YES
D.1.3.5.2	ROS - CRSACCTS + 2 Sec	4.38	1.39	47,829				YES
D.1.3.6.1	RNS - OASISBIG + 2 Sec	4.13	0.03	103,421				YES
D.1.3.6.2	ROS - OASISBIG + 2 Sec	4.13	0.03	103,421				YES
D.1.3.7.1	RNS - OASISBIG + 2 Sec	4.38	0.03	103,421				YES
D.1.3.7.2	ROS - OASISBIG + 2 Sec	4.38	0.03	103,421				YES

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.4.1.1	RNS - RSAG, by TN + 2 Sec	2.95	1.67	242,529				YES
D.1.4.1.2	ROS - RSAG, by TN + 2 Sec	3.42	1.67	242,529				YES
D.1.4.2.1	RNS - RSAG, by ADDR + 2 Sec	3.09	2.07	50,495				YES
D.1.4.2.2	ROS - RSAG, by ADDR + 2 Sec	5.76	2.07	50,495				YES
D.1.4.3.1	Diagnostic							Diagnostic
D.1.4.3.2	Diagnostic							Diagnostic
D.1.4.4.1	Diagnostic							Diagnostic
D.1.4.4.2	Diagnostic							Diagnostic
D.1.4.5.1	RNS - ATLAS - TN + 2 Sec	2.68	2.21	9,202				YES
D.1.4.5.2	ROS - ATLAS - TN + 2 Sec	2.67	2.34	80,008				YES
D.1.4.6.1	RNS - DSAP + 2 Sec	3.55	2.34	80,008				YES
D.1.4.6.2	ROS - DSAP + 2 Sec	3.55	2.60	169,972				YES
D.1.4.7.1	RNS - CRSACCTS + 2 Sec	3.25	2.60	169,972				YES
D.1.4.7.2	ROS - CRSACCTS + 2 Sec	3.25	2.60	169,972				YES
D.1.4.8.1	RNS - CRSACCTS + 2 sec							
D.1.4.8.2	ROS - CRSACCTS + 2 sec							
D.1.4.9.1	RNS - CRSACCTS + 2 sec							
D.1.4.9.2	ROS - CRSACCTS + 2 sec							

This data not applicable when 2.3.2001; see D.1.4.1.1  
This data not applicable when 2.3.2001; see D.1.4.1.2  
This data not applicable when 2.3.2001; see D.1.4.1.1  
This data not applicable when 2.3.2001; see D.1.4.1.2

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

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>Operations Support Systems - Maintenance and Repair</b>									
<b>% Interface Availability - BST</b>									
D.2.1.1		>= 99.5%	100.00%						YES
<b>% Interface Availability - CLEC</b>									
D.2.2.1		>= 99.5%	100.00%	100.00%					YES
D.2.2.2		>= 99.5%	100.00%	100.00%					YES
<b>% Interface Availability - BST &amp; CLEC</b>									
D.2.3.1		>= 99.5%		99.98%					YES
D.2.3.2		>= 99.5%		99.99%					YES
D.2.3.3		>= 99.5%		100.00%					YES
D.2.3.4		>= 99.5%		100.00%					YES
D.2.3.5		>= 99.5%		100.00%					YES
D.2.3.6		>= 99.5%		100.00%					YES
D.2.3.7		>= 99.5%		99.98%					YES
<b>Average Response Interval</b>									
D.2.4.1.1	Parity w Retail	95.69%	2,038,959	94.89%	102,038		0.00065	12.3892	NO
D.2.4.1.2	Parity w Retail	98.89%	2,038,959	99.30%	102,038		0.00034	-12.1811	YES
D.2.4.1.3	Parity w Retail	1.11%	2,038,959	0.70%	102,038		0.00034	12.1811	YES
D.2.4.2.1	Parity w Retail	10.25%	54,659	11.60%	905		0.01016	-1.3332	YES
D.2.4.2.2	Parity w Retail	81.47%	54,659	89.17%	905		0.01302	-5.9125	YES
D.2.4.2.3	Parity w Retail	18.53%	54,659	10.83%	905		0.01302	5.9125	YES
D.2.4.3.1	Parity w Retail	5.62%	37,312	19.87%	35,799		0.00170	-83.3915	YES
D.2.4.3.2	Parity w Retail	88.70%	37,312	97.82%	35,799		0.00234	-38.9446	YES
D.2.4.3.3	Parity w Retail	11.30%	37,312	2.18%	35,799		0.00234	38.9446	YES
D.2.4.4.1	Parity w Retail	99.56%	2,038,896	99.51%	102,157		0.00019	7.9602	NO
D.2.4.4.2	Parity w Retail	99.78%	2,038,896	99.75%	102,157		0.00015	2.4160	NO
D.2.4.4.3	Parity w Retail	0.22%	2,038,896	0.25%	102,157		0.00015	-2.4160	NO
D.2.4.5.1	Parity w Retail	97.61%	1,520,904	96.96%	61,925		0.00063	9.9634	NO
D.2.4.5.2	Parity w Retail	99.79%	1,520,904	99.51%	61,925		0.00019	14.7625	NO
D.2.4.5.3	Parity w Retail	0.21%	1,520,904	0.49%	61,925		0.00019	-14.7625	NO
D.2.4.6.1	Parity w Retail	99.76%	140,789	99.42%	6,218		0.00063	5.4206	NO
D.2.4.6.2	Parity w Retail	99.88%	140,789	99.84%	6,218		0.00044	1.0416	YES
D.2.4.6.3	Parity w Retail	0.12%	140,789	0.16%	6,218		0.00044	-1.0416	YES
D.2.4.7.1	Parity w Retail	32.82%	9,345	26.78%	463		0.02236	2.7007	NO
D.2.4.7.2	Parity w Retail	32.82%	9,345	26.78%	463		0.02236	-2.7007	NO
D.2.4.7.3	Parity w Retail	67.18%	9,345	73.22%	463		0.02236	-2.7007	NO
D.2.4.8.1	Parity w Retail	43.74%	9,614	35.16%	128		0.04414	1.9444	NO
D.2.4.8.2	Parity w Retail	97.38%	9,614	93.75%	128		0.01422	2.5528	NO
D.2.4.8.3	Parity w Retail	2.62%	9,614	6.25%	128		0.01422	-2.5528	NO
D.2.4.9.1	Parity w Retail	20.81%	78,823	24.20%	4,045		0.00654	-5.1842	YES
D.2.4.9.2	Parity w Retail	20.81%	78,823	24.20%	4,045		0.00654	5.1842	YES
D.2.4.9.3	Parity w Retail	79.19%	78,823	75.80%	4,045		0.00654	-5.1842	YES
D.2.4.10.1	Parity w Retail	99.63%	291,650	99.90%	16,386		0.00033	1.9964	YES
D.2.4.10.2	Parity w Retail	99.98%	291,650	99.99%	16,386		0.00010	-0.9953	YES
D.2.4.10.3	Parity w Retail	0.02%	291,650	0.01%	16,386		0.00010	0.9953	YES
D.2.4.11.1	Parity w Retail	79.85%	78,369	77.81%	4,124		0.00641	3.1776	NO
D.2.4.11.2	Parity w Retail	99.53%	78,369	99.61%	4,124		0.00109	-0.7471	YES
D.2.4.11.3	Parity w Retail	0.47%	78,369	0.39%	4,124		0.00109	0.7471	YES

### BellSouth Monthly Performance Summary Kentucky, August 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
<b>COLLOCATION - Collocation</b>									
<b>Average Response Time</b>									
E.1.1.1	VirtualKY (calendar days)			14	1				YES
E.1.1.2	Virtual Augments for Line Sharing or Line Splitting/KY (business days)	<= 20 days							YES
E.1.1.3	Physical-Cageless/KY (business days)	<= 23 days		17	1				YES
E.1.1.4	Physical-Cageless/KY (business days)	<= 23 days		15	1				YES
<b>Average Arrangement Time</b>									
E.1.2.1	Virtual-Ordinary/KY (calendar days)	<= 50 days							
E.1.2.2	Virtual-Extraordinary/KY (calendar days)	<= 75 days							
E.1.2.3	Virtual Augments for Line Sharing or Line Splitting/KY (business days)	<= 45 days							
E.1.2.4	Physical-Cageless-Ordinary/KY (business days)	<= 76 days		83	1				YES
E.1.2.5	Physical-Cageless-Extraordinary/KY (business days)	<= 91 days							
E.1.2.6	Physical-Cageless-Ordinary/KY (business days)	<= 76 days							
E.1.2.7	Physical-Cageless-Extraordinary/KY (business days)	<= 91 days							
<b>% Due Dates Missed</b>									
E.1.3.1	VirtualKY (%)	< 5% missed		0.00%	1				YES
E.1.3.2	PhysicalKY (%)	< 5% missed							
E.1.3.3	Virtual Augments for Line Sharing or Line Splitting/KY (%)	< 5% missed							

### BellSouth Monthly Performance Summary Kentucky, August 2001

	Benchmark / Analysis	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(%)			91.50%	291,914				Diagnostic
F.1.1.2	O-3 Aggregate/Region(%)			91.50%	291,914				Diagnostic
F.1.1.3	O-3 Residence/Region(%)	>= 85%		91.21%	198,197				NO
F.1.1.4	O-3 Business/Region(%)	>= 90%		80.72%	7,613				NO
F.1.1.5	O-3 UNE/Region(%)	>= 85%		93.13%	86,104				YES
<b>% Flow Through Service Requests - Achieved</b>									
F.1.2.1	O-3 Summary/Region(%)			82.04%	325,592				Diagnostic
F.1.2.2	O-3 Aggregate/Region(%)			82.04%	325,592				Diagnostic
F.1.2.3	O-3 Residence/Region(%)			84.25%	214,563				Diagnostic
F.1.2.4	O-3 Business/Region(%)			59.41%	10,343				Diagnostic
F.1.2.5	O-3 UNE/Region(%)			79.64%	100,686				Diagnostic
<b>% Flow Through Service Requests - LNP</b>									
F.1.3.1	O-3 Summary/Region(%)	>= 85%		84.40%	4,679				NO
F.1.3.2	O-3 Aggregate/Region(%)	>= 85%		84.40%	4,679				NO
F.1.3.3	O-3 Residence/Region(%)								
F.1.3.4	O-3 Business/Region(%)								
<b>General - Pre-Ordering</b>									
<b>Loop Makeup Inquiry (Manual)</b>									
F.2.1	PO-1 Loops/KY(%)	>= 95% w in 3 bus days		100.00%	2				YES
<b>Loop Makeup Inquiry (Electronic)</b>									
F.2.2	PO-2 Loops/KY(%)	>= 95% w in 1 min		100.00%	174				YES
<b>General - Ordering</b>									
<b>Service Inquiry with Firm Order</b>									
F.3.1.1	O-10 XDSL (ADSL, HDSL and UCL)KY(%)	>= 95% w in 5 bus days		100.00%	11				YES
F.3.1.2	O-10 Local Interface TransportKY(%)	>= 95% w in 5 bus days							
<b>General - Ordering</b>									
<b>Average Speed of Answer</b>									
F.4.1	O-12   Region(seconds)	Parity w Retail	194.82	7,246,589	24.50	28,767			YES
<b>General - Maintenance Center</b>									
<b>Average Answer Time</b>									
F.5.1	M&R-8   Region(seconds)	Parity w Retail	144.10	1,909,630	26.05	100,575			YES
<b>General - Operator Services (Toll)</b>									
<b>Average Speed to Answer</b>									
F.6.1	OS-1   KY(seconds)	PBD		5.66					PBD
<b>% Answered in 10 seconds</b>									
F.6.2	OS-2   KY(%)	PBD		95.90%					PBD
<b>General - Directory Assistance</b>									
<b>Average Speed to Answer</b>									
F.7.1	DA-1   KY(seconds)	PBD		6.32					PBD

### BellSouth Monthly Performance Summary Kentucky, August 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	% Answered in 10 seconds	PBD			92.50%					PBD
<b>General - E911</b>										
F.8.1	Mean Interval	PBD			1.32	1,908				PBD
F.8.2	% Accuracy	PBD			97.70%	108,096				PBD
F.8.3	% Timeliness	PBD			100.00%	1,908				PBD
<b>General - Billing</b>										
F.9.1	Usage Data Delivery Accuracy	Parity w Retail	99.86%	6,318	100.00%	18,563	0.00055	-2.5931		YES
F.9.2	Usage Data Delivery Timeliness	Parity w Retail	98.80%	34,467	98.30%	254,987,840	0.00059	8.3870		NO
F.9.3	Usage Data Delivery Completeness	Parity w Retail	99.75%	34,467	99.78%	254,987,840	0.00027	-1.2047		YES
F.9.4	Mean Time to Deliver Usage	Parity w Retail	3.37	34,467	3.60	254,987,840				NO
<b>Recurring Charge Completeness</b>										
F.9.5.1	RetailerKY(%)	Parity w Retail	86.84%	\$3,501,680	99.29%	\$137,697	0.00256	-48.1946		YES
F.9.5.2	UNEKY(%)	>= 90%			97.56%	\$49,905				YES
F.9.5.3	InterconnectionKY(%)	>= 90%			99.30%	\$11,520				YES
<b>Non-Recurring Charge Completeness</b>										
F.9.6.1	RetailerKY(%)	Parity w Retail	84.55%	\$4,386,067	99.29%	\$171,064	0.00227	-64.7704		YES
F.9.6.2	UNEKY(%)	>= 90%			99.73%	\$139,730				YES
F.9.6.3	InterconnectionKY(%)	>= 90%			88.16%	\$14,241				NO
<b>General - Change Management</b>										
F.10.1	% Software Release Notices Sent On Time	>= 95% w in 30 days			100.00%	2				YES
F.10.2	Average Software Release Notice Delay Days	>= 22 days prior to release								
F.10.3	% Change Management Documentation Sent On Time	>= 95% w in 30 days			66.67%	3				NO
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time	>= 95% w in 5 days								
F.10.5	Average Documentation Release Delay Days	>= 22 days prior to release			0	1				NO
F.10.6	% CLEC Interface Outages Sent within 15 Minutes	>= 97% w in 15 min			100.00%	29				YES
<b>General - New Business Requests</b>										
F.11.1	% New Business Requests Processed within 30 Business Days	>= 90% w in 30 bus days			100.00%	9				YES
F.11.2.1	% Quotes Provided within X Business Days	>= 90% w in 10 bus days			100.00%	2				YES

### BellSouth Monthly Performance Summary Kentucky, August 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days							
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days							
<b>General - Ordering</b>									
<b>Acknowledgment Message Timeliness</b>									
F.12.1.1	O-1 EDIRegion(%)	>= 95% w in 30 min		93.66%	86,217				NO
F.12.1.2	O-1 TAGRegion(%)	>= 95% w in 30 min		99.99%	199,829				YES
<b>Acknowledgment Message Completeness</b>									
F.12.2.1	O-2 EDIRegion(%)	100%		99.65%	86,217				NO
F.12.2.2	O-2 TAGRegion(%)	100%		99.99%	199,829				NO
<b>General - Database Updates</b>									
<b>Average Database Update Interval</b>									
F.13.1.1	D-1 LIDBKY(hours)	PBD	0.31	0.31	22				PBD
F.13.1.2	D-1 Directory Listings/KY(hours)	PBD	0.09	0.09	27				PBD
F.13.1.3	D-1 Directory Assistance/KY(hours)	PBD	5.26	5.26	27				PBD
<b>% Update Accuracy</b>									
F.13.2.1	D-2 LIDBKY(%)	>= 95%		100.00%	14				YES
F.13.2.2	D-2 Directory Listings/KY(%)	>= 95%		100.00%	36				YES
F.13.2.3	D-2 Directory Assistance/KY(%)	>= 95%		100.00%	7				YES
<b>% NXXs / LRM Loaded by LERG Effective Date</b>									
F.13.3	D-3 Region(%)	100%		95.83%	24				NO
<b>General - Network Outage Notification</b>									
<b>Mean Time to Notify CLEC of Major Network Outages</b>									
F.14.1	M&R-7 Region (minutes)	Parity w Retail	793	343	2				YES

## BellSouth Monthly State Summary Kentucky, August 2001

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

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

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

Code	Category	Value
B.2.32.1.1	Switch Ports/Dispatch/KY (%)	
B.2.32.1.2	Switch Ports/Non-Dispatch/KY (%)	
B.2.32.2.1	Local Interface Transport/Dispatch/KY (%)	
B.2.32.2.2	Local Interface Transport/Non-Dispatch/KY (%)	
B.2.32.3.1	Loop + Port Combinations/Dispatch/KY (%)	
B.2.32.3.2	Loop + Port Combinations/Non-Dispatch/KY (%)	
B.2.32.4.1	Combo Other/Dispatch/KY (%)	
B.2.32.4.2	Combo Other/Non-Dispatch/KY (%)	
B.2.32.5.1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	
B.2.32.5.2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	
B.2.32.6.1	UNE ISDN/Dispatch/KY (%)	
B.2.32.6.2	UNE ISDN/Non-Dispatch/KY (%)	
B.2.32.7.1	Line Sharing/Dispatch/KY (%)	
B.2.32.7.2	Line Sharing/Non-Dispatch/KY (%)	
B.2.32.8.1	2W Analog Loop Design/Dispatch/KY (%)	
B.2.32.8.2	2W Analog Loop Design/Non-Dispatch/KY (%)	
B.2.32.9.1	2W Analog Loop Non-Design/Dispatch/KY (%)	
B.2.32.9.2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	
B.2.32.10.1	2W Analog Loop w/INP Design/Dispatch/KY (%)	
B.2.32.10.2	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)	
B.2.32.11.1	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)	
B.2.32.11.2	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)	
B.2.32.12.1	2W Analog Loop w/LNP Design/Dispatch/KY (%)	
B.2.32.12.2	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)	
B.2.32.13.1	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)	
B.2.32.13.2	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)	
B.2.32.14.1	Other Design/Dispatch/KY (%)	
B.2.32.14.2	Other Design/Non-Dispatch/KY (%)	
B.2.32.15.1	Other Non-Design/Dispatch/KY (%)	
B.2.32.15.2	Other Non-Design/Non-Dispatch/KY (%)	
B.2.32.16.1	INP (Standalone)/Dispatch/KY (%)	
B.2.32.16.2	INP (Standalone)/Non-Dispatch/KY (%)	
B.2.32.17.1	LNP (Standalone)/Dispatch/KY (%)	
B.2.32.17.2	LNP (Standalone)/Non-Dispatch/KY (%)	
B.2.32.18.1	Digital Loop < DS.1/Dispatch/KY (%)	

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			100.00%	256				Diagnostic
Diagnostic			100.00%	4,492				Diagnostic
Diagnostic			100.00%	42				Diagnostic
Diagnostic			100.00%	213				Diagnostic
Diagnostic			100.00%	1				Diagnostic
Diagnostic			100.00%	1				Diagnostic
Diagnostic			100.00%	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	40				Diagnostic
Diagnostic			100.00%	1,409				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	36				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	32				Diagnostic
Diagnostic			100.00%	2				Diagnostic
Diagnostic			100.00%	30				Diagnostic
Diagnostic			100.00%	8				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	40				Diagnostic
Diagnostic			100.00%	1,409				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	68				Diagnostic

### BellSouth Monthly State Summary Kentucky, August 2001

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic			100.00%	5				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	1				Diagnostic
Diagnostic								Diagnostic





**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		Mechanized Interface Used						LESOG						Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
RESH / OCN	Name	LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Pending Supps (Z Status)	Validated	Total System Fallo	BST Caused Fallo	CLEC Caused Fallo	Issued SO's			
	#1	0	71	0	71	10	22	0	39	7	1	6	32	74.42%	82.05%	96.97%
	#2	0	729	0	729	157	152	0	420	153	23	130	267	59.73%	63.57%	92.07%
	#3	0	14	0	14	2	3	0	9	0	0	0	9	81.82%	100.00%	100.00%
	#4	0	4	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
	#5	0	6	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
	#6	0	76	0	76	29	2	0	45	3	0	3	42	59.15%	93.33%	100.00%
	#7	0	56	0	56	20	12	0	24	2	1	1	22	51.67%	91.67%	95.65%
	#8	97	0	0	97	11	15	3	68	15	7	8	53	74.65%	77.94%	88.33%
	#9	1696	0	0	1696	307	135	19	1235	131	80	51	1104	74.04%	89.39%	93.24%
	#10	10	0	0	10	1	0	1	8	4	3	1	4	50.00%	50.00%	57.14%
	#11	6	0	0	6	0	1	0	5	1	0	1	4	100.00%	80.00%	100.00%
	#12	2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
	#13	41	0	0	41	3	9	3	26	8	4	4	18	72.00%	69.23%	81.82%
	#14	36	0	0	36	2	7	1	26	2	2	0	24	85.71%	92.31%	92.31%
	#15	7	0	0	7	0	1	0	6	2	0	2	4	100.00%	66.67%	100.00%
	#16	7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
	#17	12	0	0	12	3	1	0	8	6	4	2	2	22.22%	25.00%	33.33%
	#18	500	0	0	500	83	56	1	360	41	11	30	319	77.24%	88.61%	96.67%
	#19	0	69	0	69	28	8	3	30	9	4	5	21	39.62%	70.00%	84.00%
	#20	0	656	0	656	420	76	8	152	35	22	13	117	20.93%	76.97%	84.17%
	#21	0	159	0	159	46	45	3	65	16	4	12	49	49.49%	75.38%	92.45%
	#22	23	0	0	23	11	0	0	12	3	2	2	9	40.91%	75.00%	81.82%
	#23	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
	#24	339	0	0	339	67	29	2	241	20	12	8	221	73.67%	91.70%	94.85%
	#25	1152	0	0	1152	108	122	1	921	18	14	4	903	88.10%	98.05%	98.47%
	#26	32	0	0	32	3	4	1	24	3	1	2	21	84.00%	87.50%	95.45%
	#27	0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
	#28	2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
	#29	1145	0	0	1145	99	143	1	902	43	33	10	859	86.68%	95.23%	96.30%
	#30	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
	#31	24	0	0	24	6	3	0	15	1	1	0	14	66.67%	93.33%	93.33%
	#32	1082	0	0	1082	90	263	9	720	68	20	48	652	85.56%	90.56%	97.02%
	#33	501	0	0	501	33	27	0	441	14	7	7	427	91.43%	96.83%	98.39%
	#34	12	0	0	12	2	0	1	9	4	2	2	5	55.56%	55.56%	71.43%
	#35	1226	0	0	1226	93	43	5	1085	31	25	6	1054	89.93%	97.14%	97.68%
	#36	1902	0	0	1902	84	154	5	1659	155	67	88	1504	90.88%	90.66%	95.74%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Rejects			Validated			Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Falloout	BST Caused Falloout	CLEC Caused Falloout	Issued SO's			
#37		42	0	0	42	9	2	1	30	9	5	4	21	60.00%	70.00%	80.77%
#38		92	0	0	92	19	6	3	64	10	4	6	54	70.13%	84.38%	93.10%
#39		401	0	0	401	8	21	0	372	6	6	0	366	96.32%	98.39%	98.39%
#40		38	0	0	38	1	7	5	25	7	2	5	18	85.71%	72.00%	90.00%
#41		328	0	0	328	35	23	2	268	25	21	4	243	81.27%	90.67%	92.05%
#42		14	0	0	14	0	2	0	12	3	2	1	9	81.82%	75.00%	81.82%
#43		0	292	0	292	19	74	6	193	65	48	17	128	65.84%	66.32%	72.73%
#44		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#45		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
#46		2297	0	0	2297	126	225	16	1930	196	152	44	1734	86.18%	89.84%	91.94%
#47		13	0	0	13	2	3	0	8	2	0	2	6	75.00%	75.00%	100.00%
#48		12	0	0	12	1	5	1	5	1	1	0	4	66.67%	80.00%	80.00%
#49		18	0	0	18	0	5	0	13	2	0	2	11	100.00%	84.62%	100.00%
#50		82	0	0	82	5	2	1	74	17	13	4	57	76.00%	77.03%	81.43%
#51		28	0	0	28	4	5	0	19	1	1	0	18	78.26%	94.74%	94.74%
#52		0	0	15024	15024	2896	2194	170	9764	1555	719	836	8209	69.43%	84.07%	91.95%
#53		0	0	704	704	265	112	11	316	57	26	31	259	47.05%	81.96%	90.88%
#54		7334	0	0	7334	491	337	25	6481	623	457	166	5858	86.07%	90.39%	92.76%
#55		491	0	0	491	133	77	5	276	77	51	26	199	51.96%	72.10%	79.60%
#56		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	92.64%	93.21%
#57		328	0	0	328	48	39	1	240	8	7	1	232	80.84%	96.67%	97.07%
#58		514	0	0	514	42	19	3	450	14	12	2	436	88.98%	96.89%	97.32%
#59		385	0	0	385	29	6	0	350	5	4	1	345	91.27%	98.57%	98.85%
#60		261	0	0	261	36	9	1	215	18	9	9	197	81.40%	91.63%	95.63%
#61		0	0	307	307	2	41	0	264	3	2	1	261	98.49%	98.86%	99.24%
#62		29	0	0	29	0	5	1	23	3	1	2	20	95.24%	86.96%	95.24%
#63		541	0	0	541	82	18	2	439	29	22	7	410	79.77%	93.39%	94.91%
#64		0	0	1545	1545	11	54	3	1477	15	13	2	1462	98.38%	98.98%	99.12%
#65		191	0	0	191	8	23	1	159	10	5	5	149	91.98%	93.71%	96.75%
#66		15	0	0	15	2	0	0	13	2	2	0	11	73.33%	84.62%	84.62%
#67		0	640	0	640	285	101	4	250	59	17	42	191	38.74%	76.40%	91.83%
#68		741	0	0	741	98	91	16	536	63	15	48	473	80.72%	88.25%	96.93%
#69		8	0	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	100.00%
#70		386	0	0	386	17	7	1	361	30	22	8	331	89.46%	91.69%	93.77%
#71		61	0	0	61	8	1	0	52	10	7	3	42	73.68%	80.77%	85.71%
#72		0	0	1756	1756	234	151	9	1362	212	156	56	1150	74.68%	84.43%	88.06%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit A JV-6  
 Attachment 2C

AGGREGATE ORDER TYPES	LSR PROCESSING																	FLOWTHROUGH		
	Company Info																	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
	LESOG																			
	Name	RESH / OCN	Mechanized Interface Used					Errors					Issued SO's							
LENS			EDI	TAG	Total Mech LSR's	Manual	Rejects	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout		CLEC Caused Fallout						
#73		4	0	0	0	4	2	1	1	0	0	1	1	1	0	0	0	0.00%	0.00%	0.00%
#74		17	0	0	0	17	3	1	13	0	0	0	0	0	13	0	0	81.25%	100.00%	100.00%
#75		0	0	889	889	0	6	102	0	781	13	9	9	4	768	4	4	98.08%	98.34%	98.84%
#76		75	0	0	75	2	2	5	4	64	4	0	0	4	60	4	4	96.77%	93.75%	100.00%
#77		28	0	0	28	5	2	2	0	21	5	3	3	2	16	2	2	66.67%	76.19%	84.21%
#78		288	0	0	288	27	48	2	211	21	15	5	5	10	196	10	10	85.96%	92.89%	97.51%
#79		32	0	0	32	4	7	0	21	21	8	0	0	8	13	8	8	76.47%	61.90%	100.00%
#80		16	0	0	16	4	1	0	11	11	1	0	0	1	10	1	1	71.43%	90.91%	100.00%
#81		355	0	0	355	35	31	1	288	54	54	50	4	4	234	4	4	73.35%	81.25%	82.39%
#82		55	0	0	55	12	19	3	22	7	7	4	3	15	15	3	4	48.39%	68.18%	78.95%
#83		31624	0	0	31624	3452	6381	286	21505	4321	1913	2408	1913	2	17184	2	2	74.57%	79.91%	87.71%
#84		344	0	0	344	36	27	1	280	8	8	6	2	272	2	2	86.62%	97.14%	97.84%	
#85		6	0	0	6	2	3	0	1	0	0	0	0	1	1	0	33.33%	100.00%	100.00%	
#86		8	0	0	8	0	0	0	8	1	1	0	0	7	7	1	100.00%	87.50%	100.00%	
#87		43	0	0	43	14	3	0	26	2	2	2	0	24	0	0	60.00%	92.31%	92.31%	
#88		69	0	0	69	7	4	3	55	19	14	14	5	36	5	5	63.16%	65.45%	72.00%	
#89		1	0	0	1	0	0	0	1	0	0	0	0	1	0	0	100.00%	100.00%	100.00%	
#90		2	0	0	2	0	0	0	2	0	0	0	0	2	0	0	100.00%	100.00%	100.00%	
#91		130	0	0	130	21	10	3	96	32	18	14	18	64	18	18	64.65%	66.67%	82.05%	
#92		1683	0	0	1683	272	39	6	1366	227	207	207	20	1139	20	20	70.40%	83.39%	84.62%	
#93		37	0	0	37	3	26	0	8	0	0	0	0	8	0	0	72.73%	100.00%	100.00%	
#94		357	0	0	357	55	42	5	255	82	55	55	27	173	27	27	61.13%	67.84%	75.88%	
#95		1885	0	0	1885	235	276	2	1372	33	26	26	7	1339	7	7	83.69%	97.59%	98.10%	
#96		683	0	0	683	49	40	4	590	53	39	39	14	537	14	14	85.92%	91.02%	93.23%	
#97		55	0	0	55	10	11	1	33	15	10	10	5	18	5	5	47.37%	54.55%	64.29%	
#98		975	0	0	975	119	53	0	803	24	22	22	2	779	2	2	84.67%	97.01%	97.25%	
#99		128	0	0	128	23	10	1	94	9	8	8	1	85	1	1	73.28%	90.43%	91.40%	
#100		0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#101		17	0	0	17	1	3	0	13	5	1	1	4	8	4	4	80.00%	61.54%	88.89%	
#102		0	0	1	1	0	0	0	1	1	1	1	0	0	0	0	0.00%	0.00%	0.00%	
#103		8	0	0	8	0	3	0	5	0	0	0	0	5	0	0	100.00%	100.00%	100.00%	
#104		0	0	97	97	26	35	4	32	11	7	7	4	21	4	4	38.89%	65.63%	75.00%	
#105		0	0	141	141	6	52	15	68	55	31	31	24	13	24	13	26.00%	19.12%	29.55%	
#106		634	0	0	634	89	67	5	473	54	39	39	15	419	15	15	76.60%	88.58%	91.48%	
#107		371	0	0	371	46	100	18	207	103	49	49	54	104	54	54	52.26%	50.24%	67.97%	
#108		7	0	0	7	3	0	0	4	0	0	0	0	4	0	0	57.14%	100.00%	100.00%	

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit A JV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH					
Company Info		Mechanized Interface Used						LESOG						Errors			Flowthrough		
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual		Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
						Rejects	Rejects											LSR's	LSR's
#109		203	0	0	203	47	11	1	144	8	6	2	136	71.96%	94.44%	95.77%			
#110		45	0	0	45	4	5	0	36	3	1	2	33	86.84%	91.67%	97.06%			
#111		115	0	0	115	17	5	0	93	1	1	0	92	83.64%	98.92%	98.92%			
#112		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%			
#113		623	0	0	623	88	8	0	527	15	15	0	512	83.25%	97.15%	97.15%			
#114		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%			
#115		223	0	0	223	31	9	1	182	11	7	4	171	81.82%	93.98%	96.07%			
#116		835	0	0	835	126	133	2	574	46	39	7	528	76.19%	91.99%	93.12%			
#117		308	0	0	308	48	20	1	239	20	16	4	219	77.39%	91.63%	93.19%			
#118		495	0	0	495	21	24	0	450	15	14	1	435	92.55%	96.87%	96.88%			
#119		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%			
#120		495	0	0	495	64	30	2	399	45	26	19	354	79.73%	88.72%	93.16%			
#121		10	0	0	10	4	0	0	6	0	0	0	6	60.00%	100.00%	100.00%			
#122		2551	0	0	2551	307	187	7	2050	115	93	22	1935	82.87%	94.39%	95.41%			
#123		92	0	0	92	8	6	3	75	30	24	6	45	58.44%	60.00%	65.22%			
#124		148	0	0	148	14	6	0	128	3	2	1	125	88.65%	97.66%	98.43%			
#125		13	0	0	13	10	0	0	3	2	0	2	1	9.09%	33.33%	100.00%			
#126		15	0	0	15	7	0	0	8	2	0	2	6	46.15%	75.00%	100.00%			
#127		1194	0	0	1194	241	126	2	825	47	40	7	778	73.47%	94.30%	95.11%			
#128		0	2720	0	2720	1545	318	0	857	153	126	27	704	29.64%	82.15%	84.82%			
#129		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%			
#130		2868	0	0	2868	212	193	22	2441	338	302	36	2103	80.36%	86.15%	87.44%			
#131		0	0	7	7	2	0	0	5	2	1	1	3	50.00%	60.00%	75.00%			
#132		25	0	0	25	4	6	1	14	3	2	1	11	64.71%	78.57%	84.62%			
#133		70	0	0	70	11	6	0	53	9	6	3	44	72.13%	83.02%	88.00%			
#134		792	0	0	792	41	46	0	705	18	11	7	687	92.96%	97.45%	98.42%			
#135		0	0	1192	1192	69	584	8	10531	301	250	51	10230	96.98%	97.14%	97.61%			
#136		3726	0	0	3726	354	253	26	3093	213	141	72	2880	85.33%	93.11%	95.33%			
#137		212	0	0	212	32	29	2	149	40	28	12	109	64.50%	73.15%	79.56%			
#138		5	0	0	5	2	0	0	3	2	1	1	1	25.00%	33.33%	50.00%			
#139		0	982	0	982	192	163	6	621	77	41	36	544	70.01%	87.60%	92.99%			
#140		462	0	0	462	98	51	16	297	67	44	23	230	61.83%	77.44%	83.94%			
#141		1257	0	0	1257	137	173	17	930	132	65	67	798	79.80%	85.81%	92.47%			
#142		0	50	0	50	11	8	0	31	11	9	2	20	50.00%	64.52%	68.97%			
#143		0	375	0	375	109	55	0	211	33	19	14	178	58.17%	84.36%	90.36%			
#144		520	0	0	520	84	42	6	388	76	52	24	312	69.64%	80.41%	85.71%			

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-6  
Attachment 2C

AGGREGATE ORDER TYPES	LSR PROCESSING													FLOWTHROUGH				
	LESOG													Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
	Company Info	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Auto Clarification	Rejects	Pending Supps (Z Status)	Validated	Total System Foutout	BST Caused Foutout				CLEC Caused Foutout	Issued SO's
#145		2526	0	0	0	2526	352	201	201	32	1941	308	198	110	1633	74.81%	84.13%	89.19%
#146		2947	0	0	0	2947	310	469	469	28	2140	240	69	171	1900	83.37%	88.79%	96.50%
#147		4070	0	0	0	4070	468	571	571	32	2999	290	120	170	2709	82.17%	90.33%	95.76%
#148		34	0	0	0	34	1	6	6	0	27	7	3	4	20	83.33%	74.07%	86.96%
#149		1997	0	0	0	1997	301	562	562	16	1118	426	278	148	692	54.45%	61.90%	71.34%
#150		259	0	0	0	259	67	9	9	6	177	129	123	6	48	20.17%	27.12%	28.07%
#151		21	0	0	0	21	1	0	0	0	20	0	0	0	26	95.24%	100.00%	100.00%
#152		39	0	0	0	39	11	1	1	0	27	1	1	0	7	68.42%	96.30%	96.30%
#153		12	0	0	0	12	3	1	1	0	8	1	0	1	7	70.00%	87.50%	100.00%
#154		0	0	0	0	38	7	2	2	0	29	1	1	0	28	77.78%	96.55%	96.55%
#155		22	0	0	0	22	2	1	1	1	18	5	4	1	13	68.42%	72.22%	76.47%
#156		210	0	0	0	210	21	19	19	1	169	7	5	2	162	86.17%	95.86%	97.01%
#157		156	0	0	0	156	32	24	24	1	99	36	34	2	63	48.84%	63.64%	64.95%
#158		0	0	0	0	1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#159		166	0	0	0	166	19	25	25	7	115	12	5	7	103	81.10%	89.57%	95.37%
#160		33	0	0	0	33	8	4	4	2	19	6	1	5	13	59.09%	68.42%	92.86%
#161		100	0	0	0	100	10	4	4	1	85	15	7	8	70	80.46%	82.35%	90.91%
#162		146	0	0	0	146	31	21	21	1	93	15	8	7	78	66.67%	83.87%	90.70%
#163		14	0	0	0	14	3	3	3	0	8	5	2	3	3	37.50%	37.50%	60.00%
#164		699	0	0	0	699	71	63	63	3	562	28	18	10	534	85.71%	95.02%	96.74%
#165		84	0	0	0	84	12	9	9	0	63	3	3	0	60	80.00%	95.24%	95.24%
#166		0	924	0	0	924	24	66	66	0	834	49	39	10	785	92.57%	94.12%	95.27%
#167		0	5077	0	0	5077	94	1453	1453	0	3530	864	450	414	2666	83.05%	75.52%	85.56%
#168		4	0	0	0	4	2	1	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#169		0	40094	0	0	40094	3883	4907	4907	4	31300	1010	283	727	30290	87.91%	96.77%	99.07%
#170		27	0	0	0	27	1	12	12	0	14	1	1	0	13	86.67%	92.86%	92.86%
#171		218	0	0	0	218	24	26	26	0	168	6	3	3	162	85.71%	96.43%	98.18%
#172		3	0	0	0	3	1	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#173		88	0	0	0	88	12	9	9	0	67	8	5	3	59	77.63%	88.06%	92.19%
#174		13	0	0	0	13	3	2	2	0	8	4	3	1	4	40.00%	50.00%	57.14%
#175		67	0	0	0	67	3	5	5	0	59	1	1	0	58	93.55%	98.31%	98.31%
#176		0	0	0	0	5	4	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		0	0	0	0	3	0	3	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		0	0	0	0	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#179		0	0	0	0	7	6	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#180		151	0	0	0	151	19	23	23	2	107	17	9	8	90	76.27%	84.11%	90.91%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		Mechanized Interface Used						LESOG						Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's			
#181	53	0	0	53	9	17	0	0	27	3	0	3	24	72.73%	88.89%	100.00%
#182	16	0	0	16	0	1	0	0	15	3	1	2	12	92.31%	80.00%	92.31%
#183	2	0	0	2	0	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#184	10	0	0	10	1	2	0	0	7	0	0	0	7	87.50%	100.00%	100.00%
#185	161	0	0	161	35	28	3	95	95	12	8	4	83	65.87%	87.37%	91.21%
#186	9	0	0	9	0	0	0	0	9	1	0	1	8	100.00%	88.89%	100.00%
#187	2	0	0	2	0	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#188	12	0	0	12	0	2	0	0	10	2	1	1	8	88.89%	80.00%	88.89%
#189	20	0	0	20	6	5	1	8	8	2	1	1	6	46.15%	75.00%	85.71%
#190	413	0	0	413	61	21	0	331	331	12	10	2	319	81.79%	96.37%	96.96%
#191	0	17	0	17	5	1	0	0	11	6	0	6	5	50.00%	45.45%	100.00%
#192	1794	0	0	1794	158	215	3	1418	1418	81	52	29	1337	86.43%	94.29%	96.26%
#193	2495	0	0	2495	268	275	41	1911	1911	127	56	71	1784	84.63%	93.35%	96.96%
#194	390	0	0	390	75	42	6	267	267	36	17	19	231	71.52%	86.52%	93.15%
#195	111	0	0	111	20	15	0	76	76	15	8	7	61	68.54%	80.26%	88.41%
#196	16	0	0	16	2	1	0	13	13	2	1	1	11	78.57%	84.62%	91.67%
#197	3452	0	0	3452	14	565	32	2841	2841	733	496	237	2108	80.52%	74.20%	80.95%
#198	7	0	0	7	0	2	0	5	5	1	1	0	4	80.00%	80.00%	80.00%
#199	0	0	13	13	0	3	3	7	7	1	1	0	6	85.71%	85.71%	85.71%
#200	0	0	12	12	11	0	0	1	1	1	1	0	0	0.00%	0.00%	0.00%
#201	0	0	32	32	7	1	0	24	24	3	2	1	21	70.00%	87.50%	91.30%
#202	0	0	175	175	61	30	3	81	81	28	17	11	53	40.46%	65.43%	75.71%
#203	0	0	18	18	1	10	1	6	6	2	1	1	4	66.67%	66.67%	80.00%
#204	0	0	160	160	32	49	1	78	78	33	8	25	45	52.94%	57.69%	84.91%
#205	0	0	49	49	8	7	2	32	32	8	7	1	24	61.54%	75.00%	77.42%
#206	0	0	26	26	0	10	0	16	16	9	5	4	7	58.33%	43.75%	58.33%
#207	3	0	0	3	0	0	0	3	3	3	0	3	0	0.00%	0.00%	0.00%
#208	2	0	0	2	0	0	0	2	2	0	0	0	2	100.00%	100.00%	100.00%
#209	39	0	0	39	3	6	0	30	30	3	1	2	27	87.10%	90.00%	96.43%
#210	0	0	10	10	6	0	0	4	4	1	1	0	3	30.00%	75.00%	75.00%
#211	0	0	17	17	12	2	1	2	2	0	0	0	2	14.29%	100.00%	100.00%
#212	7	0	0	7	4	0	0	3	3	2	2	0	1	14.29%	33.33%	33.33%
#213	9	0	0	9	1	5	0	3	3	1	0	1	2	66.67%	66.67%	100.00%
#214	0	0	39	39	3	10	3	23	23	3	3	0	20	76.92%	86.96%	86.96%
#215	0	0	22	22	4	5	0	13	13	7	4	3	6	42.86%	46.15%	60.00%
#216	0	0	23	23	10	3	0	10	10	8	4	4	2	12.50%	20.00%	33.33%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used			Manual		Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Total Manual	Total Manual Fallo	Auto Clarification	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallo	BST Caused Fallo				CLEC Caused Fallo
#217		21	0	0	0	21	0	0	0	16	0	0	0	0	16	88.89%	100.00%
#218		2	0	0	0	2	0	0	0	0	0	0	0	0	0	0.00%	0.00%
#219		880	0	0	880	103	111	655	70	23	47	585	82.28%	89.31%	96.22%	96.22%	
#220		5	0	0	5	0	0	5	0	0	0	5	100.00%	100.00%	100.00%	100.00%	
#221		0	0	12	12	7	5	0	0	0	0	0	0	0	0	0.00%	0.00%
#222		113	0	0	113	2	9	102	8	0	8	94	97.92%	92.16%	100.00%	100.00%	
#223		0	0	49	49	22	5	21	6	2	4	15	38.46%	71.43%	88.24%	88.24%	
#224		0	0	9	9	0	0	9	1	1	0	8	88.89%	88.89%	88.89%	88.89%	
#225		209	0	0	209	19	5	183	69	10	59	114	79.72%	62.30%	91.94%	91.94%	
#226		23	0	0	23	2	2	19	5	4	1	14	70.00%	73.68%	77.78%	77.78%	
#227		266	0	0	266	23	52	189	8	5	3	181	86.60%	95.77%	97.31%	97.31%	
#228		100	0	0	100	24	8	68	22	17	5	46	52.87%	67.65%	73.02%	73.02%	
#229		68	0	0	68	5	7	56	5	3	2	51	86.44%	91.07%	94.44%	94.44%	
#230		10985	0	0	10985	222	79	3870	346	306	40	3524	86.97%	91.06%	92.01%	92.01%	
#231		18	0	0	18	1	10	7	1	1	0	6	75.00%	85.71%	85.71%	85.71%	
#232		4	0	0	4	1	1	2	0	0	0	2	66.67%	100.00%	100.00%	100.00%	
#233		2	0	0	2	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	100.00%	
#234		4	0	0	4	0	1	3	0	0	0	3	100.00%	100.00%	100.00%	100.00%	
#235		0	0	40	40	21	11	8	4	1	3	4	15.38%	50.00%	80.00%	80.00%	
#236		6234	0	0	6234	1108	649	4426	396	213	183	4030	75.31%	91.05%	94.98%	94.98%	
#237		3279	0	0	3279	275	400	2600	63	46	17	2537	88.77%	97.58%	98.22%	98.22%	
#238		1	0	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#239		49	0	0	49	12	0	37	2	2	0	35	71.43%	94.59%	94.59%	94.59%	
#240		3	0	0	3	1	1	1	0	0	0	1	50.00%	100.00%	100.00%	100.00%	
#241		29	0	0	29	0	0	29	1	1	0	28	96.55%	96.55%	96.55%	96.55%	
#242		1578	0	0	1578	167	159	1244	117	65	52	1127	82.93%	90.59%	94.55%	94.55%	
#243		105	0	0	105	18	17	70	7	4	3	63	74.12%	90.00%	94.03%	94.03%	
#244		244	0	0	244	38	11	195	5	5	0	190	81.55%	97.44%	97.44%	97.44%	
#245		0	0	2303	2303	80	190	2033	84	65	19	1949	93.08%	95.87%	96.77%	96.77%	
#246		110	0	0	110	13	8	84	7	5	2	77	81.05%	91.67%	93.90%	93.90%	
#247		4	0	0	4	0	2	2	0	0	0	2	100.00%	100.00%	100.00%	100.00%	
#248		221	0	0	221	87	1	133	7	4	3	126	58.06%	94.74%	96.92%	96.92%	
#249		1	0	0	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#250		99	0	0	99	10	3	86	4	4	0	82	85.42%	95.35%	95.35%	95.35%	
#251		975	0	0	975	100	30	843	61	60	1	782	83.01%	92.76%	92.87%	92.87%	



**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING															FLOWTHROUGH		
Company Info		LESOG																	
Name	RESH / OCN	Mechanized Interface Used					Validated					Errors					Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Pending Supps (Z Status)	LSR's	Total System Falout	BST Caused Falout	CLEC Caused Falout	Issued SO's						
#253		0	0	136	136	2	17	1	116	6	4	2	110	94.83%	94.83%	96.49%			
#254		13	0	0	13	0	0	0	13	0	0	0	13	100.00%	100.00%	100.00%			
#255		0	0	75	75	14	16	4	41	12	6	29	59.18%	70.73%	82.86%				
#256		0	0	12	12	0	2	0	10	1	0	9	100.00%	90.00%	100.00%				
#257		0	0	17	17	4	7	0	6	1	1	5	50.00%	83.33%	83.33%				
#258		0	0	24	24	12	0	0	12	5	1	7	35.00%	58.33%	87.50%				
#259		0	0	38	38	9	7	1	21	8	4	13	50.00%	61.90%	76.47%				
#260		0	0	39	39	5	5	0	29	6	2	23	76.67%	79.31%	92.00%				
#261		113	0	0	113	11	12	0	90	2	0	88	88.89%	97.78%	100.00%				
#262		18	0	0	18	4	5	0	9	1	0	8	66.67%	88.89%	100.00%				
#263		6	0	0	6	2	0	0	4	0	0	4	66.67%	100.00%	100.00%				
#264		20	0	0	20	1	2	0	17	9	3	8	66.67%	47.06%	72.73%				
#265		51	0	0	51	18	9	0	24	6	4	18	45.00%	75.00%	81.82%				
#266		62	0	0	62	7	17	0	38	7	3	34	77.27%	89.47%	91.89%				
#267		3964	0	0	3964	444	249	25	3246	105	70	35	3141	85.94%	96.77%	97.82%			
#268		49	0	0	49	15	12	1	21	11	11	10	27.78%	47.62%	47.62%				
#269		1282	0	0	1282	161	152	1	968	43	33	10	925	82.66%	95.56%	96.56%			
#270		165	0	0	165	36	7	0	122	3	3	119	75.32%	97.54%	97.54%				
#271		0	2	0	2	0	1	0	1	1	0	0	0	0.00%	0.00%	0.00%			
#272		564	0	0	564	81	46	2	435	15	9	6	420	82.35%	96.55%	97.90%			
#273		136	0	0	136	19	27	1	89	4	3	85	79.44%	95.51%	96.59%				
#274		0	0	1972	1972	184	159	87	1542	430	358	72	1112	67.23%	72.11%	75.65%			
#275		2278	0	0	2278	139	831	2	1306	32	29	3	1274	88.35%	97.55%	97.77%			
#276		0	0	985	985	10	88	1	886	7	6	1	879	98.21%	99.21%	99.32%			
#277		60	0	0	60	7	6	2	45	4	1	41	83.67%	91.11%	97.62%				
#278		1727	0	0	1727	180	87	2	1458	52	43	9	1406	86.31%	96.43%	97.03%			
#279		2	0	0	2	0	1	0	1	0	0	1	100.00%	100.00%	100.00%				
#280		97	0	0	97	3	7	0	87	8	8	79	87.78%	90.80%	90.80%				
#281		108	0	0	108	18	2	0	88	3	1	85	81.73%	96.59%	98.84%				
#282		0	3493	0	3493	525	655	3	2310	70	48	22	2240	79.63%	96.97%	97.90%			
#283		128	0	0	128	7	11	0	110	24	24	0	86	73.50%	78.18%	78.18%			
#284		497	0	0	497	46	15	1	435	14	10	4	421	88.26%	96.78%	97.68%			
#285		404	0	0	404	39	21	1	343	16	16	0	327	85.60%	95.34%	95.34%			
#286		2084	0	0	2084	247	167	6	1664	48	29	19	1616	85.41%	97.12%	98.24%			
#287		800	0	0	800	107	112	1	580	17	14	3	563	82.31%	97.07%	97.57%			
#288		917	0	0	917	109	26	0	782	12	10	2	770	86.61%	98.47%	98.72%			

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-6  
 Attachment 2C

AGGREGATE ORDER TYPES Company Info	LSR PROCESSING														FLOWTHROUGH		
	Name	RESH / OCN	Mechanized Interface Used						Errors					Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
			LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
																	Total Manual Fallout
#289	39	0	0	0	39	4	2	1	32	3	3	0	29	80.56%	90.63%	90.63%	
#290	1852	0	0	0	1852	191	80	5	1576	49	33	16	1527	87.21%	96.89%	97.88%	
#291	232	0	0	0	232	13	11	0	208	5	5	0	203	91.86%	97.60%	97.60%	
#292	7	0	0	0	7	0	2	0	5	3	0	3	2	100.00%	40.00%	100.00%	
#293	21	0	0	0	21	1	0	0	20	1	1	0	19	90.48%	95.00%	95.00%	
#294	143	0	0	0	143	3	27	0	113	11	10	1	102	88.70%	90.27%	91.07%	
#295	315	0	0	0	315	79	16	3	217	20	16	4	197	67.47%	90.78%	92.49%	
#296	20	0	0	0	20	0	4	0	16	2	2	0	14	87.50%	87.50%	87.50%	
#297	146	0	0	0	146	35	31	0	80	11	2	9	69	65.09%	86.25%	97.18%	
#298	105	0	0	0	105	27	15	1	62	7	4	3	55	63.95%	88.71%	93.22%	
#299	1297	0	0	0	1297	181	106	3	1007	30	24	6	977	82.66%	97.02%	97.60%	
#300	411	0	0	0	411	41	17	5	348	7	6	1	341	87.89%	97.99%	98.27%	
#301	138	0	0	0	138	46	7	4	81	13	10	3	68	54.84%	83.95%	87.18%	
#302	0	144	0	0	144	58	51	0	35	29	3	26	6	8.96%	17.14%	66.67%	
#303	3	0	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%	
#304	12	0	0	0	12	2	1	3	6	2	2	0	4	50.00%	66.67%	66.67%	
#305	2	0	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#306	4	0	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%	
#307	1	0	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#308	4235	0	0	0	4235	537	237	9	3452	201	169	32	3251	82.16%	94.18%	95.06%	
#309	8959	0	0	0	8959	712	539	10	7698	431	285	146	7267	87.94%	94.40%	96.23%	
#310	20	0	0	0	20	0	2	0	18	0	0	0	18	100.00%	100.00%	100.00%	
#311	2	0	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#312	1374	0	0	0	1374	113	87	3	1171	67	49	18	1104	87.20%	94.28%	95.75%	
#313	865	0	0	0	865	89	56	1	719	33	30	3	686	85.22%	95.41%	95.81%	
#314	13	0	0	0	13	0	6	0	7	0	0	0	7	100.00%	100.00%	100.00%	
#315	13	0	0	0	13	0	3	0	10	0	0	0	10	100.00%	100.00%	100.00%	
#316	450	0	0	0	450	57	27	1	365	18	17	1	347	82.42%	95.07%	95.33%	
#317	334	0	0	0	334	20	32	1	281	7	1	6	274	92.88%	97.51%	99.64%	
#318	0	2404	0	0	2404	942	342	20	1100	271	152	119	829	43.11%	75.36%	84.51%	
#319	315	0	0	0	315	88	55	3	169	32	16	16	137	56.85%	81.07%	89.54%	
#320	2983	0	0	0	2983	237	175	17	2554	213	156	57	2341	85.63%	91.66%	93.75%	
#321	420	0	0	0	420	54	38	3	325	51	42	9	274	74.05%	84.31%	86.71%	
#322	0	0	0	0	0	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#323	14	0	0	0	14	2	0	0	12	0	0	0	12	85.71%	100.00%	100.00%	
#324	200	0	0	0	200	28	23	2	147	38	9	29	109	74.66%	74.15%	92.37%	

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		Mechanized Interface Used						LESOG			Errors			Percent Flow Through			
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual		Rejects	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
						Total Manual	Fallout										
#325		86	0	0	86	4	8	8	1	73	17	10	7	56	80.00%	76.71%	84.85%
#326		84	0	0	84	7	5	5	0	72	7	5	2	65	84.42%	90.28%	92.86%
#327		0	0	31	31	5	4	4	0	22	3	0	3	19	79.17%	86.36%	100.00%
#328		0	0	72	72	14	10	10	0	48	8	4	4	40	68.97%	83.33%	90.91%
#329		506	0	0	506	43	29	29	1	433	19	15	4	414	87.71%	95.61%	96.50%
#330		451	0	0	451	52	22	22	2	375	71	64	7	304	72.38%	81.07%	82.61%
#331		31	0	0	31	6	1	1	0	24	1	1	0	23	76.67%	95.83%	95.83%
#332		31	0	0	31	3	1	1	0	27	0	0	0	27	90.00%	100.00%	100.00%
#333		0	0	3	3	3	2	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#334		0	0	63	63	26	3	3	0	34	1	1	0	33	55.00%	97.06%	97.06%
#335		12	0	0	12	0	0	0	0	12	3	1	2	9	90.00%	75.00%	90.00%
#336		0	0	482	482	24	38	38	0	420	11	5	6	409	93.38%	97.38%	98.79%
#337		91	0	0	91	0	33	33	3	55	0	0	0	55	100.00%	100.00%	100.00%
#338		64	0	0	64	13	4	4	0	47	4	4	0	43	71.67%	91.49%	91.49%
#339		3	0	0	3	0	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%
#340		639	0	0	639	59	91	91	1	488	44	38	6	444	82.07%	90.98%	92.12%
#341		504	0	0	504	83	52	52	2	367	36	18	18	331	76.62%	90.19%	94.84%
#342		67	0	0	67	8	18	18	0	41	5	3	2	36	76.60%	87.80%	92.31%
#343		6	0	0	6	0	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%
#344		189	0	0	189	38	26	26	3	122	11	8	3	111	70.70%	90.98%	93.28%
#345		10	0	0	10	3	2	2	0	5	1	1	0	4	50.00%	80.00%	80.00%
#346		0	5968	0	5968	773	1383	1383	0	3812	91	48	43	3721	81.92%	97.61%	98.73%
#347		0	8139	0	8139	1366	1974	1974	4	4795	186	89	97	4609	76.01%	96.12%	98.11%
#348		129	0	0	129	9	20	20	1	99	4	4	0	95	87.96%	95.96%	95.96%
#349		366	0	0	366	20	72	72	0	274	13	11	2	261	89.38%	95.26%	95.96%
#350		7	0	0	7	1	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#351		1220	0	0	1220	94	75	75	0	1051	22	18	4	1029	90.18%	97.91%	98.28%
#352		1	0	0	1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#353		1868	0	0	1868	220	289	289	9	1350	100	53	47	1250	82.07%	92.59%	95.93%
#354		11	0	0	11	4	2	2	0	5	0	0	0	5	55.56%	100.00%	100.00%
#355		0	0	220	220	51	12	12	2	155	7	7	0	148	71.84%	95.48%	95.48%
#356		0	0	515	515	100	39	39	6	370	46	31	15	324	71.21%	87.57%	91.27%
#357		3454	0	0	3454	126	107	107	14	3207	69	37	32	3138	95.06%	97.85%	98.83%
#358		11287	0	0	11287	379	1298	1298	14	9596	252	192	60	9344	94.24%	97.37%	97.99%
#359		0	32	0	32	1	7	7	0	24	2	0	2	22	95.65%	91.67%	100.00%
#360		4	0	0	4	0	1	1	0	3	0	0	0	3	100.00%	100.00%	100.00%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES	LSR PROCESSING														FLOWTHROUGH		
	LESOG														Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
	Mechanized Interface Used				Rejects				Errors				Issued SO's				
	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Falout	BST Caused Falout	CLEC Caused Falout					
#361	9	0	0	0	9	0	3	0	6	3	2	1	3	60.00%	50.00%	60.00%	
#362	599	0	0	0	599	21	54	0	524	11	8	3	513	94.65%	97.90%	98.46%	
#363	4762	0	0	0	4762	482	533	8	3739	241	188	53	3498	83.93%	93.55%	94.90%	
#364	3	0	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#365	7	0	0	0	7	0	1	0	6	2	1	1	4	80.00%	66.67%	80.00%	
#366	114	0	0	0	114	9	4	0	101	7	6	1	94	86.24%	93.07%	94.00%	
#367	61	0	0	0	61	3	4	0	54	4	3	1	50	89.29%	92.59%	94.34%	
#368	0	473	0	0	473	241	91	15	126	50	32	18	76	21.78%	60.32%	70.37%	
#369	0	48	0	0	48	18	14	1	15	1	1	0	14	42.42%	93.33%	93.33%	
#370	4218	0	0	0	4218	1746	196	21	2255	87	47	40	2168	54.73%	96.14%	97.88%	
#371	1159	0	0	0	1159	136	100	24	899	207	134	73	692	71.93%	76.97%	83.78%	
#372	103	0	0	0	103	13	14	0	76	7	5	2	69	79.31%	90.79%	93.24%	
#373	20	0	0	0	20	1	3	0	16	1	1	0	15	88.24%	93.75%	93.75%	
#374	32244	0	0	0	32244	4241	2508	67	25428	1211	1085	126	24217	81.97%	95.24%	95.71%	
#375	1	0	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#376	5	0	0	0	5	2	2	0	3	0	0	0	3	100.00%	100.00%	100.00%	
#377	8	0	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%	
#378	30	0	0	0	30	3	0	0	27	2	1	1	25	86.21%	92.59%	96.15%	
#379	19	0	0	0	19	0	8	1	10	0	0	0	10	100.00%	100.00%	100.00%	
#380	27	0	0	0	27	1	6	0	20	0	0	0	20	95.24%	100.00%	100.00%	
#381	29	0	0	0	29	4	6	1	18	7	0	7	11	73.33%	61.11%	100.00%	
#382	11	0	0	0	11	2	0	0	9	1	0	1	8	80.00%	88.89%	100.00%	
#383	240	0	0	0	240	55	36	1	148	3	3	0	145	71.43%	97.97%	97.97%	
#384	0	0	0	3	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%	
#385	0	0	0	1849	1849	294	236	9	1310	160	87	73	1150	75.11%	87.79%	92.97%	
#386	0	0	0	1007	1007	122	152	1	732	78	41	37	654	80.05%	89.34%	94.10%	
#387	0	0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#388	0	0	0	1882	1882	387	287	4	1204	196	89	107	1008	67.92%	83.72%	91.89%	
#389	0	0	0	1157	1157	171	205	2	779	126	56	70	653	74.20%	83.83%	92.10%	
#390	0	0	0	974	974	160	155	1	658	100	33	67	558	74.30%	84.80%	94.42%	
#391	0	0	0	17	17	2	6	0	9	2	2	2	7	77.78%	77.78%	100.00%	
#392	4	0	0	0	4	0	2	1	1	1	0	1	0	0.00%	0.00%	0.00%	
#393	4	0	0	0	4	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%	
#394	1066	0	0	0	1066	165	73	3	825	33	26	7	792	80.57%	96.00%	96.82%	
#395	15	0	0	0	15	1	1	0	13	0	0	0	13	92.86%	100.00%	100.00%	
#396	11	0	0	0	11	4	0	0	7	1	1	0	6	54.55%	85.71%	85.71%	

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH				
Company Info		LESOG												Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				Issued SO's	
#397		0	2	0	2	1	0	0	0	1	0	0	0	0	1	50.00%	100.00%	100.00%
#398		58	0	0	58	1	7	0	0	50	3	1	2	0	47	95.92%	94.00%	97.92%
#399		2611	0	0	2611	492	330	16	16	1773	150	72	78	1623	1623	74.21%	91.54%	95.75%
#400		251	0	0	251	34	24	1	1	192	16	13	3	176	176	78.92%	91.67%	93.12%
#401		276	0	0	276	58	17	3	3	198	19	16	3	179	179	70.75%	90.40%	91.79%
#402		0	0	1	1	0	0	0	0	1	0	0	0	1	1	100.00%	100.00%	100.00%
#403		1820	0	0	1820	159	97	1	1	1563	46	40	6	1517	1517	88.40%	97.06%	97.43%
#404		168	0	0	168	9	3	0	0	156	6	4	2	150	150	92.02%	96.15%	97.40%
#405		0	88	0	88	0	6	0	0	82	16	9	7	66	66	88.00%	80.49%	88.00%
#406		120	0	0	120	3	6	0	0	111	3	3	0	108	108	94.74%	97.30%	97.30%
#407		0	0	1140	1140	45	146	0	0	949	23	18	5	926	926	93.63%	97.58%	98.09%
#408		391	0	0	391	78	28	2	2	283	15	11	4	268	268	75.07%	94.70%	96.06%
#409		2356	0	0	2356	307	152	13	13	1884	83	74	9	1801	1801	82.54%	95.59%	96.05%
#410		165	0	0	165	27	11	3	3	124	22	15	7	102	102	70.83%	82.26%	87.18%
#411		161	0	0	161	12	6	0	0	143	4	3	1	139	139	90.26%	97.20%	97.89%
#412		406	0	0	406	29	20	0	0	357	12	8	4	345	345	90.31%	96.64%	97.73%
#413		384	0	0	384	45	23	6	6	310	11	8	3	299	299	84.94%	96.45%	97.39%
#414		540	0	0	540	45	13	0	0	482	6	6	0	476	476	90.32%	98.76%	98.76%
#415		333	0	0	333	51	31	3	3	248	10	10	0	238	238	79.60%	95.97%	95.97%
#416		0	28	0	28	6	0	2	2	20	11	10	1	9	9	36.00%	45.00%	47.37%
#417		0	63	0	63	48	1	0	0	14	3	1	2	11	11	18.33%	78.57%	91.67%
#418		0	2	0	2	0	0	0	0	2	0	0	0	2	2	100.00%	100.00%	100.00%
#419		0	28	0	28	20	0	1	1	7	5	2	3	2	2	8.33%	28.57%	50.00%
#420		0	213	0	213	160	19	3	3	31	11	6	5	20	20	10.75%	64.52%	76.92%
#421		0	164	0	164	94	22	1	1	47	15	10	5	32	32	23.53%	68.09%	76.19%
#422		3	0	0	3	0	0	0	0	2	0	0	0	2	2	100.00%	100.00%	100.00%
#423		64	0	0	64	12	4	0	0	48	7	6	1	41	41	69.49%	85.42%	87.23%
#424		496	0	0	496	80	29	0	0	387	9	5	4	378	378	81.64%	97.67%	98.69%
#425		141	0	0	141	39	5	0	0	97	9	9	0	88	88	64.71%	90.72%	90.72%
#426		0	323	0	323	143	46	6	6	128	38	27	11	90	90	34.62%	70.31%	76.92%
#427		83	0	0	83	17	12	4	4	50	22	5	17	28	28	56.00%	56.00%	84.85%
#428		5	0	0	5	1	2	0	0	2	1	1	0	1	1	33.33%	50.00%	50.00%
#429		25	0	0	25	4	3	0	0	18	2	0	2	16	16	80.00%	88.89%	100.00%
#430		155	0	0	155	28	24	1	1	102	10	6	4	92	92	73.02%	90.20%	93.88%
#431		631	0	0	631	76	74	8	8	473	73	62	11	400	400	74.35%	84.57%	86.58%
#432		84	0	0	84	27	1	2	2	54	16	6	10	38	38	53.52%	70.37%	86.36%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used			Manual			Rejects			Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
#433		10	0	0	10	0	1	0	0	9	0	0	0	9	100.00%	100.00%	100.00%
#434		16	0	0	16	4	3	0	2	9	2	2	0	9	53.85%	77.78%	77.78%
#435		50	0	0	50	6	6	1	5	37	5	4	1	37	76.19%	86.49%	88.89%
#436		22	0	0	22	0	0	0	6	22	3	3	0	22	84.21%	72.73%	84.21%
#437		53	0	0	53	0	1	2	41	50	31	31	10	50	22.50%	18.00%	22.50%
#438		129	0	0	129	2	6	0	7	121	7	2	5	114	96.61%	94.21%	98.28%
#439		92	0	0	92	7	6	1	6	78	6	5	1	72	85.71%	92.31%	93.51%
#440		30	0	0	30	7	4	0	6	19	6	5	1	13	52.00%	68.42%	72.22%
#441		213	0	0	213	40	33	3	14	137	14	10	4	123	71.10%	89.78%	92.48%
#442		15	0	0	15	0	0	1	2	14	2	0	2	12	100.00%	85.71%	100.00%
#443		6	0	0	6	1	0	1	1	4	1	0	1	3	75.00%	75.00%	100.00%
#444		56	0	0	56	5	5	0	4	46	4	0	4	42	89.36%	91.30%	100.00%
#445		71	0	0	71	11	5	1	6	54	6	2	4	48	78.69%	88.89%	96.00%
#446		98	0	0	98	10	15	3	15	70	15	9	6	55	74.32%	78.57%	85.94%
#447		0	0	47	47	8	3	0	3	36	3	1	2	33	78.57%	91.67%	97.06%
#448		0	0	661	661	87	62	2	40	510	40	23	17	470	81.03%	92.16%	95.33%
#449		0	0	92	92	15	6	0	8	71	8	0	8	63	80.77%	88.73%	100.00%
#450		0	0	228	228	28	31	0	14	169	14	8	6	155	81.15%	91.72%	95.09%
#451		0	0	353	353	63	25	0	19	265	19	11	8	246	76.88%	92.83%	95.72%
#452		0	0	229	229	36	27	1	18	165	18	8	10	147	76.96%	89.09%	94.84%
#453		16	0	0	16	3	0	0	1	13	1	1	0	12	75.00%	92.31%	92.31%
#454		648	0	0	648	61	46	4	43	537	43	16	27	494	86.51%	91.99%	96.86%
#455		139	0	0	139	6	6	3	13	124	13	5	8	111	90.98%	89.52%	95.69%
#456		213	0	0	213	27	18	5	19	163	19	12	7	144	78.69%	88.34%	92.31%
#457		927	0	0	927	115	76	13	77	723	77	49	28	646	79.75%	89.35%	92.95%
#458		983	0	0	983	126	79	4	74	774	74	58	16	700	79.19%	90.44%	92.35%
#459		1929	0	0	1929	174	53	5	86	1697	86	75	11	1611	86.61%	94.93%	95.55%
#460		16	0	0	16	3	1	0	1	12	1	1	0	11	73.33%	91.67%	91.67%
#461		12	0	0	12	1	2	0	1	9	1	1	0	8	80.00%	88.89%	88.89%
#462		3	0	0	3	0	1	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#463		605	0	0	605	27	33	2	25	543	25	20	5	518	91.68%	95.40%	96.28%
LENS Subtotal		251759	0	0	251759	28667	25697	1279	16279	196116	16279	10652	5627	179837	82.06%	91.70%	94.41%
EDI Subtotal		0	74628	0	74628	11278	12080	90	3354	51180	3354	1527	1827	47826	78.88%	93.45%	96.91%
TAG Subtotal		0	0	56696	56696	5935	6075	403	4844	44283	4844	2946	1898	39439	81.62%	89.06%	93.05%
<b>TOTAL INTERFACES</b>		<b>251759</b>	<b>74628</b>	<b>56696</b>	<b>383083</b>	<b>45880</b>	<b>43852</b>	<b>1772</b>	<b>24477</b>	<b>291579</b>	<b>24477</b>	<b>15125</b>	<b>9352</b>	<b>267102</b>	<b>81.41%</b>	<b>91.61%</b>	<b>94.64%</b>

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG												Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
Name	RESH/OCN	Mechanized Interface Used			Rejects			Validated			Errors					
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's			
#1		0	4	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#2		0	18	0	18	0	2	0	16	5	0	5	11	100.00%	68.75%	100.00%
#3		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#6		10	0	0	10	1	4	0	5	0	0	0	5	83.33%	100.00%	100.00%
<b>d Manual Fallout. This is currently u</b>																
#8		6	0	0	6	3	1	0	2	1	0	0	1	20.00%	50.00%	50.00%
#9		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#10		174	0	0	174	18	15	0	141	8	5	3	133	85.26%	94.33%	96.38%
#11		1152	0	0	1152	108	122	1	921	18	14	4	903	88.10%	98.05%	98.47%
#12		0	0	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		1144	0	0	1144	99	143	1	901	42	33	9	859	86.68%	95.34%	96.30%
#14		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#15		24	0	0	24	6	3	0	15	1	1	0	14	66.67%	93.33%	93.33%
#16		9	0	0	9	0	2	0	7	1	0	0	6	85.71%	85.71%	100.00%
#17		500	0	0	500	33	27	0	440	14	7	7	426	91.42%	96.82%	98.38%
#18		12	0	0	12	2	0	1	9	4	2	2	5	55.56%	55.56%	71.43%
#19		1208	0	0	1208	93	41	4	1070	29	24	5	1041	89.90%	97.29%	97.75%
#20		1902	0	0	1902	84	154	5	1659	155	67	88	1504	90.88%	90.66%	95.74%
#21		21	0	0	21	0	4	0	17	1	0	1	16	100.00%	94.12%	100.00%
#22		401	0	0	401	8	21	0	372	6	6	0	366	96.32%	98.39%	98.39%
#23		16	0	0	16	1	1	1	13	4	1	3	9	81.82%	69.23%	90.00%
#24		321	0	0	321	35	22	2	262	22	19	3	240	81.63%	91.60%	92.66%
#25		14	0	0	14	0	2	0	12	3	2	1	9	81.82%	75.00%	81.82%
#26		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#27		2277	0	0	2277	125	223	15	1914	190	146	44	1724	86.42%	90.07%	92.19%
#28		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#29		12	0	0	12	1	5	1	5	1	1	0	4	66.67%	80.00%	80.00%
#30		18	0	0	18	0	5	0	13	2	0	2	11	100.00%	84.62%	100.00%
#31		50	0	0	50	4	2	0	44	9	6	3	35	77.78%	79.55%	85.37%
#32		28	0	0	28	4	5	0	19	1	1	0	18	78.26%	94.74%	94.74%
#33		0	0	24	24	4	13	2	5	4	1	3	1	16.67%	20.00%	50.00%
#34		0	0	535	535	167	81	8	279	42	18	24	237	56.16%	84.95%	92.94%
#35		69	0	0	69	7	39	1	22	6	0	6	16	69.57%	72.73%	100.00%
#36		232	0	0	232	17	44	5	166	39	25	14	127	75.15%	76.51%	83.55%
#37		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	92.64%	93.21%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used			Validated			Errors				Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual	Total	Rejects Auto Clarification	Pending Supps (Z Status)	LSR's	Total System					BST Caused	CLEC Caused
#38		327	0	0	327	48	39	39	1	239	7	6	1	232	81.12%	97.07%	97.48%
#39		514	0	0	514	42	19	19	3	450	14	12	2	436	88.98%	96.89%	97.32%
#40		385	0	0	385	29	6	6	0	350	5	4	1	345	91.27%	98.57%	98.85%
#41		261	0	0	261	36	9	9	1	215	18	9	9	197	81.40%	91.63%	95.63%
#42		0	0	307	307	2	41	41	0	264	3	2	1	261	98.49%	98.86%	99.24%
#43		29	0	0	29	0	5	5	1	23	3	1	2	20	95.24%	86.96%	95.24%
#44		541	0	0	541	82	18	18	2	439	29	22	7	410	79.77%	93.39%	94.91%
#45		0	0	1545	1545	11	54	54	3	1477	15	13	2	1462	98.38%	98.98%	99.12%
#46		191	0	0	191	8	23	23	1	159	10	5	5	149	91.98%	93.71%	96.75%
#47		15	0	0	15	2	0	0	0	13	2	2	0	11	73.33%	84.62%	84.62%
#48		6	0	0	6	1	1	1	0	4	0	0	0	4	80.00%	100.00%	100.00%
#49		386	0	0	386	17	7	7	1	361	30	22	8	331	89.46%	91.69%	93.77%
#50		56	0	0	56	8	0	0	0	48	7	6	1	41	74.55%	85.42%	87.23%
#51		0	0	1756	1756	234	151	151	9	1362	212	156	56	1150	74.68%	84.43%	88.06%
#52		4	0	0	4	2	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#53		17	0	0	17	3	1	1	0	13	0	0	0	13	81.25%	100.00%	100.00%
#54		0	0	889	889	6	102	102	0	781	13	9	4	768	98.08%	98.34%	98.84%
#55		75	0	0	75	2	5	5	4	64	4	0	4	60	96.77%	93.75%	100.00%
#56		13	0	0	13	0	2	2	0	11	0	0	0	11	100.00%	100.00%	100.00%
#57		14	0	0	14	2	8	8	0	4	0	0	0	4	66.67%	100.00%	100.00%
#58		136	0	0	136	13	9	9	1	113	12	11	1	101	80.80%	89.38%	90.18%
#59		6	0	0	6	0	5	5	0	1	0	0	0	1	100.00%	100.00%	100.00%
#60		30227	0	0	30227	3289	6150	6150	257	20531	3982	2180	1802	16549	75.16%	80.60%	88.36%
#61		342	0	0	342	36	27	27	1	278	7	5	2	271	86.86%	97.48%	98.19%
#62		43	0	0	43	14	3	3	0	26	2	2	0	24	60.00%	92.31%	92.31%
#63		25	0	0	25	0	3	3	1	21	6	1	5	15	93.75%	71.43%	93.75%
#64		1683	0	0	1683	272	39	39	6	1366	227	207	20	1139	70.40%	83.38%	84.62%
#65		34	0	0	34	2	25	25	0	7	0	0	0	7	77.78%	100.00%	100.00%
#66		64	0	0	64	4	6	6	1	53	1	0	1	52	92.86%	98.11%	100.00%
#67		1885	0	0	1885	235	276	276	2	1372	33	26	7	1339	83.69%	97.59%	98.10%
#68		610	0	0	610	39	34	34	4	533	45	33	12	488	87.14%	91.56%	93.67%
#69		975	0	0	975	119	53	53	0	803	24	22	2	779	84.67%	97.01%	97.25%
#70		128	0	0	128	23	10	10	1	94	9	8	1	85	73.28%	90.43%	91.40%
#71		0	1	0	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		17	0	0	17	1	3	3	0	13	5	1	4	8	80.00%	61.54%	88.89%
#73		0	0	96	96	25	35	35	4	32	11	7	4	21	39.62%	65.63%	75.00%
#74		565	0	0	565	76	59	59	5	425	48	36	12	377	77.10%	88.71%	91.28%



**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)**  
**REPORT PERIOD: 08/01/2001 - 08/31/2001**

**Supplemental Exhibit A JV-6**  
**Attachment 2C**

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH							
Company Info		Mechanized Interface Used						LESOG						Errors				Percent Achieved Flowthrough			
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Rejects	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through				
																		Manual	Total Manual	Auto Clarification	Pending Supps (Z Status)
#75		11	0	0	11	0	6	5	0	0	0	0	0	5	0	0	100.00%				
#76		4	0	0	4	0	0	4	0	0	0	0	0	4	0	0	100.00%				
#77		202	0	0	202	46	11	144	1	8	6	2	136	136	2	72.34%					
#78		45	0	0	45	4	5	36	0	3	1	2	33	33	1	86.84%					
#79		104	0	0	104	10	5	89	0	1	1	0	88	88	0	88.89%					
#80		623	0	0	623	88	8	527	0	15	15	0	512	512	0	83.25%					
#81		7	0	0	7	1	2	4	0	0	0	0	4	4	0	80.00%					
#82		223	0	0	223	31	9	182	1	11	7	4	171	171	0	81.82%					
#83		828	0	0	828	125	132	569	2	46	39	7	523	523	0	76.13%					
#84		308	0	0	308	48	20	239	1	20	16	4	219	219	0	77.39%					
#85		495	0	0	495	21	24	450	0	15	14	1	435	435	0	92.55%					
#86		10	0	0	10	1	2	7	0	0	0	0	7	7	0	87.50%					
#87		493	0	0	493	64	30	397	2	44	26	18	353	353	0	79.68%					
#88		2544	0	0	2544	302	187	2048	7	115	93	22	1933	1933	0	83.03%					
#89		92	0	0	92	8	6	75	3	30	24	6	45	45	0	58.44%					
#90		147	0	0	147	14	6	127	0	3	2	1	124	124	0	88.57%					
#91		4	0	0	4	2	0	2	0	1	0	0	1	1	0	33.33%					
#92		1	0	0	1	0	0	1	0	0	0	0	1	1	0	100.00%					
#93		1186	0	0	1186	239	126	819	2	44	38	6	775	775	0	73.67%					
#94		0	2720	0	2720	1545	318	857	0	153	126	27	704	704	0	29.64%					
#95		2868	0	0	2868	212	193	2441	22	338	302	36	2103	2103	0	80.36%					
#96		0	0	2	2	2	0	0	0	0	0	0	0	0	0	0.00%					
#97		16	0	0	16	0	6	9	1	0	0	0	9	9	0	100.00%					
#98		68	0	0	68	11	6	51	0	7	5	2	44	44	0	73.33%					
#99		791	0	0	791	41	46	704	0	18	11	7	686	686	0	92.95%					
#100		0	0	11192	11192	69	584	10531	8	301	250	51	10230	10230	0	96.98%					
#101		3725	0	0	3725	354	253	3092	26	213	141	72	2879	2879	0	85.33%					
#102		73	0	0	73	4	11	57	1	9	3	6	48	48	0	87.27%					
#103		1	0	0	1	0	0	1	0	1	1	0	0	0	0	0.00%					
#104		71	0	0	71	18	13	40	0	8	7	1	32	32	0	56.14%					
#105		0	7	0	7	2	1	4	0	0	0	0	4	4	0	66.67%					
#106		158	0	0	158	10	10	136	2	13	10	3	123	123	0	86.01%					
#107		2	0	0	2	0	1	1	0	0	0	0	0	0	0	100.00%					
#108		3	0	0	3	2	1	0	0	0	0	0	0	0	0	0.00%					
#109		11	0	0	11	2	3	6	0	1	0	1	5	5	0	71.43%					
#110		280	0	0	280	43	48	188	1	25	15	10	163	163	0	73.76%					
#111		167	0	0	167	8	4	150	5	114	110	4	36	36	0	23.38%					
																24.66%					

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit A JV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH				
Company Info		Mechanized Interface Used						LESOG						Percent Achieved Flowthrough			Base Calculation	Percent Flow Through
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	Errors		CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
											BST Caused Fallout	LSR's						
#112		21	0	0	21	1	0	0	0	20	0	0	0	20	95.24%	100.00%	100.00%	
#113		36	0	0	36	11	0	0	25	1	1	0	24	66.67%	96.00%	96.00%		
#114		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%		
#115		201	0	0	201	20	19	1	161	6	4	2	155	86.59%	96.27%	97.48%		
#116		156	0	0	156	32	24	1	99	36	34	2	63	48.84%	63.64%	64.95%		
#117		5	0	0	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%		
#118		7	0	0	7	1	0	1	5	0	0	0	5	83.33%	100.00%	100.00%		
#119		60	0	0	60	8	4	0	48	3	1	2	45	83.33%	93.75%	97.83%		
#120		699	0	0	699	71	63	3	562	28	18	10	534	85.71%	95.02%	96.74%		
#121		84	0	0	84	12	9	0	63	3	3	0	60	80.00%	95.24%	95.24%		
#122		0	924	0	924	24	66	0	834	49	39	10	785	92.57%	94.12%	95.27%		
#123		0	5077	0	5077	94	1453	0	3530	864	450	414	2666	83.05%	75.52%	85.56%		
#124		0	328	0	328	40	14	0	274	4	3	1	270	86.26%	98.54%	98.90%		
#125		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#126		2	0	0	2	24	26	0	168	6	3	3	162	85.71%	96.43%	98.18%		
#127		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#128		67	0	0	67	3	5	0	59	1	1	0	58	93.55%	98.31%	98.31%		
#129		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%		
#130		413	0	0	413	61	21	0	331	12	10	2	319	81.79%	96.37%	96.96%		
#131		377	0	0	377	27	70	1	279	14	10	4	265	87.75%	94.98%	96.36%		
#132		63	0	0	63	10	19	2	32	2	0	2	30	75.00%	93.75%	100.00%		
#133		354	0	0	354	62	33	6	253	36	17	19	217	73.31%	85.77%	92.74%		
#134		79	0	0	79	13	13	0	53	10	5	5	43	70.49%	81.13%	89.58%		
#135		0	0	3423	3423	14	555	31	2823	730	493	237	2093	80.50%	74.14%	80.94%		
#136		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%		
#137		0	0	27	27	0	2	0	25	2	1	1	23	95.83%	92.00%	95.83%		
#138		0	0	3	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%		
#139		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%		
#140		10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%		
#141		2	0	0	2	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%		
#142		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#143		21	0	0	21	2	3	0	16	0	0	0	16	88.89%	100.00%	100.00%		
#144		18	0	0	18	5	5	0	8	0	0	0	8	61.54%	100.00%	100.00%		
#145		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%		
#146		18	0	0	18	1	2	0	15	3	0	3	12	92.31%	80.00%	100.00%		
#147		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%		
#148		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit A JV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH						
Company Info		LESOG																
Name	RESH / OCN	Mechanized Interface Used				Manual			Rejects			Errors				Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual	Total Manual	Auto Clarification	Pending Supps (Z Status)	Validated	LSR's	Total System	BST Caused	CLEC	Issued SO's			
#149		8	0	0	8	0	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%	
#150		252	0	0	252	18	50	0	0	184	8	5	3	176	88.44%	95.65%	97.24%	
#151		76	0	0	76	20	8	0	0	48	7	5	2	41	62.12%	85.42%	89.13%	
#152		67	0	0	67	5	7	0	0	55	5	3	2	50	86.21%	90.91%	94.34%	
#153		0	0	4184	4184	222	79	14	3869	346	306	40	3523	9449	86.97%	91.06%	92.01%	
#154		10985	0	0	10985	809	493	4	9679	230	185	45	9449	0	90.48%	97.62%	98.08%	
#155		0	0	2	2	0	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#156		450	0	0	450	70	75	3	302	31	23	8	271	74.45%	89.74%	92.18%		
#157		3277	0	0	3277	273	400	4	2600	63	46	17	2537	88.83%	97.58%	98.22%		
#158		29	0	0	29	0	0	0	29	1	1	0	28	96.55%	96.55%	96.55%		
#159		1578	0	0	1578	167	159	8	1244	117	65	52	1127	82.93%	90.59%	94.55%		
#160		83	0	0	83	10	16	0	57	4	2	2	53	81.54%	92.98%	96.36%		
#161		228	0	0	228	34	8	0	186	4	4	0	182	82.73%	97.85%	97.85%		
#162		0	0	2303	2303	80	190	0	2033	84	65	19	1949	93.08%	95.87%	96.77%		
#163		108	0	0	108	13	7	5	83	7	5	2	76	80.85%	91.57%	93.83%		
#164		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#165		87	0	0	87	3	1	0	83	4	2	2	79	94.05%	95.18%	97.53%		
#166		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#167		98	0	0	98	10	3	0	85	4	4	0	81	85.26%	95.29%	95.29%		
#168		963	0	0	963	95	30	2	836	61	60	1	775	83.33%	92.70%	92.81%		
#169		0	0	136	136	2	17	1	116	6	4	2	110	94.83%	94.83%	96.49%		
#170		13	0	0	13	0	0	0	13	0	0	0	13	100.00%	100.00%	100.00%		
#171		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%		
#172		3962	0	0	3962	444	249	25	3244	105	70	35	3139	85.93%	96.76%	97.82%		
#173		48	0	0	48	14	12	1	21	11	11	0	10	28.57%	47.62%	47.62%		
#174		1282	0	0	1282	161	152	1	968	43	33	10	925	82.66%	95.56%	96.56%		
#175		165	0	0	165	36	7	0	122	3	3	0	119	75.32%	97.54%	97.54%		
#176		560	0	0	560	80	46	2	432	13	8	5	419	82.64%	96.99%	98.13%		
#177		130	0	0	130	15	26	1	88	4	3	1	84	82.35%	95.45%	96.55%		
#178		2261	0	0	2261	134	827	2	1298	30	27	3	1268	88.73%	97.69%	97.92%		
#179		0	0	985	985	10	88	1	886	7	6	1	879	98.21%	99.21%	99.32%		
#180		60	0	0	60	7	6	2	45	4	1	3	41	83.67%	91.11%	97.62%		
#181		1727	0	0	1727	180	87	2	1458	52	43	9	1406	86.31%	96.43%	97.03%		
#182		108	0	0	108	18	2	0	88	3	1	2	85	81.73%	96.59%	98.84%		
#183		0	3493	0	3493	525	655	3	2310	70	48	22	2240	79.63%	96.97%	97.90%		
#184		128	0	0	128	7	11	0	110	24	24	0	86	73.50%	78.18%	78.18%		
#185		497	0	0	497	46	15	1	435	14	10	4	421	88.26%	96.78%	97.68%		

**ORDERING**

**REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)**

REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit A JV-6  
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH						
Company Info		LESOG																		
Name	RESH / OCN	Mechanized Interface Used						Manual			Validated			Total System Fallout	Errors	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Rejects	Pending Supps (Z Status)	LSR's	Total Manual	Auto Clarification	Rejects	LSR's	BST Caused Fallout							
#186		404	0	0	404	21	343	16	16	0	327	85.60%	95.34%	95.34%						
#187		2084	0	0	2084	167	1664	48	29	19	1616	85.41%	97.12%	98.24%						
#188		792	0	0	792	112	573	17	14	3	556	82.25%	97.03%	97.54%						
#189		917	0	0	917	26	782	12	10	2	770	86.61%	98.47%	98.72%						
#190		39	0	0	39	2	32	3	3	0	29	80.56%	90.63%	90.63%						
#191		1851	0	0	1851	80	1576	49	33	16	1527	87.26%	96.89%	97.88%						
#192		232	0	0	232	11	208	5	5	0	203	91.86%	97.60%	97.60%						
#193		1	0	0	1	0	0	0	0	0	1	100.00%	100.00%	100.00%						
#194		57	0	0	57	2	29	2	2	0	27	49.09%	93.10%	93.10%						
#195		1297	0	0	1297	106	1007	30	24	6	977	82.66%	97.02%	97.60%						
#196		411	0	0	411	17	348	7	6	1	341	87.89%	97.99%	98.27%						
#197		27	0	0	27	8	18	2	1	1	16	64.00%	88.89%	94.12%						
#198		4235	0	0	4235	237	3452	201	169	32	3251	82.16%	94.18%	95.06%						
#199		8959	0	0	8959	712	7698	431	285	146	7267	87.94%	94.40%	96.23%						
#200		20	0	0	20	2	18	0	0	0	18	100.00%	100.00%	100.00%						
#201		1370	0	0	1370	87	1188	66	49	17	1102	87.25%	94.35%	95.74%						
#202		860	0	0	860	56	714	33	30	3	681	85.13%	95.38%	95.78%						
#203		13	0	0	13	3	10	0	0	0	10	100.00%	100.00%	100.00%						
#204		450	0	0	450	27	365	18	17	1	347	82.42%	95.07%	95.33%						
#205		334	0	0	334	32	281	7	1	6	274	92.88%	97.51%	99.64%						
#206		0	192	0	192	43	125	27	12	15	98	73.68%	78.40%	89.09%						
#207		7	0	0	7	1	5	0	0	0	5	83.33%	100.00%	100.00%						
#208		2983	0	0	2983	175	2554	213	156	57	2341	85.63%	91.66%	93.75%						
#209		412	0	0	412	35	321	51	42	9	270	73.97%	84.11%	86.54%						
#210		14	0	0	14	2	12	0	0	0	12	85.71%	100.00%	100.00%						
#211		4	0	0	4	1	3	0	0	0	3	100.00%	100.00%	100.00%						
#212		84	0	0	84	7	72	7	5	2	65	84.42%	90.28%	92.86%						
#213		0	0	1	1	0	1	0	0	0	1	100.00%	100.00%	100.00%						
#214		32	0	0	32	4	28	1	1	0	27	84.38%	96.43%	96.43%						
#215		31	0	0	31	6	24	1	0	0	23	76.67%	95.83%	95.83%						
#216		30	0	0	30	3	26	0	0	0	26	89.66%	100.00%	100.00%						
#217		0	0	34	34	2	19	1	1	0	18	56.25%	94.74%	94.74%						
#218		0	0	482	482	38	420	11	5	6	409	93.38%	97.38%	98.79%						
#219		27	0	0	27	9	16	0	0	0	16	100.00%	100.00%	100.00%						
#220		57	0	0	57	7	46	4	4	0	42	79.25%	91.30%	91.30%						
#221		3	0	0	3	0	3	2	1	1	1	50.00%	33.33%	50.00%						
#222		636	0	0	636	58	486	43	38	5	443	82.19%	91.15%	92.10%						

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Manual			Validated		Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual	Total Manual	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System	BST Caused				
#223		0	5968	0	5968	0	1383	0	3812	91	48	43	3721	81.92%	97.61%	98.73%
#224		0	8139	0	8139	0	1974	4	4795	186	89	97	4609	76.01%	96.12%	98.11%
#225		129	0	0	129	9	20	1	99	4	4	0	95	87.96%	95.96%	95.96%
#226		366	0	0	366	20	72	0	274	13	11	2	261	89.38%	95.26%	95.96%
#227		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%
#228		1220	0	0	1220	94	75	0	1051	22	18	4	1029	90.18%	97.91%	98.28%
#229		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#230		1868	0	0	1868	220	289	9	1350	100	53	47	1250	82.07%	92.59%	95.93%
#231		0	0	515	515	100	39	6	370	46	31	15	324	71.21%	87.57%	91.27%
#232		97	0	0	97	18	21	11	47	20	20	20	27	60.00%	57.45%	100.00%
#233		11273	0	0	11273	379	1287	12	9595	252	192	60	9343	94.24%	97.37%	97.99%
#234		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#235		599	0	0	599	21	54	0	524	11	8	3	513	94.65%	97.90%	98.46%
#236		4762	0	0	4762	482	533	8	3739	241	188	53	3498	83.93%	93.55%	94.90%
#237		114	0	0	114	9	4	0	101	7	6	1	94	86.24%	93.07%	94.00%
#238		61	0	0	61	3	4	0	54	4	3	1	50	89.29%	92.59%	94.34%
#239		0	3	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#240		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
#241		110	0	0	110	10	13	1	86	7	4	3	79	84.95%	91.86%	95.18%
#242		103	0	0	103	13	14	0	76	7	5	2	69	79.31%	90.79%	93.24%
#243		20	0	0	20	1	3	0	16	1	1	0	15	88.24%	93.75%	93.75%
#244		32243	0	0	32243	4241	2508	67	25427	1211	1085	126	24216	81.97%	95.24%	95.71%
#245		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#246		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
#247		11	0	0	11	2	0	0	9	1	0	1	8	80.00%	88.89%	100.00%
#248		234	0	0	234	55	34	1	144	3	3	0	141	70.85%	97.92%	97.92%
#249		1061	0	0	1061	162	73	3	823	32	25	7	791	80.88%	96.11%	96.94%
#250		11	0	0	11	0	1	0	10	0	0	0	10	100.00%	100.00%	100.00%
#251		11	0	0	11	4	0	0	7	1	1	0	6	54.55%	85.71%	85.71%
#252		56	0	0	56	1	6	0	49	2	1	1	47	95.92%	95.92%	97.92%
#253		251	0	0	251	34	24	1	192	16	13	3	176	78.92%	91.67%	93.12%
#254		157	0	0	157	23	13	0	121	5	3	2	116	81.69%	95.87%	97.48%
#255		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#256		1814	0	0	1814	159	96	1	1558	45	39	6	1513	88.43%	97.11%	97.49%
#257		168	0	0	168	9	3	0	156	6	4	2	150	92.02%	96.15%	97.40%
#258		0	88	0	88	0	6	0	82	16	9	7	66	88.00%	80.49%	88.00%
#259		120	0	0	120	3	6	0	111	3	3	0	108	94.74%	97.30%	97.30%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES	LSR PROCESSING														FLOWTHROUGH		
	LESOG														Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
	Mechanized Interface Used				Rejects				Errors				Issued SO's				
	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
Name																	
#260	0	0	1140	0	1140	45	146	0	0	949	23	18	5	926	93.63%	97.56%	98.09%
#261	390	0	0	390	77	28	0	2	283	15	11	4	268	75.28%	94.70%	96.06%	
#262	2319	0	0	2319	291	150	12	12	1866	83	74	9	1783	83.01%	95.55%	96.02%	
#263	165	0	0	165	27	11	3	3	124	22	15	7	102	70.83%	82.26%	87.18%	
#264	160	0	0	160	12	6	0	0	142	4	3	1	138	90.20%	97.18%	97.87%	
#265	406	0	0	406	29	20	0	0	357	12	8	4	345	90.31%	96.64%	97.73%	
#266	384	0	0	384	45	23	6	6	310	11	8	3	299	84.94%	96.45%	97.39%	
#267	540	0	0	540	45	13	0	0	482	6	6	0	476	90.32%	98.76%	98.76%	
#268	311	0	0	311	44	29	3	3	235	10	10	0	225	80.65%	95.74%	95.74%	
#269	0	3	0	3	0	0	0	0	3	2	2	0	1	100.00%	33.33%	100.00%	
#270	496	0	0	496	80	29	0	0	387	9	5	4	378	81.64%	97.67%	98.69%	
#271	141	0	0	141	39	5	0	0	97	9	9	0	88	64.71%	90.72%	90.72%	
#272	4	0	0	4	1	2	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
#273	101	0	0	101	16	11	1	1	73	5	4	1	68	77.27%	93.15%	94.44%	
#274	365	0	0	365	47	45	1	1	272	25	18	7	247	79.17%	90.81%	93.21%	
#275	10	0	0	10	0	1	0	0	9	0	0	0	9	100.00%	100.00%	100.00%	
#276	1	0	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#277	63	0	0	63	2	11	2	2	48	11	5	6	37	84.09%	77.08%	88.10%	
#278	0	0	196	196	28	21	1	1	146	14	7	7	132	79.04%	90.41%	94.96%	
#279	2	0	0	2	0	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#280	3	0	0	3	2	0	0	0	1	0	0	0	1	33.33%	100.00%	100.00%	
#281	2	0	0	2	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#282	743	0	0	743	42	56	3	3	642	55	45	10	587	87.09%	91.43%	92.88%	
#283	1929	0	0	1929	174	53	5	5	1697	86	75	11	1611	86.61%	94.93%	95.55%	
#284	16	0	0	16	3	1	1	0	12	1	1	0	11	73.33%	91.67%	91.67%	
#285	12	0	0	12	1	2	0	0	9	1	1	0	8	80.00%	88.89%	88.89%	
#286	1	0	0	1	0	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#287	605	0	0	605	27	33	2	2	543	25	20	5	518	91.68%	95.40%	96.28%	
LENS Subtotal	191855	0	0	191855	19699	19482	711	711	151963	10895	7566	3329	141068	83.80%	92.83%	94.91%	
EDI Subtotal	0	26971	0	26971	4394	5920	8	8	16649	1468	824	644	15181	74.42%	91.18%	94.85%	
TAG Subtotal	0	0	29784	29784	1060	2241	88	88	26395	1872	1394	478	24523	90.90%	92.91%	94.62%	
<b>TOTAL INTERFACES</b>	<b>191855</b>	<b>26971</b>	<b>29784</b>	<b>248610</b>	<b>25153</b>	<b>27643</b>	<b>807</b>	<b>807</b>	<b>195007</b>	<b>14235</b>	<b>9784</b>	<b>4451</b>	<b>180772</b>	<b>83.80%</b>	<b>92.70%</b>	<b>94.87%</b>	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)

Supplemental Exhibit AJV-6  
Attachment 2C

REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects			Errors				Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				Issued SO's
#1		6	0	0	6	0	0	0	6	5	3	2	1	16.67%	25.00%	25.00%
#2		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#3		22	0	0	22	10	0	0	12	3	2	1	9	42.86%	75.00%	81.82%
#4		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		155	0	0	155	48	9	2	96	12	7	5	84	60.43%	87.50%	92.31%
#6		32	0	0	32	3	4	1	24	3	1	2	21	84.00%	87.50%	95.45%
<b>d Manual Fallout. This is currently u</b>																
#8		1	0	0	1	0	0	0	2	1	0	1	1	100.00%	100.00%	100.00%
#9		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#10		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		18	0	0	18	0	2	1	15	2	1	1	13	92.86%	86.67%	92.86%
#12		23	0	0	23	5	1	1	16	6	4	2	10	52.63%	62.50%	71.43%
#13		71	0	0	71	19	2	3	47	9	4	5	38	62.30%	80.85%	90.48%
#14		22	0	0	22	0	6	4	12	3	1	2	9	90.00%	75.00%	90.00%
#15		7	0	0	7	0	1	0	6	3	2	1	3	60.00%	50.00%	60.00%
#16		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
#17		20	0	0	20	1	2	1	16	6	6	0	10	58.82%	62.50%	62.50%
#18		10	0	0	10	2	3	0	5	2	0	2	3	60.00%	60.00%	100.00%
#19		32	0	0	32	1	0	1	30	8	7	1	22	73.33%	73.33%	75.86%
#20		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#21		0	0	111	111	64	11	2	34	14	7	7	20	21.98%	58.82%	74.07%
#22		52	0	0	52	0	12	0	40	10	5	5	30	85.71%	75.00%	85.71%
#23		185	0	0	185	76	12	0	97	36	25	11	61	37.65%	62.89%	70.93%
#24		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#25		0	5	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#26		8	0	0	8	0	6	0	2	1	0	1	1	100.00%	50.00%	100.00%
#27		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#28		5	0	0	5	0	1	0	4	3	1	2	1	50.00%	25.00%	50.00%
#29		15	0	0	15	5	0	0	10	5	3	2	5	38.46%	50.00%	62.50%
#30		8	0	0	8	0	0	1	7	0	0	0	7	100.00%	100.00%	100.00%
#31		197	0	0	197	21	13	0	163	42	39	3	121	66.85%	74.23%	75.63%
#32		11	0	0	11	6	2	0	3	0	0	0	3	33.33%	100.00%	100.00%
#33		1387	0	0	1387	162	227	28	970	339	228	111	631	61.80%	65.05%	73.46%
#34		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#35		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#36		8	0	0	8	0	0	0	8	1	0	1	7	100.00%	87.50%	100.00%
#37		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES	LSR PROCESSING														FLOWTHROUGH		
	LESOG														Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
	Mechanized Interface Used				Validated				Errors				Issued SO's				
	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Falout	Rejects Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Falout	BST Caused Falout	CLEC Caused Falout					
#38	105	0	0	0	105	21	7	7	5	26	13	13	49	59.04%	65.33%	79.03%	
#39	3	0	0	0	3	1	1	1	0	0	0	0	1	50.00%	100.00%	100.00%	
#40	293	0	0	0	293	51	36	202	4	81	55	26	121	53.30%	59.90%	68.75%	
#41	71	0	0	0	71	10	6	55	0	7	6	1	48	75.00%	87.27%	88.89%	
#42	55	0	0	0	55	10	11	33	1	15	10	5	18	47.37%	54.55%	64.29%	
#43	0	0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#44	63	0	0	0	63	13	7	43	0	4	3	1	39	70.91%	90.70%	92.86%	
#45	1	0	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#46	3	0	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#47	1	0	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#48	11	0	0	0	11	7	0	4	0	0	0	0	4	36.36%	100.00%	100.00%	
#49	2	0	0	0	2	0	0	2	0	0	0	0	2	100.00%	100.00%	100.00%	
#50	7	0	0	0	7	1	1	5	0	0	0	0	2	28.57%	100.00%	100.00%	
#51	7	0	0	0	7	5	0	2	0	0	0	0	1	100.00%	100.00%	100.00%	
#52	1	0	0	0	1	0	0	1	0	0	0	0	0	0.00%	0.00%	0.00%	
#53	9	0	0	0	9	8	0	1	0	1	0	1	0	0.00%	0.00%	0.00%	
#54	14	0	0	0	14	7	0	7	0	2	0	2	5	41.67%	71.43%	100.00%	
#55	8	0	0	0	8	2	0	6	0	3	2	1	3	42.86%	50.00%	60.00%	
#56	0	0	0	5	5	0	0	5	0	2	1	1	3	75.00%	60.00%	75.00%	
#57	9	0	0	0	9	4	0	5	0	3	2	1	2	25.00%	40.00%	50.00%	
#58	2	0	0	0	2	0	0	2	0	2	1	1	0	0.00%	0.00%	0.00%	
#59	1	0	0	0	1	0	0	1	0	0	0	0	1	100.00%	100.00%	100.00%	
#60	1	0	0	0	1	0	0	1	0	0	0	0	1	100.00%	100.00%	100.00%	
#61	139	0	0	0	139	28	18	92	1	31	25	6	61	53.51%	66.30%	70.93%	
#62	4	0	0	0	4	2	0	2	0	1	0	1	1	33.33%	50.00%	100.00%	
#63	369	0	0	0	369	74	37	249	9	56	37	19	193	63.49%	77.51%	83.91%	
#64	87	0	0	0	87	21	11	53	2	12	7	5	41	59.42%	77.36%	85.42%	
#65	0	0	0	0	0	7	7	26	0	10	9	1	16	50.00%	61.54%	64.00%	
#66	339	0	0	0	339	74	22	239	4	61	42	19	178	60.54%	74.48%	80.91%	
#67	43	0	0	0	43	3	15	25	0	2	1	1	23	85.19%	92.00%	95.83%	
#68	29	0	0	0	29	2	6	21	0	6	1	5	15	83.33%	71.43%	93.75%	
#69	49	0	0	0	49	5	11	32	1	7	3	4	25	75.76%	78.13%	89.29%	
#70	1	0	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#71	1244	0	0	0	1244	226	166	843	9	372	262	110	471	49.11%	55.87%	64.26%	
#72	92	0	0	0	92	59	5	27	1	15	13	2	12	14.29%	44.44%	48.00%	
#73	3	0	0	0	3	0	1	2	0	0	0	0	2	100.00%	100.00%	100.00%	
#74	10	0	0	0	10	2	1	7	0	1	0	1	6	75.00%	85.71%	100.00%	



AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG										Percent Achieved Flowthrough				
Name	RESH / OCN	Mechanized Interface Used			Validated			Errors				Issued SO's	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Falout	Rejects Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Falout	BST Caused Falout				CLEC Caused Falout	
#75		9	0	0	9	1	0	0	8	1	1	0	7	77.78%	87.50%	87.50%
#76		14	0	0	14	5	0	0	7	0	0	0	7	58.33%	100.00%	100.00%
#77		17	0	0	17	7	0	1	9	5	1	4	4	33.33%	44.44%	80.00%
#78		40	0	0	40	2	0	1	37	12	6	25	25	75.76%	67.57%	80.65%
#79		12	0	0	12	1	0	1	8	0	0	8	8	88.89%	100.00%	100.00%
#80		9	0	0	9	3	0	0	5	4	2	1	1	16.67%	20.00%	33.33%
#81		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#82		8	0	0	8	2	0	0	4	2	2	2	2	33.33%	50.00%	50.00%
#83		0	0	0	0	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#84		3	0	0	3	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#85		4	0	0	4	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		7	0	0	7	1	0	0	4	0	0	4	4	80.00%	100.00%	100.00%
#87		8	0	0	8	4	0	0	3	1	0	2	2	33.33%	66.67%	100.00%
#88		68	0	0	68	0	0	2	66	3	1	2	63	98.44%	95.45%	98.44%
#89		11	0	0	11	5	0	0	6	0	0	6	6	54.55%	100.00%	100.00%
#90		32	0	0	32	7	0	0	23	5	3	18	18	64.29%	78.26%	85.71%
#91		16	0	0	16	2	0	0	13	2	1	11	11	78.57%	84.62%	91.67%
#92		0	0	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#93		1	0	0	1	0	0	0	1	0	0	1	1	100.00%	100.00%	100.00%
#94		0	0	0	0	45	0	0	24	12	8	12	12	18.46%	50.00%	60.00%
#95		0	0	0	0	0	0	0	13	8	4	5	5	55.56%	38.46%	55.56%
#96		2	0	0	2	0	0	0	2	2	0	0	0	0.00%	0.00%	0.00%
#97		2	0	0	2	0	0	0	2	0	0	2	2	100.00%	100.00%	100.00%
#98		29	0	0	29	3	0	0	22	3	1	19	19	82.61%	86.36%	95.09%
#99		0	0	0	0	4	0	0	3	1	0	2	2	28.57%	66.67%	66.67%
#100		0	0	0	0	6	0	0	2	0	0	0	0	0.00%	0.00%	0.00%
#101		7	0	0	7	4	0	0	3	2	2	2	2	25.00%	100.00%	100.00%
#102		7	0	0	7	1	0	0	3	2	2	1	1	14.29%	33.33%	33.33%
#103		0	0	0	0	4	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
#104		2	0	0	2	4	0	0	13	7	4	6	6	42.86%	46.15%	60.00%
#105		4	0	0	4	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#106		0	0	0	0	0	0	0	2	0	0	2	2	100.00%	100.00%	100.00%
#107		95	0	0	95	7	0	0	87	5	0	82	82	98.80%	94.25%	100.00%
#108		0	0	0	0	6	0	1	20	6	2	14	14	63.64%	70.00%	87.50%
#109		0	0	0	0	7	0	0	7	1	1	6	6	85.71%	85.71%	85.71%
#110		49	0	0	49	5	0	0	40	7	7	33	33	73.33%	82.50%	82.50%
#111		15	0	0	15	2	0	0	11	3	3	8	8	61.54%	72.73%	72.73%

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH						
Company Info		LESOG																
Name	RESH / OCN	Mechanized Interface Used			Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through				
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Foutout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Foutout	BST Caused Foutout				CLEC Caused Foutout	Issued SO's		
#112		24	0	0	0	24	4	0	0	0	20	15	12	3	5	23.81%	25.00%	29.41%
#113		1	0	0	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#114		0	0	1	1	0	0	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#115		18	0	0	18	1	10	0	0	7	7	1	1	0	6	75.00%	85.71%	85.71%
#116		4	0	0	4	1	1	0	0	2	2	0	0	0	2	66.67%	100.00%	100.00%
#117		2	0	0	2	0	0	0	0	2	2	0	0	0	2	100.00%	100.00%	100.00%
#118		4	0	0	4	0	1	0	0	3	3	0	0	0	3	100.00%	100.00%	100.00%
#119		0	0	11	11	6	1	0	0	4	4	3	0	1	1	14.29%	25.00%	100.00%
#120		1280	0	0	1280	426	139	13	702	153	84	69	549	51.84%	78.21%	86.73%	86.73%	
#121		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#122		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#123		49	0	0	49	12	0	0	37	2	2	2	35	71.43%	94.59%	94.59%	94.59%	
#124		3	0	0	3	1	1	0	1	0	1	0	1	50.00%	100.00%	100.00%	100.00%	
#125		22	0	0	22	8	1	0	13	3	2	2	10	50.00%	76.82%	83.33%	83.33%	
#126		16	0	0	16	4	3	0	9	1	1	1	8	61.54%	88.89%	88.89%	88.89%	
#127		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	100.00%	
#128		1	0	0	1	0	0	0	1	0	1	0	1	100.00%	100.00%	100.00%	100.00%	
#129		133	0	0	133	83	0	0	50	3	2	2	47	35.61%	94.00%	95.92%	95.92%	
#130		1	0	0	1	0	0	0	1	0	1	0	1	100.00%	100.00%	100.00%	100.00%	
#131		12	0	0	12	5	0	0	7	0	0	0	7	58.33%	100.00%	100.00%	100.00%	
#132		0	0	13	13	5	7	0	1	0	0	0	1	16.67%	100.00%	100.00%	100.00%	
#133		0	0	2	2	0	0	0	2	1	0	0	1	100.00%	50.00%	100.00%	100.00%	
#134		0	0	38	38	9	7	1	21	8	4	4	13	50.00%	61.90%	76.47%	76.47%	
#135		0	0	1	1	0	0	0	1	0	0	0	0	100.00%	100.00%	100.00%	100.00%	
#136		5	0	0	5	0	1	0	4	2	0	2	2	100.00%	50.00%	100.00%	100.00%	
#137		1	0	0	1	0	0	0	1	0	0	0	0	100.00%	100.00%	100.00%	100.00%	
#138		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#139		45	0	0	45	17	5	0	23	6	4	4	17	44.74%	73.91%	80.95%	80.95%	
#140		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	100.00%	
#141		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	100.00%	
#142		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#143		0	2	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	0.00%	
#144		4	0	0	4	1	0	0	3	2	1	1	1	33.33%	33.33%	50.00%	50.00%	
#145		6	0	0	6	4	1	0	1	0	0	0	1	20.00%	100.00%	100.00%	100.00%	
#146		17	0	0	17	5	4	0	8	2	2	2	6	46.15%	75.00%	75.00%	75.00%	
#147		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#148		97	0	0	97	3	7	0	87	8	8	8	79	87.78%	90.80%	90.80%	90.80%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH					
Company Info		LESOG																	
Name	RESH / OCN	Mechanized Interface Used			Rejects			Validated			Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through			
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				Issued SO's		
#149		8	0	0	0	8	0	0	0	7	0	0	0	0	0	7	87.50%	100.00%	100.00%
#150		1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#151		142	0	0	142	3	27	0	0	112	11	10	1	101	0	101	88.60%	90.18%	90.99%
#152		14	0	0	14	4	2	0	0	8	0	0	0	8	0	8	66.67%	100.00%	100.00%
#153		13	0	0	13	0	0	0	0	13	2	2	0	11	0	11	84.62%	84.62%	84.62%
#154		22	0	0	22	9	8	0	0	5	0	0	0	5	0	5	35.71%	100.00%	100.00%
#155		31	0	0	31	0	5	1	1	25	5	2	3	20	0	20	90.91%	80.00%	90.91%
#156		111	0	0	111	38	7	3	3	63	11	9	2	52	0	52	52.53%	82.54%	85.25%
#157		3	0	0	3	1	0	0	0	2	0	0	0	2	0	2	66.67%	100.00%	100.00%
#158		12	0	0	12	2	2	1	3	6	2	2	0	4	0	4	50.00%	66.67%	66.67%
#159		2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#160		4	0	0	4	3	0	0	0	1	0	0	0	1	0	1	25.00%	100.00%	100.00%
#161		1	0	0	1	0	0	0	0	1	0	0	0	1	0	1	100.00%	100.00%	100.00%
#162		1	0	0	1	0	0	0	0	1	0	0	0	1	0	1	100.00%	100.00%	100.00%
#163		4	0	0	4	1	0	0	0	3	1	0	0	2	0	2	66.67%	66.67%	100.00%
#164		5	0	0	5	0	0	0	0	5	0	0	0	5	0	5	100.00%	100.00%	100.00%
#165		0	639	0	639	233	158	7	7	241	75	50	25	166	0	166	36.97%	68.88%	76.85%
#166		158	0	0	158	47	28	2	2	81	20	10	10	61	0	61	51.69%	75.31%	85.92%
#167		8	0	0	8	1	3	0	0	4	0	0	0	4	0	4	80.00%	100.00%	100.00%
#168		191	0	0	191	28	22	1	1	140	36	9	27	104	0	104	73.76%	74.29%	92.04%
#169		3	0	0	3	2	0	0	0	1	1	0	1	0	0	0	0.00%	0.00%	0.00%
#170		0	0	71	71	14	10	0	0	47	8	4	4	39	0	39	68.42%	82.98%	90.70%
#171		10	0	0	10	2	6	0	0	2	0	0	0	2	0	2	50.00%	100.00%	100.00%
#172		413	0	0	413	48	19	2	2	344	70	63	7	274	0	274	71.17%	79.65%	81.31%
#173		1	0	0	1	0	0	0	0	1	0	0	0	1	0	1	100.00%	100.00%	100.00%
#174		0	0	3	3	0	2	0	0	1	0	0	0	1	0	1	100.00%	100.00%	100.00%
#175		0	0	24	24	12	0	0	0	12	0	0	0	12	0	12	50.00%	100.00%	100.00%
#176		64	0	0	64	0	24	1	1	39	0	0	0	39	0	39	100.00%	100.00%	100.00%
#177		7	0	0	7	6	0	0	0	1	0	0	0	1	0	1	14.29%	100.00%	100.00%
#178		3	0	0	3	1	0	0	0	2	1	0	1	1	0	1	50.00%	50.00%	100.00%
#179		25	0	0	25	3	5	0	0	17	1	0	1	16	0	16	84.21%	94.12%	100.00%
#180		1	0	0	1	0	0	0	0	1	0	0	0	1	0	1	100.00%	100.00%	100.00%
#181		10	0	0	10	3	2	0	0	5	1	1	0	4	0	4	50.00%	80.00%	80.00%
#182		11	0	0	11	4	2	0	0	5	0	0	0	5	0	5	55.56%	100.00%	100.00%
#183		2	0	0	2	0	1	0	0	1	0	0	0	1	0	1	100.00%	100.00%	100.00%
#184		3	0	0	3	2	1	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#185		7	0	0	7	0	1	0	0	6	2	1	1	4	0	4	80.00%	66.67%	80.00%

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
#186		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		0	45	0	45	18	11	1	15	1	1	1	14	42.42%	93.33%	93.33%
#188		112	0	0	112	26	49	1	36	1	1	1	34	55.74%	94.44%	97.14%
#189		1034	0	0	1034	124	80	23	807	130	70	607	607	70.50%	75.22%	82.36%
#190		1	0	0	1	0	0	0	1	0	0	1	1	100.00%	100.00%	100.00%
#191		6	0	0	6	0	2	0	4	0	0	4	4	100.00%	100.00%	100.00%
#192		0	0	18	18	0	1	0	17	2	1	14	14	87.50%	82.35%	87.50%
#193		0	0	8	8	1	0	0	7	2	0	5	5	62.50%	71.43%	71.43%
#194		0	0	19	19	3	0	0	16	2	4	10	10	66.67%	62.50%	83.33%
#195		0	0	8	8	0	1	0	7	0	1	6	6	100.00%	85.71%	100.00%
#196		0	0	1	1	0	0	0	1	0	0	1	1	100.00%	100.00%	100.00%
#197		5	0	0	5	3	0	0	2	1	0	1	1	20.00%	50.00%	50.00%
#198		4	0	0	4	1	0	0	3	0	0	3	3	75.00%	100.00%	100.00%
#199		0	2	0	2	1	0	0	1	0	0	1	1	50.00%	100.00%	100.00%
#200		11	0	0	11	1	7	0	3	0	0	3	3	75.00%	100.00%	100.00%
#201		119	0	0	119	35	4	3	77	13	1	63	63	56.76%	81.82%	82.89%
#202		6	0	0	6	0	1	0	5	1	0	4	4	80.00%	80.00%	80.00%
#203		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#204		37	0	0	37	16	2	1	18	0	0	18	18	52.94%	100.00%	100.00%
#205		1	0	0	1	0	0	0	1	0	0	1	1	100.00%	100.00%	100.00%
#206		22	0	0	22	7	2	0	13	0	0	13	13	65.00%	100.00%	100.00%
#207		0	4	0	4	0	0	0	4	0	0	4	4	100.00%	100.00%	100.00%
#208		3	0	0	3	0	0	1	2	0	0	2	2	100.00%	100.00%	100.00%
#209		64	0	0	64	12	4	4	48	6	1	41	41	69.49%	85.42%	87.23%
#210		83	0	0	83	17	12	4	50	5	17	28	28	56.00%	56.00%	84.85%
#211		1	0	0	1	0	0	0	1	1	0	0	0	0.00%	0.00%	0.00%
#212		52	0	0	52	12	11	0	29	2	3	24	24	63.16%	82.76%	92.31%
#213		264	0	0	264	28	29	7	200	44	4	152	152	67.86%	76.00%	77.55%
#214		11	0	0	11	5	0	0	6	0	1	5	5	50.00%	83.33%	100.00%
#215		16	0	0	16	4	3	0	9	2	0	7	7	53.85%	77.78%	77.78%
#216		50	0	0	50	6	6	1	37	4	1	32	32	76.19%	86.49%	88.89%
#217		22	0	0	22	0	0	0	22	3	3	16	16	84.21%	72.73%	84.21%
#218		2	0	0	2	0	1	0	1	0	0	1	1	100.00%	100.00%	100.00%
#219		88	0	0	88	7	6	0	75	5	1	69	69	85.19%	92.00%	93.24%
#220		30	0	0	30	7	4	0	19	5	1	13	13	52.00%	68.42%	72.22%
#221		212	0	0	212	40	33	3	136	10	4	122	122	70.93%	89.71%	92.42%
#222		2	0	0	2	0	1	0	1	0	0	1	1	100.00%	100.00%	100.00%

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH				
Company Info		LESOG																
Name	RESH / OCN	Mechanized Interface Used			Rejects		Validated		Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through			
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout		
#223		4	0	0	4	0	2	0	0	0	0	2	0	0	0	100.00%	100.00%	100.00%
#224		33	0	0	33	8	3	1	21	4	4	0	0	0	0	58.62%	80.95%	80.95%
#225		0	0	2	2	0	0	0	2	0	0	2	0	0	0	100.00%	100.00%	100.00%
#226		0	0	2	2	0	0	0	2	0	0	2	0	0	0	100.00%	100.00%	100.00%
#227		0	0	33	33	8	6	0	19	4	1	3	15	3	0	62.50%	78.95%	93.75%
#228		1	0	0	1	1	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#229		42	0	0	42	6	6	1	29	4	0	4	25	4	0	80.65%	86.21%	100.00%
#230		5	0	0	5	0	0	0	5	0	0	0	5	0	0	100.00%	100.00%	100.00%
#231		20	0	0	20	2	2	0	16	2	0	14	14	2	0	87.50%	87.50%	100.00%
#232		64	0	0	64	9	5	2	48	9	2	7	39	2	0	78.00%	81.25%	95.12%
#233		197	0	0	197	72	8	0	117	18	13	5	99	5	0	53.80%	84.62%	88.39%
<b>LENS Subtotal</b>		<b>11540</b>	<b>0</b>	<b>0</b>	<b>11540</b>	<b>2304</b>	<b>1337</b>	<b>156</b>	<b>7743</b>	<b>2012</b>	<b>1337</b>	<b>675</b>	<b>5731</b>	<b>675</b>	<b>0</b>	<b>61.15%</b>	<b>74.02%</b>	<b>81.08%</b>
<b>EDI Subtotal</b>		<b>0</b>	<b>738</b>	<b>0</b>	<b>738</b>	<b>260</b>	<b>179</b>	<b>8</b>	<b>291</b>	<b>87</b>	<b>60</b>	<b>27</b>	<b>204</b>	<b>27</b>	<b>0</b>	<b>38.93%</b>	<b>70.10%</b>	<b>77.27%</b>
<b>TAG Subtotal</b>		<b>0</b>	<b>0</b>	<b>601</b>	<b>601</b>	<b>204</b>	<b>91</b>	<b>5</b>	<b>301</b>	<b>91</b>	<b>46</b>	<b>45</b>	<b>210</b>	<b>45</b>	<b>0</b>	<b>45.65%</b>	<b>69.77%</b>	<b>82.03%</b>
<b>TOTAL INTERFACES</b>		<b>11540</b>	<b>738</b>	<b>601</b>	<b>12879</b>	<b>2768</b>	<b>1607</b>	<b>169</b>	<b>8335</b>	<b>2190</b>	<b>1443</b>	<b>747</b>	<b>6145</b>	<b>747</b>	<b>0</b>	<b>59.34%</b>	<b>73.73%</b>	<b>80.98%</b>

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-6  
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Validated			Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Falout					BST Caused Falout	CLEC Caused Falout
#1		0	67	0	67	9	22	0	36	6	1	5	30	75.00%	83.33%	96.77%
#2		0	711	0	711	157	150	0	404	148	23	125	256	58.72%	63.37%	91.76%
#3		0	13	0	13	2	3	0	8	0	0	0	8	80.00%	100.00%	100.00%
#4		0	4	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#5		0	6	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#6		0	75	0	75	29	2	0	44	3	0	3	41	58.57%	93.18%	100.00%
<b>d Manual Falout. This is currently u</b>																
#8		97	0	0	54	20	12	0	22	2	1	1	20	48.78%	90.91%	95.24%
#9		1686	0	0	1686	306	131	19	1230	131	80	51	1099	74.01%	89.35%	93.21%
#10		10	0	0	10	1	0	1	8	4	3	1	4	50.00%	50.00%	57.14%
#11		6	0	0	6	0	1	0	5	1	0	1	4	100.00%	80.00%	100.00%
#12		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#13		39	0	0	39	3	8	3	25	8	4	4	17	70.83%	68.00%	80.95%
#14		36	0	0	36	2	7	1	26	2	2	0	24	85.71%	92.31%	92.31%
#15		7	0	0	7	0	1	0	6	2	0	2	4	100.00%	66.67%	100.00%
#16		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#17		497	0	0	497	83	53	1	360	41	11	30	319	77.24%	88.61%	96.67%
#18		0	69	0	69	28	8	3	30	9	4	5	21	39.62%	70.00%	84.00%
#19		0	656	0	656	420	76	8	152	35	22	13	117	20.93%	76.97%	84.17%
#20		0	159	0	159	46	45	3	65	16	4	12	49	49.49%	75.38%	92.45%
#21		10	0	0	10	1	5	0	4	0	0	0	4	80.00%	100.00%	100.00%
#22		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#23		1071	0	0	1071	90	260	9	712	66	19	47	646	85.56%	90.73%	97.14%
#24		19	0	0	19	4	1	0	14	3	1	2	11	68.75%	78.57%	91.67%
#25		0	292	0	292	19	74	6	193	65	48	17	128	65.64%	66.32%	72.73%
#26		0	0	14995	14995	2889	2180	168	9758	1550	718	832	8208	69.47%	84.12%	91.96%
#27		0	0	58	58	34	20	1	3	1	1	0	2	5.41%	66.67%	66.67%
#28		7213	0	0	7213	484	286	24	6419	607	452	155	5812	86.13%	90.54%	92.78%
#29		74	0	0	74	40	21	0	13	2	1	1	11	21.15%	84.62%	91.67%
#30		0	635	0	635	285	99	4	247	59	17	42	188	38.37%	76.11%	91.71%
#31		733	0	0	733	98	85	16	534	62	15	47	472	80.68%	88.39%	96.92%
#32		266	0	0	266	25	40	1	200	15	5	10	185	86.05%	92.50%	97.37%
#33		32	0	0	32	4	7	0	21	8	0	8	13	76.47%	61.90%	100.00%
#34		16	0	0	16	4	1	0	11	1	0	1	10	71.43%	90.91%	100.00%
#35		22	0	0	22	1	9	0	12	0	0	0	12	92.31%	100.00%	100.00%
#36		38	0	0	38	6	12	2	18	7	4	3	11	52.38%	61.11%	73.33%
#37		10	0	0	10	1	4	1	4	0	0	0	4	80.00%	100.00%	100.00%

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH						
Company Info		LESOG																
Name	RESH / OCN	Mechanized Interface Used			Validated			Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through				
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual	Manual	Auto Clarification	Rejects					Pending Supps (Z Status)	Total System	BST Caused	CLEC Caused
#38		5	0	0	5	2	2	2	1	0	0	0	0	0	1	33.33%	100.00%	100.00%
#39		69	0	0	69	7	4	55	3	3	19	14	5	36	63.16%	65.45%	72.00%	
#40		2	0	0	2	0	0	2	0	0	0	0	0	2	100.00%	100.00%	100.00%	
#41		2	0	0	2	0	0	2	0	0	1	0	1	1	100.00%	50.00%	100.00%	
#42		0	0	1	1	0	0	1	0	0	1	1	0	0	0.00%	0.00%	0.00%	
#43		8	0	0	8	0	3	5	0	0	0	0	0	5	100.00%	100.00%	100.00%	
#44		0	0	141	141	6	52	68	15	0	55	31	24	13	26.00%	19.12%	29.55%	
#45		6	0	0	6	0	1	5	0	0	2	0	2	3	100.00%	60.00%	100.00%	
#46		359	0	0	359	46	93	202	18	0	103	49	54	99	51.03%	49.01%	66.89%	
#47		2	0	0	2	0	0	2	0	0	1	0	1	1	100.00%	50.00%	100.00%	
#48		10	0	0	10	4	0	6	0	0	0	0	0	6	60.00%	100.00%	100.00%	
#49		0	0	1	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#50		0	982	0	982	192	163	6	621	6	77	41	36	544	70.01%	87.60%	92.99%	
#51		22	0	0	22	6	1	8	7	0	3	0	3	5	45.45%	62.50%	100.00%	
#52		1170	0	0	1170	116	162	877	15	0	120	58	62	757	81.31%	86.32%	92.88%	
#53		0	3	0	3	2	0	1	0	0	1	0	1	0	0.00%	0.00%	0.00%	
#54		0	375	0	375	109	55	0	211	0	33	19	14	178	58.17%	84.36%	90.36%	
#55		23	0	0	23	0	0	13	0	0	2	0	2	11	100.00%	84.62%	100.00%	
#56		2481	0	0	2481	349	185	1915	32	0	306	197	109	1609	74.66%	84.02%	89.09%	
#57		2915	0	0	2915	306	462	2119	28	0	234	68	166	1885	83.44%	88.96%	96.52%	
#58		4010	0	0	4010	461	557	2961	31	0	282	117	165	2679	82.25%	90.48%	95.82%	
#59		33	0	0	33	0	6	27	0	0	7	3	4	20	86.96%	74.07%	86.96%	
#60		473	0	0	473	32	348	87	6	0	29	1	28	58	63.74%	66.67%	98.31%	
#61		0	0	38	38	7	2	29	0	0	1	1	0	28	77.78%	96.55%	96.55%	
#62		22	0	0	22	2	1	18	1	0	5	4	1	13	68.42%	72.22%	76.47%	
#63		0	0	1	1	0	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#64		147	0	0	147	13	22	105	7	0	12	5	7	93	83.78%	88.57%	94.90%	
#65		9	0	0	9	0	4	5	0	0	1	0	1	4	100.00%	80.00%	100.00%	
#66		134	0	0	134	30	19	85	0	0	15	8	7	70	64.81%	82.35%	89.74%	
#67		5	0	0	5	0	2	3	0	0	1	0	1	2	100.00%	66.67%	100.00%	
#68		4	0	0	4	2	1	1	0	0	1	0	1	0	0.00%	0.00%	0.00%	
#69		0	39766	0	39766	3843	4893	31026	4	0	1006	280	726	30020	87.92%	96.76%	99.08%	
#70		26	0	0	26	1	12	13	0	0	1	1	0	12	85.71%	92.31%	92.31%	
#71		88	0	0	88	12	9	67	0	0	8	5	3	59	77.63%	88.06%	92.19%	
#72		3	0	0	3	0	0	3	0	0	1	0	1	2	100.00%	66.67%	100.00%	
#73		0	0	5	5	4	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#74		0	0	3	3	0	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
Attachment 2C

AGGREGATE ORDER TYPES	LSR PROCESSING														FLOWTHROUGH			
	LESOG														Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's							
	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System		BST Caused	CLEC Caused					
	Fallout				Fallout		(Z Status)		Fallout	Fallout	Fallout							
#75	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#76	148	0	0	0	148	19	21	2	106	17	9	8	89	76.07%	83.96%	80.82%	90.82%	
#77	49	0	0	0	49	9	13	0	27	3	0	3	24	72.73%	88.89%	88.89%	100.00%	
#78	16	0	0	0	16	0	1	0	15	3	1	2	12	92.31%	80.00%	80.00%	92.31%	
#79	2	0	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	100.00%	
#80	10	0	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%	100.00%	
#81	154	0	0	0	154	34	26	3	91	12	8	4	79	65.29%	86.81%	80.80%	90.80%	
#82	9	0	0	0	9	0	0	0	9	1	0	1	8	100.00%	88.89%	100.00%	100.00%	
#83	2	0	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	100.00%	
#84	12	0	0	0	12	0	2	0	10	2	1	1	8	88.89%	80.00%	88.89%	100.00%	
#85	9	0	0	0	9	2	4	1	2	0	0	0	2	50.00%	100.00%	100.00%	100.00%	
#86	0	17	0	0	17	5	1	0	11	6	0	6	5	50.00%	45.45%	100.00%	100.00%	
#87	1417	0	0	0	1417	131	145	2	1139	67	42	25	1072	86.10%	94.12%	96.23%	96.23%	
#88	2364	0	0	0	2364	258	256	37	1813	122	55	67	1691	84.38%	93.27%	96.85%	96.85%	
#89	25	0	0	0	25	8	9	0	8	0	0	0	8	50.00%	100.00%	100.00%	100.00%	
#90	0	0	0	13	13	0	3	3	7	1	1	0	6	85.71%	85.71%	85.71%	85.71%	
#91	0	0	0	12	12	11	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	0.00%	
#92	0	0	0	32	32	7	1	0	24	3	2	1	21	70.00%	87.50%	91.30%	91.30%	
#93	0	0	0	73	73	16	22	3	32	14	8	6	18	42.86%	56.25%	69.23%	69.23%	
#94	0	0	0	18	18	1	10	1	6	2	1	1	4	66.67%	66.67%	80.00%	80.00%	
#95	0	0	0	160	160	32	49	1	78	33	8	25	45	52.94%	57.69%	84.91%	84.91%	
#96	0	0	0	49	49	8	7	2	32	8	7	1	24	61.54%	75.00%	77.42%	77.42%	
#97	0	0	0	7	7	6	0	1	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#98	0	0	0	39	39	3	10	3	23	3	3	0	20	76.92%	86.96%	86.96%	86.96%	
#99	0	0	0	23	23	10	3	0	10	8	4	4	2	12.50%	20.00%	33.33%	33.33%	
#100	858	0	0	0	858	98	104	11	645	70	23	47	575	82.61%	89.15%	96.15%	100.00%	
#101	0	0	0	17	17	16	0	0	1	0	0	0	1	5.88%	100.00%	100.00%	100.00%	
#102	159	0	0	0	159	14	1	2	142	62	3	59	80	82.47%	56.34%	96.39%	96.39%	
#103	14	0	0	0	14	5	2	2	5	0	0	0	5	50.00%	100.00%	100.00%	100.00%	
#104	0	0	0	27	27	15	8	0	4	1	1	0	3	15.79%	75.00%	75.00%	75.00%	
#105	4504	0	0	0	4504	612	435	35	3422	212	106	106	3210	81.72%	93.80%	96.80%	96.80%	
#106	1	0	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	
#107	0	0	0	62	62	9	9	4	40	12	6	6	28	65.12%	70.00%	82.35%	82.35%	
#108	0	0	0	12	12	0	2	0	10	1	1	1	9	100.00%	90.00%	100.00%	100.00%	
#109	0	0	0	17	17	4	7	0	6	1	1	0	5	50.00%	83.33%	83.33%	83.33%	
#110	0	0	0	22	22	12	0	0	10	4	1	3	6	31.58%	60.00%	85.71%	85.71%	
#111	0	0	0	38	38	5	5	0	28	6	2	4	22	75.86%	78.57%	91.67%	91.67%	



ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Rejects		Validated		Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout
#112		108	0	0	108	11	11	0	86	0	0	0	86	88.66%	100.00%	100.00%
#113		18	0	0	18	4	5	0	9	1	0	0	8	66.67%	88.89%	100.00%
#114		5	0	0	5	2	0	0	3	0	0	3	0	60.00%	100.00%	100.00%
#115		19	0	0	19	1	1	0	17	9	3	6	8	66.67%	47.06%	72.73%
#116		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#117		60	0	0	60	7	17	0	36	4	3	1	32	76.19%	88.89%	91.43%
#118		0	0	1972	1972	184	159	87	1542	430	358	72	1112	67.23%	72.11%	75.65%
#119		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#120		7	0	0	7	0	2	0	5	3	0	3	2	100.00%	40.00%	100.00%
#121		21	0	0	21	1	0	0	20	1	1	0	19	90.48%	95.00%	95.00%
#122		301	0	0	301	75	14	3	209	20	16	4	189	67.50%	90.43%	92.20%
#123		7	0	0	7	0	4	0	3	0	0	0	3	100.00%	100.00%	100.00%
#124		124	0	0	124	26	23	0	75	11	2	9	64	69.57%	85.33%	96.97%
#125		17	0	0	17	1	8	0	8	0	0	0	8	88.89%	100.00%	100.00%
#126		0	144	0	144	58	51	0	35	29	3	26	6	8.96%	17.14%	66.67%
#127		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		13	0	0	13	0	6	0	7	0	0	0	7	100.00%	100.00%	100.00%
#129		0	1573	0	1573	686	141	12	734	169	90	79	565	42.13%	76.98%	86.26%
#130		150	0	0	150	40	26	1	83	12	6	6	71	60.68%	85.54%	92.21%
#131		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#132		5	0	0	5	0	0	1	4	2	0	2	2	100.00%	50.00%	100.00%
#133		83	0	0	83	2	8	1	72	16	10	6	56	82.35%	77.78%	84.85%
#134		0	0	31	31	5	4	0	22	3	0	3	19	79.17%	86.36%	100.00%
#135		496	0	0	496	41	23	1	431	19	15	4	412	88.03%	95.59%	96.49%
#136		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
#137		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#138		12	0	0	12	0	0	0	12	3	1	2	9	90.00%	75.00%	90.00%
#139		479	0	0	479	80	47	2	350	35	18	17	315	76.27%	90.00%	94.59%
#140		67	0	0	67	8	18	0	41	5	3	2	36	76.60%	87.80%	92.31%
#141		6	0	0	6	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%
#142		188	0	0	188	38	26	3	121	11	8	3	110	70.51%	93.22%	93.22%
#143		0	0	220	220	51	12	2	155	7	7	0	148	71.84%	95.48%	95.48%
#144		3357	0	0	3357	108	86	3	3160	49	37	12	3111	95.55%	98.45%	98.82%
#145		14	0	0	14	0	11	2	1	0	0	0	1	100.00%	100.00%	100.00%
#146		0	32	0	32	1	7	0	24	2	0	2	22	95.65%	91.67%	100.00%
#147		9	0	0	9	0	3	0	6	3	2	1	3	60.00%	50.00%	60.00%
#148		0	472	0	472	240	91	15	126	50	32	18	76	21.84%	60.32%	70.37%

AGGREGATE ORDER TYPES	LSR PROCESSING														FLOWTHROUGH		
	LESOG														Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	CLEC Caused Fallout					
	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout			BST Caused Fallout				
#149	4100	0	0	0	4100	1720	143	20	2217	85	46	39	2132	54.69%	96.17%	97.89%	
#150	15	0	0	0	15	2	7	0	6	0	0	0	6	75.00%	100.00%	100.00%	
#151	5	0	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%	
#152	8	0	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%	
#153	30	0	0	0	30	3	0	0	27	2	1	1	25	86.21%	92.59%	96.15%	
#154	19	0	0	0	19	0	8	1	10	0	0	0	10	100.00%	100.00%	100.00%	
#155	27	0	0	0	27	1	6	0	20	0	0	0	20	95.24%	100.00%	100.00%	
#156	23	0	0	0	23	4	3	1	15	7	0	7	8	66.67%	53.33%	100.00%	
#157	0	0	0	0	0	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%	
#158	0	0	0	1831	1831	294	235	9	1293	157	85	72	1136	74.98%	87.86%	93.04%	
#159	0	0	0	999	999	121	152	1	725	76	39	37	649	80.22%	89.52%	94.33%	
#160	0	0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#161	0	0	0	1863	1863	384	287	4	1188	190	87	103	998	67.94%	84.01%	91.98%	
#162	0	0	0	1149	1149	171	204	2	772	125	56	69	647	74.03%	83.81%	92.03%	
#163	0	0	0	973	973	160	155	1	657	100	33	67	557	74.27%	84.78%	94.41%	
#164	0	0	0	17	17	2	6	0	9	2	0	2	7	77.78%	77.78%	100.00%	
#165	4	0	0	4	4	0	2	1	1	1	0	1	0	0.00%	0.00%	0.00%	
#166	4	0	0	4	4	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%	
#167	2	0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#168	2600	0	0	2600	491	323	323	16	1770	150	72	78	1620	74.21%	91.53%	95.74%	
#169	0	28	0	28	6	0	0	2	20	11	10	1	9	36.00%	45.00%	47.37%	
#170	0	56	0	56	48	1	1	0	7	1	1	0	6	10.91%	85.71%	85.71%	
#171	0	2	0	2	0	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#172	0	28	0	28	20	0	0	1	7	5	2	3	2	8.33%	28.57%	50.00%	
#173	0	213	0	213	160	19	19	3	31	11	6	5	20	10.75%	64.52%	76.92%	
#174	0	164	0	164	94	22	22	1	47	15	10	5	32	23.53%	68.09%	76.19%	
#175	0	323	0	323	143	46	46	6	128	38	27	11	90	34.62%	70.31%	76.92%	
#176	25	0	0	25	4	3	3	0	18	2	0	2	16	80.00%	88.89%	100.00%	
#177	2	0	0	2	0	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#178	2	0	0	2	1	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
#179	73	0	0	73	22	1	1	2	48	15	6	9	33	54.10%	68.75%	84.62%	
#180	53	0	0	53	0	1	1	2	50	41	31	10	9	22.50%	18.00%	22.50%	
#181	127	0	0	127	2	5	5	0	120	7	2	5	113	96.58%	94.17%	98.26%	
#182	4	0	0	4	0	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%	
#183	15	0	0	15	0	0	0	1	14	2	0	2	12	100.00%	85.71%	100.00%	
#184	6	0	0	6	1	0	0	1	4	1	0	1	3	75.00%	75.00%	100.00%	
#185	54	0	0	54	5	4	4	0	45	4	0	4	41	89.13%	91.11%	100.00%	

**ORDERING**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Validated			Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout					BST Caused Fallout	CLEC Caused Fallout
#186		67	0	0	67	11	3	52	1	1	46	77.97%	88.46%	95.83%		
#187		2	0	0	2	0	1	1	0	0	1	100.00%	100.00%	100.00%		
#188		0	0	47	47	8	3	36	0	0	33	78.57%	91.67%	97.06%		
#189		0	0	661	661	87	62	510	2	23	470	81.03%	92.16%	95.33%		
#190		0	0	92	92	15	6	71	0	0	63	80.77%	88.73%	100.00%		
#191		0	0	226	226	28	31	167	0	8	153	80.95%	91.62%	95.03%		
#192		0	0	351	351	63	25	263	0	11	244	76.73%	92.78%	95.69%		
#193		15	0	0	15	2	0	13	0	1	12	80.00%	92.31%	92.31%		
#194		604	0	0	604	55	38	508	3	16	469	86.85%	92.32%	96.70%		
#195		134	0	0	134	6	6	119	3	5	106	90.60%	89.08%	95.50%		
#196		190	0	0	190	23	16	146	5	12	129	78.66%	88.36%	91.49%		
#197		861	0	0	861	106	70	674	11	47	606	79.84%	89.91%	92.80%		
#198		43	0	0	43	12	15	15	1	0	14	53.85%	93.33%	100.00%		
#199		2	0	0	2	0	0	2	0	0	2	100.00%	100.00%	100.00%		
<b>LENS Subtotal</b>		<b>48364</b>	<b>0</b>	<b>0</b>	<b>48364</b>	<b>6664</b>	<b>4878</b>	<b>36410</b>	<b>412</b>	<b>1749</b>	<b>33038</b>	<b>79.70%</b>	<b>90.74%</b>	<b>94.97%</b>		
<b>EDI Subtotal</b>		<b>0</b>	<b>46919</b>	<b>0</b>	<b>46919</b>	<b>6624</b>	<b>5981</b>	<b>34240</b>	<b>74</b>	<b>643</b>	<b>32441</b>	<b>81.70%</b>	<b>94.75%</b>	<b>98.06%</b>		
<b>TAG Subtotal</b>		<b>0</b>	<b>0</b>	<b>26311</b>	<b>26311</b>	<b>4671</b>	<b>3743</b>	<b>17587</b>	<b>310</b>	<b>1506</b>	<b>14706</b>	<b>70.42%</b>	<b>83.62%</b>	<b>90.71%</b>		
<b>TOTAL INTERFACES</b>		<b>48364</b>	<b>46919</b>	<b>26311</b>	<b>121594</b>	<b>17959</b>	<b>14602</b>	<b>88237</b>	<b>796</b>	<b>3898</b>	<b>80185</b>	<b>78.58%</b>	<b>90.87%</b>	<b>95.36%</b>		

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		12
#2		194
#3		7
#4		2
#5		15
#6		17
<b>ed Manual Fallout. This is currently un</b>		
#8		29
#9		4
#10		43
#11		10
#12		7
#13		20
#14		21
#15		8
#16		46
#17		1
#18		9
#19		269
#20		3
#21		2
#22		2
#23		60
#24		45
#25		1
#26		492
#27		77
#28		5
#29		9
#30		3

#31		13
#32		8
#33		8
#34		103
#35		88
#36		14
#37		1
#38		1
#39		49
#40		29
#41		11
#42		2
#43		8
#44		1517
#45		8
#46		1
#47		35
#48		18
#49		8
#50		21
#51		5
#52		15
#53		2
#54		2
#55		1
#56		23
#57		26
#58		3
#59		5
#60		13
#61		1
#62		17
#63		1
#64		1
#65		4
#66		13
#67		6

#68	16
#69	121
#70	1
#71	13
#72	483
#73	1
#74	12
#75	222
#76	13
#77	117
#78	83
#79	55
#80	6
#81	24
#82	8
#83	1
#84	1
#85	8
#86	6
#87	1
#88	4
#89	23
#90	1
#91	14
#92	530
#93	1
#94	6709
#95	6
#96	2
#97	1
#98	18
#99	4
#100	13
#101	1
#102	3
#103	6
#104	29

#105	67
#106	9
#107	5
#108	241
#109	3
#110	6
#111	55
#112	1
#113	72
#114	15
#115	13
#116	3
#117	5
#118	2
#119	4
#120	15
#121	6
#122	1
#123	78
#124	11
#125	271
#126	21
#127	1
#128	36
#129	5
#130	3
#131	96
#132	2
#133	13
#134	12
#135	12
#136	1
#137	12
#138	14
#139	6
#140	3
#141	1

#142			1
#143			10
#144			59
#145			43
#146			42
#147			10
#148			1
#149			136
#150			3
#151			7
#152			9
#153			16
#154			3
#155			2
#156			59
#157			2
#158			7
#159			22
#160			4
#161			1
#162			19
#163			4
#164			2
#165			32
#166			44
#167			161
#168			4
#169			25
#170			13
#171			10
#172			4
#173			564
#174			55
#175			8
#176			17
#177			2
#178			2



#179	2
#180	7
#181	4
#182	26
#183	16
#184	20
#185	8
#186	1
#187	229
#188	467
#189	17
#190	46
#191	47
#192	81
#193	18
#194	1
#195	79
#196	83
#197	39
#198	2
#199	2
#200	516
#201	1
#202	1
#203	7
#204	8
#205	76
#206	27
#207	56
#208	51
#209	21
#210	6
#211	96
#212	3
#213	2
#214	15
#215	54

#216	21
#217	6
#218	1
#219	7
#220	1
#221	5
#222	2
#223	6
#224	5
#225	5
#226	21
#227	68
#228	6
#229	2
#230	12
#231	13
#232	1
#233	2
#234	5
#235	3
#236	34
#237	7
#238	32
#239	32
#240	29
#241	19
#242	1
#243	5
<b>Total</b>	<b>17062</b>

**ORDERING**

AGGREGATE ORDER TYPES		CAUSATION				BST CAUSED				
ERROR DETAILS (Auto Clarifications (A) & Errors (E))										
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	7322	8.10%	8.10%	IF CHGING CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND OUT	7043	96.19%	9.58%	279	3.81%	1.655%
7020	1747	1.93%	10.04%	NUM= TELNO= TN NOT FOUND IN CRIS	1747	100.00%	2.38%		0.00%	0.000%
7040	1	0.00%	10.04%	LOGON ABORTED/FAILED	0	0.00%	0.00%	1	100.00%	0.006%
7055	3635	4.02%	14.06%	NUM= TELNO= ACCOUNT IS FINAL	3631	99.89%	4.94%	4	0.11%	0.024%
7095	20	0.02%	14.09%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	2	10.00%	0.00%	18	90.00%	0.107%
7110	1625	1.80%	15.88%	COFFI NOT AVAILABLE	640	39.38%	0.87%	985	60.62%	5.843%
7115	18	0.02%	15.90%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	10	55.56%	0.01%	8	44.44%	0.007%
<b>al Fallout.</b>	3	0.00%	15.91%	UNE - ERROR GENERATING ECCKT	3	100.00%	0.00%		0.00%	0.000%
7225	6	0.01%	15.91%	USOC= IS MISSING	6	100.00%	0.01%		0.00%	0.000%
7230	3	0.00%	15.92%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	3	100.00%	0.00%		0.00%	0.000%
7245	84	0.09%	16.01%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	71	84.52%	0.10%	13	15.48%	0.077%
7250	495	0.55%	16.56%	LSR HOUSENUMBER INCORRECT	493	99.60%	0.67%	2	0.40%	0.012%
7267	10	0.01%	16.57%	UNE - LOGBAN MISSING FOR LNP ORDER	10	100.00%	0.01%		0.00%	0.000%
7295	8	0.01%	16.58%	LINE CLASS OF SERVICE MISSING, NUM AND TN REQUIRED	3	37.50%	0.00%	5	62.50%	0.030%
7300	26	0.03%	16.61%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	24	92.31%	0.03%	2	7.69%	0.012%
7315	171	0.19%	16.80%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	150	87.72%	0.20%	21	12.28%	0.125%
7375	43	0.05%	16.84%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	41	95.35%	0.06%	2	4.65%	0.012%
7380	188	0.21%	17.05%	UNE - ACTL INVALID	188	100.00%	0.26%		0.00%	0.000%
7400	7812	8.65%	25.70%	CLEC DOES NOT OWN THIS ACCOUNT.	7809	99.96%	10.63%	3	0.04%	0.018%
7435	16	0.02%	25.72%	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA	16	100.00%	0.02%		0.00%	0.000%
7445	66	0.07%	25.79%	UNE - CALL FORWARD TN REQUIRED	65	98.48%	0.09%	1	1.52%	0.006%
7465	2346	2.60%	28.39%	CANNOT CANCEL ORDER	1443	61.51%	1.96%	903	38.49%	5.356%
7495	46	0.05%	28.44%	UNE - DIR LOCATOR PROBLEM	5	10.87%	0.01%	41	89.13%	0.243%
7500	20	0.02%	28.46%	DUE DATE COULD NOT BE DETERMINED	8	40.00%	0.01%	12	60.00%	0.071%
7555	162	0.18%	28.64%	FID MISSING IN FEATURE DETAIL	150	92.59%	0.20%	12	7.41%	0.071%
7570	2	0.00%	28.64%	SEQ1X NOT ALLOWED WITH ZNB	0	0.00%	0.00%	2	100.00%	0.012%
7630	545	0.60%	29.24%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	178	32.66%	0.24%	367	67.34%	2.177%
7640	5	0.01%	29.25%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	1	20.00%	0.00%	4	80.00%	0.024%
7645	1892	2.09%	31.34%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1025	54.18%	1.39%	867	45.82%	5.143%
7660	6	0.01%	31.35%	USOC FUJIX NOT FOR RESALE	5	83.33%	0.01%	1	16.67%	0.006%
7690	15	0.02%	31.37%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	15	100.00%	0.02%		0.00%	0.000%
7705	35	0.04%	31.41%	UNE - ACTL/CLLI CODE MISSING	16	45.71%	0.02%	19	54.29%	0.113%
7710	283	0.31%	31.72%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	177	62.54%	0.24%	106	37.46%	0.629%
7715	23	0.03%	31.74%	SOCs TIMEOUT/NOT AVAILABLE	16	69.57%	0.02%	7	30.43%	0.042%
7718	1578	1.75%	33.49%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	637	40.37%	0.87%	941	59.63%	5.582%
7725	84	0.09%	33.58%	WAITING PERIOD EQUALS 5 MINUTES	23	27.38%	0.03%	61	72.62%	0.362%
7735	8	0.01%	33.59%	INVALID/MISSING LISTING NAME OR TYPE	8	100.00%	0.01%		0.00%	0.000%

**ORDERING**

REPORT: FLOWTHROUGH ERROR ANALYSIS  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

AGGREGATE ORDER TYPES		ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION		CLEC Caused		BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7740	8	0.01%	33.60%	LOCAL CALLING PLUS INDICATOR NOT FOUND	5	62.50%	0.01%	3	37.50%	0.018%
7755	6	0.01%	33.61%	UNE - NPNXX NOT FOUND IN CLLI TABLE	5	83.33%	0.01%	1	16.67%	0.006%
7805	164	0.18%	33.79%	SITE COULD NOT BE DETERMINED	88	53.66%	0.12%	76	46.34%	0.451%
7815	52	0.06%	33.85%	FID=RCU INVALID OR MISSING DATA	36	69.23%	0.05%	16	30.77%	0.095%
7825	1	0.00%	33.85%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	1	100.00%	0.00%		0.00%	0.000%
7850	3	0.00%	33.85%	RSAG - NEED ADDITIONAL ADDRESS OR TN	3	100.00%	0.00%		0.00%	0.000%
7860	641	0.71%	34.56%	RSAG - NO EXACT MATCH ON STREET NAME	640	99.84%	0.87%	1	0.16%	0.006%
7890	150	0.17%	34.73%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	149	99.33%	0.20%	1	0.67%	0.006%
7900	20	0.02%	34.75%	RSAG - NO MATCH ON STREET NAME	20	100.00%	0.03%		0.00%	0.000%
7905	1487	1.65%	36.40%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	1484	99.80%	2.02%	3	0.20%	0.018%
7910	66	0.07%	36.47%	RSAG - NO MATCH ON EXACT STREET NAME	48	72.73%	0.07%	18	27.27%	0.107%
7935	22	0.02%	36.49%	RSAG - SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	22	100.00%	0.03%		0.00%	0.000%
7945	29	0.03%	36.53%	RSAG SYSTEM ERROR	10	34.48%	0.01%	19	65.52%	0.113%
8130	1	0.00%	36.53%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE	1	100.00%	0.00%		0.00%	0.000%
8150	696	0.77%	37.30%	ORDER HAS BEEN REQUESTED FOR THE MAXIMUM NUMBER OF OCCURRENCES	422	60.63%	0.57%	274	39.37%	1.625%
8167	69	0.08%	37.37%	INVALID USOC CHARACTER, FORMAT SAE 013 I1 CREX1	69	100.00%	0.09%		0.00%	0.000%
8170	365	0.40%	37.78%	USOC MAY ONLY APPEAR ONCE, FORMAT SAE 110 I1 CREX1 /TN	365	100.00%	0.50%		0.00%	0.000%
8173	53	0.06%	37.84%	INVALID CLASS OF SERVICE, FORMAT IDNT 131 UEPRL=	53	100.00%	0.07%		0.00%	0.000%
8180	116	0.13%	37.96%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERENCED	116	100.00%	0.16%		0.00%	0.000%
8183	31	0.03%	38.00%	AREA CALLING PLAN USOC MISMATCH, FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :	31	100.00%	0.04%		0.00%	0.000%
8185	40	0.04%	38.04%	ES/ESCW NOT VALID COMBINATION, FORMAT SAE 424 I1 ESCWT	40	100.00%	0.05%		0.00%	0.000%
8187	767	0.85%	38.89%	USOC MAY NOT APPEAR ON REQUEST, FORMAT SAE 431 T1 EMP1S /TN	767	100.00%	1.04%		0.00%	0.000%
8189	982	1.09%	39.98%	USOC IS NOT VALID ON BST FILE, FORMAT SAE 433 I1 CREX6	982	100.00%	1.34%		0.00%	0.000%
8190	1221	1.35%	41.33%	INVALID USOC FOR BASIC CLASS OF SERVICE, FORMAT SAE 434 I1 S98CP /TN	1221	100.00%	1.66%		0.00%	0.000%
8193	3	0.00%	41.33%	USOC NOT VALID WITH CALLER ID, FORMAT SAE 473 I1 NXMCR /TN	3	100.00%	0.00%		0.00%	0.000%
8195	405	0.45%	41.78%	CALL FORWARDING USOC MUST NOT APPEAR, FORMAT SAE 540 I1 GCJ /TN	405	100.00%	0.55%		0.00%	0.000%
8197	397	0.44%	42.22%	CALL FORWARDING USOC MUST APPEAR, FORMAT SAE 541	397	100.00%	0.54%		0.00%	0.000%
8199	57	0.06%	42.28%	GCJRC/GCJ COMBINATION INVALID, FORMAT SAE 560 I1 GCJRC /TN	57	100.00%	0.08%		0.00%	0.000%
8204	193	0.21%	42.50%	BCR/NSS/NX8 INVALID USOC COMBINATION, FORMAT SAE 575 R1 NSS /TN	193	100.00%	0.26%		0.00%	0.000%
8207	84	0.09%	42.59%	BRD/NSQ/NX9 INVALID USOC COMBINATION, FORMAT SAE 576 I1 NX9 /TN	84	100.00%	0.11%		0.00%	0.000%
8209	587	0.65%	43.24%	USOC COMBINATION IS INVALID, FORMAT SAE 587 I1 ESXDC /TN	587	100.00%	0.80%		0.00%	0.000%
8240	231	0.26%	43.50%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	231	100.00%	0.31%		0.00%	0.000%
8250	155	0.17%	43.67%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	155	100.00%	0.21%		0.00%	0.000%
8410	1	0.00%	43.67%	LSF INVALID IN TN	1	100.00%	0.00%		0.00%	0.000%
8415	30	0.03%	43.70%	LSF LP ALREADY EXISTS ON ACCOUNT	30	100.00%	0.04%		0.00%	0.000%
8430	2	0.00%	43.71%	LSF DOES NOT EXIST ON ACCOUNT	2	100.00%	0.00%		0.00%	0.000%
8700	20	0.02%	43.73%	RSAG-INVALID SEARCH AREA	12	60.00%	0.02%	8	40.00%	0.047%

REPORT: FLOWTHROUGH ERROR ANALYSIS  
REPORT PERIOD: 08/01/2001 - 08/31/2001

ORDERING

AGGREGATE ORDER TYPES		CAUSATION				CLEC Caused				BST Caused			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))		Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused		
8820		311	0.34%	44.07%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	130	41.80%	0.18%	181	58.20%	1.074%		
8825		15474	17.13%	61.20%	ORDER ERR.	3994	25.81%	5.44%	11480	74.19%	68.094%		
8830		5587	6.18%	67.38%	CLECALREADY OWNS THIS ACCOUNT	5585	99.96%	7.60%	2	0.04%	0.012%		
8850		40	0.04%	67.43%	CFA NOT FOUND,PLEASE VERIFY CFA	40	100.00%	0.05%		0.00%	0.000%		
8855		4	0.00%	67.43%	NO ACTL IN LSR	4	100.00%	0.01%		0.00%	0.000%		
8870		2	0.00%	67.43%	FEATURES NOT ALLOWED ON SWITCH-AS-IS ACTIVITY TYPE	2	100.00%	0.00%		0.00%	0.000%		
8885		1	0.00%	67.44%	LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD	1	100.00%	0.00%		0.00%	0.000%		
8890		3	0.00%	67.44%	UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION	3	100.00%	0.00%		0.00%	0.000%		
8940		728	0.81%	68.25%	CALL FORWARDING NUMBER MISSING OR INVALID	724	99.45%	0.99%	4	0.55%	0.024%		
8945		89	0.10%	68.34%	LINECLSVC AND TOS DO NOT MATCH	89	100.00%	0.12%		0.00%	0.000%		
8970		935	1.03%	69.38%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	933	99.79%	1.27%	2	0.21%	0.012%		
8995		3	0.00%	69.38%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	3	100.00%	0.00%		0.00%	0.000%		
9000		18	0.02%	69.40%	LSOLOCBAN (NPANXX) MISSING OR INVALID	18	100.00%	0.02%		0.00%	0.000%		
9015		13	0.01%	69.42%	SUP FAILED TO UPDATE DUE DATE	10	76.92%	0.01%	3	23.08%	0.018%		
9040		2	0.00%	69.42%	DDD/DDD-CC REQUIRED	2	100.00%	0.00%		0.00%	0.006%		
9045		1	0.00%	69.42%	TYPE OF ORDER NOT DETERMINED - CLS SVC AND TOS BLANK OR MISSING	0	0.00%	0.00%	1	100.00%	0.006%		
9060		1	0.00%	69.42%	EU-STREET-1 REQUIRED	1	100.00%	0.00%		0.00%	0.000%		
9155		48	0.05%	69.47%	UNE - PORTED OUT NUMBER	48	100.00%	0.07%		0.00%	0.000%		
9160		113	0.13%	69.60%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	113	100.00%	0.15%		0.00%	0.000%		
9245		369	0.41%	70.01%	CORRECT ECCKT IS REQUIRED FOR LNA .LNUM	369	100.00%	0.50%		0.00%	0.000%		
9263		2	0.00%	70.01%	NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS	2	100.00%	0.00%		0.00%	0.000%		
9428		4	0.00%	70.01%	DLNUM=0001 LTN= INVALID NICK DATA	4	100.00%	0.01%		0.00%	0.000%		
9432		1	0.00%	70.02%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	1	100.00%	0.00%		0.00%	0.000%		
9433		2	0.00%	70.02%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	2	100.00%	0.00%		0.00%	0.000%		
9438		5	0.01%	70.02%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	4	80.00%	0.01%	1	20.00%	0.006%		
9439		118	0.13%	70.15%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	118	100.00%	0.16%		0.00%	0.000%		
9441		1	0.00%	70.15%	DLNUM=0014 LTN= ALI VALUE INVALID	1	100.00%	0.00%		0.00%	0.000%		
9442		349	0.39%	70.54%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	342	97.99%	0.47%	7	2.01%	0.042%		
9446		1	0.00%	70.54%	UNABLE TO DETERMINE BLOCK CHOICE	1	100.00%	0.00%		0.00%	0.000%		
9466		26	0.03%	70.57%	MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR	26	100.00%	0.04%		0.00%	0.000%		
9471		12	0.01%	70.58%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	11	91.67%	0.01%	1	8.33%	0.006%		
9474		1	0.00%	70.59%	IS NOT FOUND ON CSR TO DISCONNECT	1	100.00%	0.00%		0.00%	0.000%		
9475		352	0.39%	70.97%	LSR LNUM=0002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	351	99.72%	0.48%	1	0.28%	0.006%		
9476		68	0.08%	71.05%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	68	100.00%	0.09%		0.00%	0.000%		
9477		74	0.08%	71.13%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	74	100.00%	0.10%		0.00%	0.000%		
9479		89	0.10%	71.23%		88	98.88%	0.12%	1	1.12%	0.006%		
9481		1878	2.08%	73.31%		1874	99.79%	2.55%	4	0.21%	0.024%		

ORDERING

AGGREGATE ORDER TYPES		ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CAUSATION				
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9484	29	0.03%	73.34%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	28	96.55%	0.04%	1	3.45%	0.006%
9487	1	0.00%	73.34%	INVALID ACT TYPE FOR FULL MIGRATION	1	100.00%	0.00%		0.00%	0.000%
9488	421	0.47%	73.81%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	421	100.00%	0.57%		0.00%	0.000%
9495	17	0.02%	73.83%	EATN= MUST EXIST FOR ACT P AND Q	17	100.00%	0.02%		0.00%	0.000%
9496	3437	3.80%	77.63%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	3433	99.88%	4.67%	4	0.12%	0.024%
9497	7	0.01%	77.64%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	7	100.00%	0.01%		0.00%	0.000%
9498	3	0.00%	77.64%	EAN= ON LNUM= AND LEAN= ARE POPULATED	3	100.00%	0.00%		0.00%	0.000%
9510	1	0.00%	77.64%	ONLY ONE TC PER ALLOWED PER LOCATION	0	0.00%	0.00%	1	100.00%	0.006%
9515	2162	2.39%	80.04%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	2154	99.63%	2.93%	8	0.37%	0.047%
9516	26	0.03%	80.07%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	24	92.31%	0.03%	2	7.69%	0.012%
9517	35	0.04%	80.10%	UNDC INVALID IF PIC ALREADY EXISTS	35	100.00%	0.05%		0.00%	0.000%
9523	21	0.02%	80.13%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS	21	100.00%	0.03%		0.00%	0.000%
9526	4	0.00%	80.13%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	4	100.00%	0.01%		0.00%	0.000%
9529	1755	1.94%	82.07%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1752	99.83%	2.38%	3	0.17%	0.018%
9543	59	0.07%	82.14%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	59	100.00%	0.08%		0.00%	0.000%
9544	1	0.00%	82.14%	DLNUM=0001 LTN= WPP PROHIBITED WITH LTY OF 2 OR 3	1	100.00%	0.00%		0.00%	0.000%
9545	2	0.00%	82.14%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	2	100.00%	0.00%		0.00%	0.000%
9602	2694	2.98%	85.13%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	2678	99.41%	3.64%	16	0.59%	0.095%
9605	93	0.10%	85.23%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	93	100.00%	0.13%		0.00%	0.000%
9606	12	0.01%	85.24%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	12	100.00%	0.02%		0.00%	0.000%
9613	6	0.01%	85.25%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	6	100.00%	0.01%		0.00%	0.000%
9616	22	0.02%	85.27%	YPH INVALID	22	100.00%	0.03%		0.00%	0.000%
9623	9	0.01%	85.28%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100.00%	0.01%		0.00%	0.000%
9626	596	0.66%	85.94%	CLASS OF SERVICE LNPR NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	596	100.00%	0.81%		0.00%	0.000%
9627	5703	6.31%	92.25%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	5701	99.96%	7.76%	2	0.04%	0.012%
9628	192	0.21%	92.47%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	192	100.00%	0.26%		0.00%	0.000%
9629	31	0.03%	92.50%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	30	96.77%	0.04%	1	3.23%	0.006%
9639	57	0.06%	92.56%	CATEGORY L USOC MUST APPEAR FOR SAME TN	57	100.00%	0.08%		0.00%	0.000%
9641	2461	2.72%	95.29%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	2461	100.00%	3.35%		0.00%	0.000%
9647	518	0.57%	95.86%	BAN DOES NOT EXIST FOR COMPANY CODE	518	100.00%	0.70%		0.00%	0.000%
9654	171	0.19%	96.05%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDU	171	100.00%	0.23%		0.00%	0.000%
9656	2	0.00%	96.05%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N. LNUM	2	100.00%	0.00%		0.00%	0.000%
9657	1	0.00%	96.05%	ECCKTUNE1 MISMATCH	1	100.00%	0.00%		0.00%	0.000%
9670	41	0.05%	96.10%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	41	100.00%	0.06%		0.00%	0.000%
9671	90	0.10%	96.20%	TOUCHTONE USOC REQUIRED - FORMAT SAE 245	90	100.00%	0.12%		0.00%	0.000%
9673	11	0.01%	96.21%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	11	100.00%	0.01%		0.00%	0.000%
9674	42	0.05%	96.26%	INVALID TN/PPN DATA - FORMAT SAE 389 11 DRS /TN /PN /RNP B	42	100.00%	0.06%		0.00%	0.000%

**ORDERING**

AGGREGATE ORDER TYPES		ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION						
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9675	62	0.07%	96.33%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 11 BBC /TN	62	100.00%	0.08%		0.00%	0.000%
9679	1	0.00%	96.33%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	1	100.00%	0.00%		0.00%	0.000%
9680	33	0.04%	96.36%	INVALID REQ TYP OR TOS FOR LIFELINE	32	96.97%	0.04%	1	3.03%	0.006%
9681	35	0.04%	96.40%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	35	100.00%	0.05%		0.00%	0.000%
9682	13	0.01%	96.42%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	13	100.00%	0.02%		0.00%	0.000%
9685	4	0.00%	96.42%	DUE DATE COULD NOT BE CALCULATED	1	25.00%	0.00%	3	75.00%	0.018%
9686	947	1.05%	97.47%	RESID NOT VALID IN LFACS	947	100.00%	1.29%		0.00%	0.000%
9688	1	0.00%	97.47%	ACT=C/LNA=N IS INVALID FOR INITIAL LINESHARE	1	100.00%	0.00%		0.00%	0.000%
9691	5	0.01%	97.48%	ACT=C, LNA=N IS INVALID ON A SINGLE LINE ACCOUNT	5	100.00%	0.01%		0.00%	0.000%
9700	4	0.00%	97.48%	REQUESTED CIRCUIT NUMBER/ECCCT NOT FOUND	4	100.00%	0.01%		0.00%	0.000%
9715	332	0.37%	97.85%	TOS IS INVALID FOR REQUESTED SERVICE	313	94.28%	0.43%	19	5.72%	0.113%
9772	5	0.01%	97.85%	UNE - ECCCT PROHIBITED WITH LINE ACTIVITY OF A	5	100.00%	0.01%		0.00%	0.000%
9800	10	0.01%	97.87%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	7	70.00%	0.01%	3	30.00%	0.018%
9850	1	0.00%	97.87%	USOC P25 INVALID WITH USOC A03 IN KY	1	100.00%	0.00%		0.00%	0.000%
9860	1927	2.13%	100.00%	UNABLE TO HANDLE REQUEST: ENDUSER ACCOUNT FROZEN	1927	100.00%	2.62%		0.00%	0.000%
	90342	100.00%			73483		100.00%	16859		100.000%

AGGREGATE ORDER TYPES			
ERROR DETAILS (Fatal Errors)			
Error Type (by error code)	Count	%	Σ %
1007	32	0.13%	0.13%
1012	13	0.05%	0.18%
1015	4989	20.40%	20.58%
1017	1	0.00%	20.59%
1020	1	0.00%	20.59%
1022	8	0.03%	20.62%
1023	110	0.45%	21.07%
1025	50	0.20%	21.28%
<b>al Fallout</b>	<b>190</b>	<b>0.78%</b>	<b>22.06%</b>
1030	869	3.55%	25.61%
1035	5	0.02%	25.63%
1040	14	0.06%	25.69%
1050	17	0.07%	25.76%
1055	20	0.08%	25.84%
1060	1	0.00%	25.84%
1065	9	0.04%	25.88%
1070	14	0.06%	25.94%
1074	1	0.00%	25.94%
1075	20	0.08%	26.02%
1080	1	0.00%	26.03%
1085	29	0.12%	26.14%
1090	5	0.02%	26.17%
1100	5	0.02%	26.19%
1110	736	3.01%	29.20%
1125	43	0.18%	29.37%
1131	580	2.37%	31.74%
1135	26	0.11%	31.85%
1140	1	0.00%	31.85%
1145	11	0.04%	31.90%
1150	23	0.09%	31.99%
1154	32	0.13%	32.12%
1157	6	0.02%	32.15%



ORDERING

AGGREGATE ORDER TYPES			
ERROR DETAILS (Fatal Errors)			
Error Type (by error code)	Count	%	Σ %
1166	7	0.03%	32.18%
1175	2	0.01%	32.18%
1180	1	0.00%	32.19%
1200	15	0.06%	32.25%
1215	57	0.23%	32.48%
1225	33	0.13%	32.62%
1230	2976	12.17%	44.79%
1235	2	0.01%	44.79%
1270	7	0.03%	44.82%
1285	1	0.00%	44.83%
1330	5	0.02%	44.85%
1335	31	0.13%	44.97%
1350	1	0.00%	44.98%
1360	1	0.00%	44.98%
1390	1	0.00%	44.99%
1407	6	0.02%	45.01%
1430	15	0.06%	45.07%
1453	66	0.27%	45.34%
1455	18	0.07%	45.42%
1457	23	0.09%	45.51%
1470	2	0.01%	45.52%
1490	4	0.02%	45.53%
1505	5	0.02%	45.56%
1510	5	0.02%	45.58%
1515	1	0.00%	45.58%
1520	6	0.02%	45.60%
1525	1	0.00%	45.61%
1530	17	0.07%	45.68%
1540	10	0.04%	45.72%
1570	4	0.02%	45.74%
1585	1	0.00%	45.74%

CHC IS PROHIBITED WITH THIS REQTY/ACT TYPE COMBINATION  
 REQTYP REQUIRED (STOP EDIT)  
 INVALID REQTY/ACT TYPE COMBINATION (STOP EDIT)  
 SUP REQUIRED WHEN VER IS GREATER THAN 00  
 ACTL MUST BE 11 ALPHANUMERIC CHARACTERS  
 CC REQUIRED ON THIS REQTY/ACT TYPE COMBINATION (STOP EDIT)  
 LSO MUST BE 6 NUMERICS  
 TOS REQUIRED  
 SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS  
 ACTL REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT  
 LSO REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 BAN2 MUST BE ENTRY OF E, N OR VALID BILLING ACCOUNT NUMBER FORMAT  
 TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)  
 TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTY IS JB  
 RESID IS REQUIRED WITH ANY LNA'S OF N OR V  
 CIC REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 BAN1 REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS  
 BAN1 MUST BE ENTRY OF E IF REQTYE A-LINE SHARE CO BASED  
 BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED  
 DRC MUST BE 3 ALPHANUMERICS  
 INIT REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 TEL NO-INIT REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS  
 FAX NO-INIT REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 FAX NO-INIT MUST BE 10 NUMERICS  
 IMPCON REQUIRED WITH THIS REQTY/ACT TYPE COMBINATION  
 TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS  
 TEL NO DSGCON REQUIRED WHEN DSGCON IS POPULATED  
 STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED

REPORT: FLOWTHROUGH ERROR ANALYSIS  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-6  
 Attachment 2C

ORDERING

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1590	1	0.00%	45.74%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1595	1	0.00%	45.75%	STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1600	3	0.01%	45.76%	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1605	551	2.25%	48.01%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1620	1	0.00%	48.02%	BCS REQUIRED WITH REQTY/ACT TYPE/TOS COMBINATION
1630	97	0.40%	48.41%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	168	0.69%	49.10%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	1673	6.84%	55.94%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	6421	26.26%	82.20%	LSR/PON AGED OFF
1650	784	3.21%	85.40%	LSR/PON COMPLETED
1655	17	0.07%	85.47%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	72	0.29%	85.77%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	35	0.14%	85.91%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	148	0.61%	86.51%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2005	8	0.03%	86.55%	EU-STREET-1 REQUIRED
2015	1	0.00%	86.55%	EU-STATE REQUIRED
2040	7	0.03%	86.58%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2045	1	0.00%	86.58%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2060	35	0.14%	86.73%	LOCNUM=000 SASN REQUIRED WITH THIS REQTY/ACT TYP COMBINATION AT THIS LOCATION
2065	17	0.07%	86.80%	LOCBAN REQUIRED
2067	2	0.01%	86.80%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
2080	32	0.13%	86.94%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	49	0.20%	87.14%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	8	0.03%	87.17%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	2	0.01%	87.18%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2104	5	0.02%	87.20%	LOCNUM=000 STATE-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2109	53	0.22%	87.41%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2115	29	0.12%	87.53%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	565	2.31%	89.84%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTY/ACT CODE
2125	1	0.00%	89.85%	EAN OR EATN REQUIRED WHEN AN OR ATN IS POPULATED WITH THIS REQTY/ACT TYPE COMBINATION
2130	12	0.05%	89.90%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION

ORDERING

AGGREGATE ORDER TYPES			
ERROR DETAILS (Fatal Errors)			
Error Type (by error code)	Count	%	Σ %
2145	1	0.00%	89.90%
2185	40	0.16%	90.06%
2200	51	0.21%	90.27%
2220	7	0.03%	90.30%
2350	36	0.15%	90.45%
2355	354	1.45%	91.90%
3010	21	0.09%	91.98%
3020	56	0.23%	92.21%
3021	18	0.07%	92.28%
3025	1	0.00%	92.29%
3035	115	0.47%	92.76%
3045	21	0.09%	92.84%
3047	17	0.07%	92.91%
3050	52	0.21%	93.13%
3060	1	0.00%	93.13%
3070	1	0.00%	93.13%
3090	4	0.02%	93.15%
3100	2	0.01%	93.16%
3110	3	0.01%	93.17%
3115	13	0.05%	93.22%
3120	5	0.02%	93.25%
3125	52	0.21%	93.46%
3130	5	0.02%	93.48%
3135	92	0.38%	93.85%
3140	1	0.00%	93.86%
3155	3	0.01%	93.87%
3160	10	0.04%	93.91%
3165	6	0.02%	93.94%
3170	52	0.21%	94.15%
3190	17	0.07%	94.22%
3200	2	0.01%	94.23%

ORDERING

AGGREGATE ORDER TYPES		ERROR DETAILS (Fatal Errors)	
Error Type (by error code)	Count	%	Σ %
3205	17	0.07%	94.30%
3245	13	0.05%	94.35%
3260	1	0.00%	94.35%
3270	5	0.02%	94.37%
3290	10	0.04%	94.41%
3380	25	0.10%	94.52%
3395	20	0.08%	94.60%
3405	1	0.00%	94.60%
3410	68	0.28%	94.88%
3415	23	0.09%	94.97%
3420	7	0.03%	95.00%
3422	10	0.04%	95.04%
3427	2	0.01%	95.05%
3430	3	0.01%	95.06%
3431	2	0.01%	95.07%
3433	3	0.01%	95.09%
3445	7	0.03%	95.11%
3460	7	0.03%	95.14%
3485	10	0.04%	95.18%
3643	1	0.00%	95.19%
3680	3	0.01%	95.20%
3705	14	0.06%	95.26%
3725	5	0.02%	95.28%
3735	23	0.09%	95.37%
3755	25	0.10%	95.47%
3760	1	0.00%	95.48%
3790	24	0.10%	95.58%
4000	28	0.11%	95.69%
4005	1	0.00%	95.69%
4010	205	0.84%	96.53%
4015	10	0.04%	96.57%

Error Description

LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C

LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y

LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y

LOCNUM=000 LNUM=00001 TELNO= JK NUM MUST BE 2 ALPHANUMERICS

LOCNUM=000 LNUM=00001 TELNO= JK POS MUST BE TWO NUMERICS

LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N

LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y

LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R

LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED

LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B

LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C

LNUM=00001 LNA MUST BE N OR D IF REQTP IS A DIGITAL, DATA DESIGNED (DS1)

LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTP/ACT TYP COMBINATION

FOR REQTP E, F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X

ONLY LNA OF N OR D ALLOWED WITH LNA OF G

LOCNUM=000 LNUM=00001 TELNO=9047247753 LNA PROHIBITED ON THIS REQTP/ACT TYP/SECNCI COMBINATION

LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS

LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTP/LNA TYPE COMBINATION (STOP EDIT)

LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR

LNUM=00001 SLTN MUST BE 10 NUMERICS WITH TWO HYPHENS

LOCNUM=000 LNUM=00001 TELNO=6624872720 TLI REQUIRED WHEN TERS IS POPULATED

LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN

LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTP AND ACTIVITY

LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V

LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V

LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P

LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V

DL DATA ELEMENTS REQUIRED

DL DATA ELEMENTS PROHIBITED

REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE

REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY

AGGREGATE ORDER TYPES			
ERROR DETAILS (Fatal Errors)			
Error Type (by error code)	Count	%	Σ %
4020	13	0.05%	96.63%
4028	1	0.00%	96.63%
4029	2	0.01%	96.64%
4030	9	0.04%	96.68%
4035	3	0.01%	96.69%
4040	36	0.15%	96.84%
4042	1	0.00%	96.84%
4045	213	0.87%	97.71%
4050	13	0.05%	97.76%
4055	79	0.32%	98.09%
4060	5	0.02%	98.11%
4061	3	0.01%	98.12%
4065	211	0.86%	98.98%
4090	9	0.04%	99.02%
4095	1	0.00%	99.02%
4097	1	0.00%	99.03%
4110	9	0.04%	99.06%
4115	1	0.00%	99.07%
4120	13	0.05%	99.12%
4125	1	0.00%	99.12%
4135	1	0.00%	99.13%
4160	56	0.23%	99.36%
4165	1	0.00%	99.36%
4170	1	0.00%	99.37%
4180	53	0.22%	99.58%
4185	9	0.04%	99.62%
4190	2	0.01%	99.63%
4200	1	0.00%	99.63%
4205	1	0.00%	99.64%
4220	1	0.00%	99.64%
4280	10	0.04%	99.68%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

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AGGREGATE ORDER TYPES			
ERROR DETAILS (Fatal Errors)			
Error Type (by error code)	Count	%	Σ %
4310	1	0.00%	99.69%
4385	46	0.19%	99.87%
4405	4	0.02%	99.89%
4475	1	0.00%	99.89%
4478	26	0.11%	100.00%
4485	12	0.05%	100.05%
4490	5	0.02%	100.07%
4505	29	0.12%	100.19%
4510	7	0.03%	100.22%
4600	14	0.06%	100.27%
4890	1	0.00%	100.28%
5005	72	0.29%	100.57%
5015	87	0.36%	100.93%
5025	66	0.27%	101.20%
5030	7	0.03%	101.23%
5070	6	0.02%	101.25%
5095	1	0.00%	101.26%
5098	5	0.02%	101.28%
5105	5	0.02%	101.30%
5110	2	0.01%	101.30%
5115	5	0.02%	101.32%
5120	4	0.02%	101.34%
5130	1	0.00%	101.35%
5135	8	0.03%	101.38%
5138	2	0.01%	101.39%
6005	2	0.01%	101.39%
6045	33	0.13%	101.53%
6048	13	0.05%	101.58%
6050	29	0.12%	101.70%
6055	10	0.04%	101.74%
7000	6	0.02%	101.77%

**ORDERING**

REPORT: FLOWTHROUGH ERROR ANALYSIS  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

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AGGREGATE ORDER TYPES			
ERROR DETAILS (Fatal Errors)			
Error Type (by error code)	Count	%	Σ %
7005	39	0.16%	101.93%
8005	17	0.07%	102.00%
8040	1	0.00%	102.00%
8120	3	0.01%	102.01%
8140	42	0.17%	102.18%
8180	51	0.21%	102.39%
8210	2	0.01%	102.40%
8215	2	0.01%	102.41%
8255	42	0.17%	102.58%
	24456	100.00%	

**Error Description**  
 EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE  
 DNUM=00001 TC OPT PROHIBITED WITH THIS REQTY/ACT TYPE COMBINATION  
 LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFERER  
 LNUM=00001 TC OPT VALID ENTRY IS ST, NO, CA OR TC  
 LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTY E, F OR M FOR LNA C, G, N OR V  
 LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED  
 LNUM=00001 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC  
 LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE  
 INVALID ACTIVITY TYPE

**ORDERING**

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR
8825	ORDER ERR: LN LIST 010 LIN RECAPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TLI IS REQUIRED FOR INWARD CATEGORY D USOC!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!



AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
<b>al</b>	<b>al</b> CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY-- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKD10 CPX 06-08-00..
1000	ACCOUNT , SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERRORS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER # , PON#.

**ORDERING**

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCOSSL & UEAMC-WHICH SHOULD NOT BE ON LY-- RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSSL (NOT VALID ON LY--ORDER)

	PERCENT ACHIEVED FLOW- THROUGH	PERCENT FLOW THROUGH
<b>CLEC AGGREGATE</b>	30.91%	84.40%
<b>REGION ALL SERVICES</b>		

\*NOTE: BellSouth has identified an issue that may have an impact on the LSR count for Planned Manual Fallout. This is currently u

**ORDERING**

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (SUMMARY)  
REPORT PERIOD: 08/01/2001 - 08/31/2001

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**nder assessment and it may result in a revised report being posted at a future date.**

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info																	
Name	RESH / OCN	Mechanized Interface Used			Manual		Rejects		Validated		Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		EDI	TAG	Total Mech LSR's	Total Manual	Total Manual	Auto Clarification	LSR's	Total System	BST Caused	CLEC Caused	Fallout	Fallout				
1		240	0	240	140	140	9	91	13	9	4	4	78	34.36%	85.71%	89.66%	
2		245	0	245	120	120	4	121	78	55	23	23	43	19.72%	35.54%	43.88%	
3		213	0	213	128	128	8	77	11	5	6	66	33.17%	85.71%	92.96%		
4		754	0	754	304	304	85	365	63	32	31	302	47.34%	82.74%	90.42%		
5		1	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
6		2330	0	2330	790	790	142	1398	323	191	132	1075	52.29%	76.90%	84.91%		
<b>ned Manual Fallout. This is currently und</b>																	
8		0	0	0	3	3	0	1	1	1	0	0	0	0.00%	0.00%	0.00%	
9		0	0	0	42	42	6	18	14	0	14	4	4	8.70%	22.22%	100.00%	
10		0	0	0	61	61	11	35	24	10	14	11	11	13.41%	31.43%	52.38%	
11		12	0	12	5	5	1	6	1	1	0	5	5	45.45%	83.33%	83.33%	
12		2182	0	2182	1760	1760	187	235	95	28	67	140	7.26%	59.57%	83.33%		
13		1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
14		0	52	52	9	9	7	36	12	5	7	24	63.16%	66.67%	82.76%		
15		636	0	636	172	172	8	456	56	8	48	400	68.97%	87.72%	98.04%		
16		913	0	913	130	130	59	724	62	11	51	662	82.44%	91.44%	98.37%		
17		0	0	0	2018	2018	142	0	0	0	0	0	0	0.00%	0.00%	0.00%	
18		0	181	181	82	82	25	74	25	15	10	49	33.56%	66.22%	76.56%		
19		0	38	38	11	11	5	22	6	1	5	16	57.14%	72.73%	94.12%		
20		0	143	143	64	64	23	56	18	15	3	38	32.48%	67.86%	71.70%		
21		0	69	69	54	54	2	13	7	5	2	6	9.23%	46.15%	54.55%		
22		61	0	61	19	19	11	31	10	7	3	21	44.88%	67.74%	75.00%		
23		0	1884	1884	819	819	168	897	289	131	158	608	39.02%	67.78%	82.27%		
24		59	0	59	14	14	25	20	10	2	8	10	38.46%	50.00%	83.33%		
25		2	0	2	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%		
26		0	84	84	28	28	12	44	14	11	3	30	43.48%	68.18%	73.17%		
27		58	0	58	17	17	9	32	10	6	4	22	48.89%	68.75%	78.57%		
28		1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
29		880	0	880	590	590	28	262	113	42	71	149	19.08%	56.87%	78.01%		
30		151	0	151	141	141	1	9	6	1	5	3	2.07%	33.33%	75.00%		
31		355	0	355	227	227	5	123	71	49	22	52	15.85%	42.28%	51.49%		
32		665	0	665	346	346	33	286	156	88	68	130	23.05%	45.45%	59.63%		
		0	10	10	1	1	4	5	2	0	2	3	75.00%	60.00%	100.00%		

**ORDERING**

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (AGGREGATE DETAIL)  
 REPORT PERIOD: 08/01/2001 - 08/31/2001

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EDI Subtotal	9759	0	9759	4905	615	4239	1079	536	543	3160	36.74%	74.55%	85.50%
TAG Subtotal	0	4798	4798	3192	405	1201	412	194	218	789	18.90%	65.70%	80.26%
<b>TOTAL INTERFACES</b>	<b>9759</b>	<b>4798</b>	<b>14557</b>	<b>8097</b>	<b>1020</b>	<b>5440</b>	<b>1491</b>	<b>730</b>	<b>761</b>	<b>3949</b>	<b>30.91%</b>	<b>72.59%</b>	<b>84.40%</b>

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AGGREGATE ORDER TYPES		
Company info		
Name	RESH / OCN	FATAL REJECTS
1		27
2		14
3		13
4		116
5		0
6		106
<b>d Manual Fallout. This is currently u</b>		
8		9
9		9
10		59
11		1
12		460
13		6
14		3
15		217
16		358
17		86
18		7
19		13
20		2
21		22
22		61
23		71
24		0
25		5
26		13
27		2
28		166
29		26
30		16
31		146



REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS  
(FATAL REJECTS BY CLEC)

REPORT PERIOD: 08/01/2001 - 08/31/2001

Total	2043
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Trunk Group Performance - Aggregate

Kentucky	Average blocking percentage by hour																								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
<b>Sep-00</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0001	0.0030	0.0002	0.0000	0.0001	0.0055	0.0233	0.1290	0.0490	0.0192	0.0322	0.0194	0.0474	0.0412	0.0024	0.0289	0.1510	0.0400	0.0413	0.0009	0.0088	0.0254	0.0057	0.1424
	Difference	-0.0001	-0.0030	-0.0002	0.0000	-0.0001	-0.0055	-0.0233	-0.1290	-0.0490	-0.0192	-0.0322	-0.0194	-0.0474	-0.0412	-0.0024	-0.0289	-0.1510	-0.0400	-0.0413	-0.0009	-0.0088	-0.0254	-0.0057	-0.1424
<b>Oct-00</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0000	0.0012	0.0004	0.0000	0.0004	0.0036	0.1690	0.4413	0.1832	0.1364	0.1629	0.1142	0.0684	0.0721	0.1159	0.0692	0.1101	0.2792	0.0221	0.0331	0.0442	0.0353	0.0642	0.0002
	Difference	0.0000	-0.0012	-0.0004	0.0000	-0.0004	-0.0036	-0.1690	-0.4413	-0.1832	-0.1364	-0.1629	-0.1142	-0.0684	-0.0721	-0.1159	-0.0692	-0.1101	-0.2792	-0.0221	-0.0331	-0.0442	-0.0353	-0.0642	-0.0002
<b>Nov-00</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0000	0.0001	0.0001	0.0001	0.0000	0.0082	0.2178	0.5070	0.2729	0.0468	0.1532	0.0700	0.0783	0.0763	0.0226	0.1748	0.1933	1.2902	0.0799	0.2000	0.1758	0.0096	1.7702	0.0000
	Difference	0.0000	-0.0001	-0.0001	-0.0001	0.0000	-0.0082	-0.2178	-0.5070	-0.2729	-0.0468	-0.1532	-0.0700	-0.0783	-0.0763	-0.0226	-0.1748	-0.1933	-1.2902	-0.0799	-0.1999	-0.1758	-0.0096	-1.7702	0.0000
<b>Dec-00</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0006	0.0006	0.0075	0.0000	0.0031	0.0023	0.0874	0.3888	0.1034	0.1377	0.1587	0.0396	0.0279	0.0811	0.1008	0.3343	0.5502	0.4269	0.1485	0.2523	0.6203	0.4865	0.0809	0.0658
	Difference	-0.0006	-0.0006	-0.0075	0.0000	-0.0031	-0.0023	-0.0874	-0.3888	-0.1034	-0.1377	-0.1587	-0.0396	-0.0279	-0.0811	-0.1008	-0.3343	-0.5502	-0.4269	-0.1485	-0.2519	-0.6187	-0.4734	-0.0785	-0.0658
<b>Jan-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0010	0.0027	0.0196	0.0000	0.0023	0.0015	0.0057	0.0878	0.1734	0.0401	0.0448	0.0658	0.1444	0.0038	0.0130	0.1244	0.3709	0.2064	0.4717	1.6892	2.8482	2.6773	0.3666	0.1506
	Difference	-0.0010	-0.0027	-0.0196	0.0000	-0.0023	-0.0015	-0.0057	-0.0878	-0.1734	-0.0401	-0.0448	-0.0658	-0.1444	-0.0038	-0.0130	-0.1244	-0.3709	-0.2064	-0.4717	-1.6892	-2.8482	-2.6773	-0.3666	-0.1506
<b>Feb-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0004	0.0046	0.0000	0.0000	0.0000	0.0084	0.0207	1.3564	0.1114	0.0018	0.1136	0.0114	0.0304	0.0496	0.0142	0.0784	0.2521	0.1237	0.0563	0.0679	0.3536	0.3650	0.0230	10.6620
	Difference	-0.0004	-0.0046	0.0000	0.0000	0.0000	-0.0084	-0.0207	-1.3564	-0.1114	-0.0018	-0.1136	-0.0114	-0.0304	-0.0496	-0.0142	-0.0784	-0.2521	-0.1237	-0.0563	-0.0679	-0.3536	-0.3650	-0.0230	-10.6620
<b>Mar-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0000	0.0017	0.0000	0.0000	0.0003	0.0040	0.0399	0.8832	0.0604	0.0080	0.0594	0.0242	0.0294	0.0363	0.0166	0.0641	0.1617	0.2069	0.1213	0.1485	0.2240	0.1583	0.0178	4.8080
	Difference	0.0000	-0.0017	0.0000	0.0000	-0.0003	-0.0040	-0.0399	-0.8832	-0.0604	-0.0080	-0.0594	-0.0242	-0.0294	-0.0363	-0.0166	-0.0641	-0.1617	-0.2069	-0.1213	-0.1485	-0.2240	-0.1583	-0.0178	-4.8080
<b>Apr-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0064	0.0000	0.0006	0.0000	0.0000	0.0060	0.0499	0.1386	0.2280	0.1002	0.3077	0.1987	0.1839	0.2534	0.1944	0.3628	0.5239	0.3725	0.1379	0.0945	0.1674	0.3822	0.0126	5.7091
	Difference	-0.0064	0.0000	-0.0006	0.0000	0.0000	-0.0060	-0.0499	-0.1386	-0.2280	-0.1002	-0.3077	-0.1987	-0.1839	-0.2534	-0.1944	-0.3628	-0.5239	-0.3725	-0.1379	-0.0945	-0.1674	-0.3822	-0.0126	-5.7091
<b>May-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0042	0.0016	0.3214	0.0000	0.0008	0.0196	0.0902	0.8472	0.6466	0.0823	0.2140	0.1569	0.1875	0.2517	0.1233	0.2476	0.2770	0.3735	0.1302	0.6647	0.2521	0.2480	0.0932	3.6630
	Difference	-0.0042	-0.0016	-0.3214	0.0000	-0.0008	-0.0196	-0.0902	-0.8472	-0.6466	-0.0823	-0.2140	-0.1569	-0.1875	-0.2517	-0.1233	-0.2476	-0.2770	-0.3735	-0.1302	-0.6647	-0.2521	-0.2480	-0.0932	-3.6630
<b>Jun-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0043	0.0010	0.0000	0.0000	0.0000	0.0031	0.0219	0.0472	0.0092	0.0024	0.0221	0.0228	0.0229	0.0097	0.0146	0.0194	0.0274	0.0187	0.0117	0.0058	0.0041	0.0026	0.0030	0.0364
	Difference	-0.0043	-0.0010	0.0000	0.0000	0.0000	-0.0031	-0.0219	-0.0472	-0.0092	-0.0024	-0.0221	-0.0228	-0.0229	-0.0097	-0.0146	-0.0194	-0.0274	-0.0187	-0.0117	-0.0058	-0.0041	-0.0026	-0.0030	-0.0364
<b>Jul-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0005	0.0001	0.0002	0.0001	0.0000	0.0095	0.0031	0.0488	0.0081	0.0002	0.0181	0.0770	0.0091	0.0015	0.0076	0.0118	0.1005	0.0098	0.0461	0.0009	0.0056	0.0070	0.0030	0.1427
	Difference	-0.0005	-0.0001	-0.0002	-0.0001	0.0000	-0.0095	-0.0031	-0.0488	-0.0081	-0.0002	-0.0181	-0.0770	-0.0091	-0.0015	-0.0076	-0.0118	-0.1005	-0.0098	-0.0461	-0.0009	-0.0056	-0.0070	-0.0030	-0.1427
<b>Aug-01</b>	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000
	CLEC	0.0005	0.0007	0.0026	0.0000	0.0000	0.0006	0.0572	0.1952	0.0149	0.0451	0.0173	0.0195	0.0195	0.0701	0.0542	0.0691	0.0924	0.0606	0.0162	0.0007	0.0473	0.0892	0.0270	0.6331
	Difference	-0.0005	-0.0007	-0.0026	0.0000	0.0000	-0.0006	-0.0572	-0.1952	-0.0149	-0.0451	-0.0173	-0.0195	-0.0195	-0.0701	-0.0542	-0.0691	-0.0924	-0.0606	-0.0162	-0.0007	-0.0473	-0.0892	-0.0270	-0.6331