

KITTENGER

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

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AUG 20 2001

PUBLIC SERVICE
COMMISSION

In the Matter of:

INVESTIGATION CONCERNING THE)
PROPRIETARY OF INTERLATA SERVICES)
BY BELLSOUTH TELECOMMUNICATIONS,)
INC. PURSUANT TO THE)
TELECOMMUNICATIONS ACT OF 1996)

CASE NO. 2001-105

PREFILED SURREBUTTAL TESTIMONY
OF SHERRY LICHTENBERG
ON BEHALF OF WORLDCOM

RECEIVED

AUG 21 2001

GENERAL COUNSEL

C. Kent Hatfield
MIDDLETON REUTLINGER
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Louisville, Kentucky 40202
(502) 584-1135

1 Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND POSITION.

2 A. My name is Sherry Lichtenberg. My business address is 701 S. 12th St.,
3 Arlington, Virginia 22202. I am employed by WorldCom, Inc. in the Mass
4 Markets local services team as a Senior Manager. I will refer to the division of
5 the company that offers local residential service as "MCI."

6 Q. ARE YOU THE SAME SHERRY LICHTENBERG WHO FILED
7 TESTIMONY IN THIS PROCEEDING ON JULY 9, 2001?

8 A. Yes.

9 Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?

10 A. The purpose of my testimony is to respond to the July 30, 2001 rebuttal testimony
11 of Ken Ainsworth and Ron Pate and to address BellSouth's June 2001 SQM data.

12 Q. WHAT DOES THE JUNE SQM REPORT REFLECT CONCERNING
13 MCI'S ORDER VOLUMES?

14 A. During June, MCI submitted more than 18,000 local service requests. That
15 number represents more than two-thirds of the UNE LSRs submitted via EDI and
16 22% of all the electronic UNE LSRs in June *for the entire BellSouth region*. See
17 attached June SQM Percent Flow Through Service Requests (UNE Detail). The
18 fact that MCI's volume of LSRs submitted during its first full month in a single
19 state represents such a high percentage of the regional total undermines
20 BellSouth's contention that full-fledged competition has broken out in its
21 territory.

22 Q. HOW ARE GEORGIA CONSUMERS RESPONDING TO MCI'S LOCAL
23 LAUNCH?

1 A. Consumers are responding favorably. Consumers desire competitive choice and
2 the pricing, and the service and innovation that comes with it. MCI has now
3 submitted more than 50,000 LSRs for its UNE-P service in Georgia and is
4 continuing to submit about 1,000 transactions a day.

5 **Q. IS BELLSOUTH'S OSS ADEQUATELY PROCESSING MCI'S LSRs?**

6 A. No. BellSouth's flawed OSS is preventing MCI from selling at a faster pace. In
7 other states with more robust OSS, MCI's sales pace is twice as high (or more)
8 than in Georgia. In Georgia, WorldCom cannot ramp up to full commercial
9 volumes.

10 **Q. PLEASE EXPLAIN WHAT THE JUNE FLOW THROUGH REPORT**
11 **REVEALS ABOUT THE LEVEL OF MANUAL PROCESSING**
12 **REQUIRED BY BELLSOUTH'S OSS.**

13 A. BellSouth's UNE flow-through report shows one CLEC – CLEC No. 130 -- with
14 more than 18,000 EDI orders for UNEs. That CLEC obviously is MCI.
15 BellSouth's flow-through report shows that more than 5,000 of MCI's LSRs were
16 not processed electronically, but instead fell out for manual handling. Of those
17 LSRs, 3,331 fell out for manual processing by design; that is, BellSouth's systems
18 were not configured to process such orders electronically, so the LSRs were sent
19 automatically to BellSouth representatives for manual processing. It appears that
20 one of the key reasons for this fallout is BellSouth's special pricing plans. If a
21 BellSouth retail customer has a pricing plan such as Complete Choice, that
22 customer's LSR will be handled manually. BellSouth has not stated when or if it

1 plans to make these orders flow through, although MCI has raised this issue in the
2 Flow Through Task Force Workshops currently in process.

3 To make matters worse, another 1,517 LSRs MCI submitted in June fell
4 out for manual handling as a result of BellSouth system errors. That is,
5 BellSouth's OSS was supposed to be able to process these LSRs electronically,
6 but for some reason failed to do so. Another 442 LSRs fell out for manual
7 processing for reasons BellSouth attributes to MCI error. All told, 5,290 LSRs
8 fell out for manual processing in June. Even excluding the LSRs that BellSouth
9 says fell out because of MCI errors, BellSouth's manual fallout rate for June was
10 an abysmal 30.36%. Such a high level of manual processing of electronic UNE-P
11 migration orders at relatively low volumes is unsatisfactory (to say the least) and
12 should be addressed *before* BellSouth is given in-region long distance authority.

13 **Q. WHAT EFFECT DOES MANUAL PROCESSING OF LSRs HAVE ON**
14 **CONSUMERS?**

15 A. BellSouth's manual processing of LSRs harms consumers. In the worst case,
16 BellSouth's manual handling has lead to customers losing dial tone. To date, at
17 least 620 MCI customers have experienced a loss of dial tone after migration.
18 BellSouth has confirmed eleven cases thus far in which the loss of dial tone
19 stemmed from BellSouth's two-order process, which involves a "D" order to
20 disconnect the customer's old service and an "N" order to establish new service
21 with the CLEC. If those orders are not related and properly sequenced through
22 the entry of specific codes by the BellSouth service representative – as can

1 happen when manual intervention occurs during the ordering process – the
2 customer may lose dial tone.

3 **Q. ARE BELLSOUTH'S EXPLANATIONS OF THE LOSS OF DIAL TONE**
4 **PROBLEM SATISFACTORY?**

5 A. No. Although Mr. Ainsworth confirms that 11 out of a sample of 141 loss of dial
6 tone cases it reviewed resulted from the two order process, he attempts to minimize
7 the problem by stating that in 70 of the cases, BellSouth tested the line and found no
8 trouble, found an end user problem or attributed the problem to the customer's inside
9 wiring. In 60 other cases, BellSouth claims the problem was unrelated to the
10 customer's migration to MCI and would have happened in any event. (Ainsworth
11 Rebuttal, p. 20.) The truth is we have seen a steady stream of customers reporting
12 lost dial tone since we launched our residential service in Georgia. The fact that the
13 customer's dial tone has returned by the time BellSouth tests it does not mean that
14 the customer never lost dial tone and for some reason took the time to report a
15 nonexistent problem to us. And it strains credulity to believe that so many
16 customers would suddenly experience problems with their cable pairs and inside
17 wiring within a short time after migrating to MCI. Indeed in one case (404-767-
18 2774), the BellSouth closure report stated "tested OK, came clear" even though the
19 Account Team later told us that this customer lost dial tone as a result of the
20 BellSouth two order process. It is deeply troubling to us that BellSouth is so
21 dismissive of such a serious problem.

22 **Q. WHAT OTHER PROBLEMS HAS MANUAL PROCESSING OF MCI LSRs**
23 **CREATED?**

1 A. LSRs that fall out for manual processing are more likely to be rejected and will
2 take longer to process. In June the reject rate for MCI LSRs that flowed through
3 BellSouth's systems without manual intervention was 15.66%, according to
4 BellSouth, while the reject rate for LSRs that did not flow through was 43.66%.
5 Often these manual rejects are difficult for MCI to decipher. And because
6 BellSouth's policy is to cancel rejected LSRs within 10 days if they are not
7 corrected and resubmitted, by the time MCI discerns that the reject was in fact
8 invalid or determines what caused a valid reject, the 10 day period may well have
9 expired, forcing MCI to start the process all over again.

10 **Q. HAS MCI SEEN ANY NEW PROBLEMS SINCE YOU FILED YOUR**
11 **JULY 9 TESTIMONY?**

12 A. Yes. It now appears that some customers may have left MCI to return to BellSouth
13 or to go to another CLEC, but MCI has not received line loss notifications. These
14 notifications are critical, since they tell a CLEC that a customer has changed carriers
15 and inform us that we must stop billing. This problem is under review.

16 **Q. WHAT SHOULD BELLSOUTH BE REQUIRED TO DO TO FIX THE**
17 **PROBLEMS WITH ITS OSS?**

18 A. BellSouth must take a number of steps to rectify major flaws in its OSS:
19 1. BellSouth must revamp its two-order process for UNE-P, as it did years
20 ago in the resale context. BellSouth should move to a single "C" order process to
21 decrease the possibility that a customer would lose dial tone during migration.
22 Currently, BellSouth does not plan to make this change until the first quarter of
23 2002.

1 2. BellSouth must change its ordering process to allow ordering based on the
2 customer's name and telephone number. Currently BellSouth requires CLECs to
3 provide the customer's address, which leads to rejects and delay. This
4 improvement was requested on August 9, 2000, but BellSouth has yet to
5 implement it. The Bell companies in all other states where MCI has launched
6 local residential service (New York, Texas, Pennsylvania, Illinois and Michigan)
7 and in all states where Bell Companies have received 271 approval (New York,
8 Texas, Kansas, Oklahoma, Massachusetts, and the Verizon segment of
9 Connecticut) have implemented this ordering technique.

10 3. BellSouth must provide a fully fielded and parsed CSR. This
11 improvement would enable CLECs to populate LSR customer information fields
12 automatically, which would eliminate another source of rejects. This change was
13 requested on August 12, 1999, but implementation currently is not planned until
14 the first quarter of 2002. Verizon already provides parsed CSRs in New York,
15 Pennsylvania, and Massachusetts.

16 4. BellSouth must implement real-time ordering using what is known as the
17 interactive agent. Because BellSouth has not implemented the interactive agent,
18 MCI currently uses a third party value added network, which increases the
19 chances of orders being lost or misrouted, raising processing time and the risk that
20 rejected LSRs will be canceled before they can be corrected. This improvement
21 was requested on September 26, 2000, but has not been implemented or
22 scheduled. The Bell companies in all other states where MCI has launched local
23 residential service not only permit but encourage ordering via an interactive agent.

1 5. BellSouth must increase the time to correct rejected LSRs from ten days to
2 at least thirty days. BellSouth's ten-day cancellation policy creates additional
3 delays and confusion. In other states where MCI has entered the local residential
4 business, the Bell companies allow at least thirty days before cancellation.

5 **Q. IS THIS AN EXHAUSTIVE LIST?**

6 A. No. Because MCI's launch is still in its early stages, additional issues probably will
7 emerge that need to be resolved. For example, MCI has just received its first UNE
8 bill from BellSouth and is in the process of auditing it. The Commission should
9 ensure that BellSouth's billing is accurate and timely before recommending 271
10 approval.

11 **Q. WHAT DOES MCI'S EXPERIENCE THUS FAR SAY ABOUT THE NEED**
12 **FOR REVISIONS TO THE CHANGE MANAGEMENT PROCESS?**

13 A. CLECs' experience in attempting to improve BellSouth's OSS to bring it to the
14 point that BellSouth can effectively provision commercial volumes of orders
15 demonstrates that the change management process does not function properly. As
16 I discussed in my July 9, 2001 testimony, although on paper the change
17 management process appears to give CLECs some influence over what changes
18 are made to BellSouth's OSS and in what order of priority, in fact BellSouth has
19 slow rolled many CLEC requests for much-needed improvements, in some cases
20 for years. Before the Commission can have any confidence that BellSouth will
21 continue to update and improve its OSS, it should require that the process itself be
22 fixed before BellSouth is granted in-region long distance authority.

1 **Q. HAVE YOU LEARNED ANYTHING ABOUT BELLSOUTH'S CHANGE**
2 **MANAGEMENT PROCESS SINCE YOU FILED YOUR JULY 9**
3 **TESTIMONY?**

4 A. Yes. We recently have learned that after CLECs initially prioritize requests,
5 BellSouth takes those requests to an internal change management meeting where
6 they are re-prioritized with other requests from three internal BellSouth groups –
7 regulatory, information technology and infrastructure. These BellSouth requests are
8 considered along with CLEC requests -- with no CLEC in attendance -- to create a
9 total priority list of 30 items. BellSouth has stated that that all regulatory requests
10 are prioritized first. Once the final prioritized list is completed, BellSouth vendors
11 decide how or whether the requests can be implemented. Importantly, BellSouth
12 refuses to provide the final prioritized list of 30 items with CLECs so we can see
13 how matters are being handled. Worse, BellSouth even refuses to share the list on a
14 redacted basis showing only CLEC changes.

15 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

16 A. Yes.

17

Certificate of Service

A copy of the foregoing was served this 20th day of August, 2001, first class,
United States mail, postage prepaid, upon all parties of record.

C. Kent Hatfield
C. Kent Hatfield

ORDERING

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

AGGREGATE ORDER TYPES		LSR PROCESSING										Errors			FLOWTHROUGH		
Company Info		LESOG										Total			Base Calculation		
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Total System		CLEC Caused	CLEC Error	Excluded Calculation	
		LENS	EDI	TAG	LSR's	Manual	Fallout	Auto Clarification	Auto Clarification	Pending (Z Status)	LSR's	Fallout	Fallout				Caused
#1		0	107	0	107	0	0	28	8	0	41	22	6	16	28	41.27%	81.25%
#2		52	0	0	52	3	8	8	0	41	11	8	3	30	30	73.17%	76.95%
#3		0	3420	0	3420	569	662	662	0	2189	1955	151	1804	234	234	24.53%	60.78%
#4		967	0	0	967	69	82	82	16	800	218	106	112	562	562	72.75%	84.59%
#5		12	0	0	12	0	2	2	0	10	0	0	0	10	10	100.00%	100.00%
#6		0	19	0	19	5	2	2	0	12	6	6	0	6	6	35.29%	50.00%
#7		0	17	0	17	4	2	2	0	11	4	2	2	7	7	53.85%	63.64%
#8		30	0	0	30	2	3	3	7	18	11	10	1	7	7	36.84%	38.89%
#9		1339	0	0	1339	172	116	116	1	1050	137	116	21	913	913	76.02%	86.95%
#10		0	0	13	13	2	1	1	0	10	4	3	1	6	6	54.55%	60.00%
#11		2	0	0	2	0	0	0	0	2	0	0	0	2	2	100.00%	100.00%
#12		0	0	17	17	13	3	3	1	1	1	1	1	0	0	0.00%	0.00%
#13		2230	0	0	2230	288	276	276	36	1628	360	244	116	1268	1268	70.44%	83.86%
#14		33	0	0	33	15	6	6	1	11	7	6	1	4	4	16.00%	36.36%
#15		0	0	2	2	0	0	0	0	2	2	2	0	0	0	0.00%	0.00%
#16		0	0	1467	1467	207	253	253	8	999	424	348	76	575	575	50.88%	57.56%
#17		0	0	896	896	130	130	130	1	635	256	219	37	379	379	52.06%	59.69%
#18		0	0	18	18	1	1	1	0	16	16	2	4	7	7	53.85%	53.85%
#19		0	0	23	23	4	4	4	2	13	6	6	2	4	4	56.02%	66.20%
#20		100	0	0	100	10	10	10	2	78	31	24	7	47	47	56.02%	66.20%
#21		0	0	1277	1277	281	245	245	11	740	339	238	101	401	401	43.56%	54.19%
#22		0	193	0	193	163	13	13	0	17	17	16	1	0	0	0.00%	0.00%
#23		914	0	0	914	499	114	114	2	299	110	80	30	189	189	24.61%	63.21%
#24		0	0	778	778	120	155	155	9	494	221	178	43	273	273	47.81%	55.26%
#25		0	0	551	551	112	104	104	11	324	135	114	21	189	189	45.54%	58.33%
#26		474	0	0	474	49	48	48	9	368	106	77	29	262	262	67.53%	71.20%
#27		0	198	0	198	25	16	16	8	149	69	53	16	80	80	50.63%	53.69%
#28		4	0	0	4	3	0	0	0	1	1	1	0	0	0	0.00%	0.00%
#29		0	0	32	32	10	2	2	0	20	4	4	0	16	16	53.33%	80.00%
#30		63	0	0	63	8	12	12	0	43	5	5	2	38	38	77.55%	88.37%
#31		688	0	0	688	173	48	48	6	461	143	120	23	318	318	52.05%	68.98%
#32		2016	0	0	2016	432	139	139	6	1439	386	314	72	1053	1053	56.53%	73.18%
#33		48	0	0	48	0	0	0	1	47	47	46	1	0	0	0.00%	0.00%
#34		4	0	0	4	0	0	0	1	2	2	2	0	0	0	0.00%	0.00%
#35		0	0	11	11	0	2	2	2	7	7	7	3	4	4	0.00%	0.00%
#36		93	0	0	93	5	5	5	9	74	69	48	21	5	5	8.62%	6.78%
#37		0	0	579	579	92	87	87	1	399	175	159	16	224	224	47.16%	56.14%
#38		486	0	0	486	44	34	34	4	404	73	59	14	331	331	76.27%	81.93%
#39		0	0	2	2	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%
#40		98	0	0	98	26	15	15	0	57	16	10	6	41	41	53.25%	71.93%
#41		0	5	0	5	3	0	0	0	2	1	1	0	1	1	20.00%	50.00%

ORDERING

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

AGGREGATE ORDER TYPES		LSR PROCESSING										Errors				FLOWTHROUGH			
Company Info		LESOG										BST Caused		Achieved		Base		CLEC Excluded	
Name	RESH / OCN	Mechanized Interface Used			Total Mech LSR's	Manual Total Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Flowthrough	Calculation	Calculation	Calculation	Calculation	Calculation
		LENS	EDI	TAG															
#42		0	4	0	4	0	2	2	12	2	12	2	0	0	0	2	100.00%	100.00%	100.00%
#43		0	0	33	33	7	12	0	4	4	4	0	0	0	8	42.11%	66.67%	66.67%	
#44		42	0	0	42	4	10	2	26	8	7	1	18	62.07%	69.23%	69.23%	72.00%	72.00%	72.00%
#45		66	0	0	66	12	44	2	44	16	14	2	28	51.85%	63.64%	63.64%	66.67%	66.67%	66.67%
#46		70	0	0	70	14	5	0	51	14	13	1	37	57.81%	72.55%	72.55%	74.00%	74.00%	74.00%
#47		0	0	13	13	2	6	0	3	3	3	0	5	28.57%	40.00%	40.00%	40.00%	40.00%	40.00%
#48		11	0	0	11	3	4	0	4	1	1	0	3	42.86%	75.00%	75.00%	75.00%	75.00%	75.00%
#49		0	0	105	105	11	6	0	88	34	28	6	54	56.06%	61.36%	61.36%	65.85%	65.85%	65.85%
#50		127	0	0	127	18	6	1	102	19	16	3	83	70.94%	81.37%	81.37%	83.84%	83.84%	83.84%
#51		0	0	2	2	1	0	0	1	1	0	0	1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#52		31	0	0	31	4	1	1	25	12	11	13	72.22%	52.00%	52.00%	52.00%	52.00%	52.00%	
#53		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#54		27	0	0	27	1	5	1	20	3	3	17	80.95%	85.00%	85.00%	85.00%	85.00%	85.00%	
#55		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#56		35	0	0	35	4	2	0	29	7	4	22	73.33%	75.88%	75.88%	84.82%	84.82%	84.82%	
#57		186	0	0	186	41	8	5	132	48	32	16	84	53.50%	63.64%	63.64%	72.41%	72.41%	72.41%
#58		0	0	240	240	35	26	1	178	93	66	27	85	47.75%	56.29%	56.29%	56.29%	56.29%	56.29%
#59		226	0	0	226	17	24	7	178	32	22	10	146	78.92%	82.02%	82.02%	86.90%	86.90%	86.90%
#60		9	0	0	9	0	0	0	9	3	2	1	6	75.00%	66.67%	66.67%	75.00%	75.00%	75.00%
#61		0	6	0	6	2	0	0	4	4	1	3	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#62		3	0	0	3	2	0	0	1	1	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#63		14	0	0	14	0	0	0	14	2	2	12	85.71%	85.71%	85.71%	85.71%	85.71%	85.71%	
#64		0	24	0	24	11	0	2	11	11	10	1	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#65		4	0	0	4	0	1	0	3	3	3	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#66		0	0	28	28	7	2	0	18	3	2	1	16	64.00%	84.21%	84.21%	88.89%	88.89%	88.89%
#67		35	0	0	35	1	2	0	32	3	2	1	29	90.63%	90.63%	90.63%	93.55%	93.55%	93.55%
#68		0	114	0	114	31	9	0	74	27	20	7	47	47.96%	63.51%	63.51%	70.15%	70.15%	70.15%
#69		0	0	39	39	12	0	2	25	9	9	0	16	43.24%	64.00%	64.00%	64.00%	64.00%	64.00%
#70		46	0	0	46	7	3	0	36	12	4	8	24	68.57%	66.67%	66.67%	85.71%	85.71%	85.71%
#71		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%
#72		36	0	0	36	13	9	0	14	14	14	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#73		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
#74		0	51	0	51	12	7	0	32	6	3	26	63.41%	81.25%	81.25%	89.66%	89.66%	89.66%	
#75		28	0	0	28	7	4	0	15	6	0	6	9	56.25%	60.00%	60.00%	100.00%	100.00%	100.00%
#76		0	0	882	882	143	13	78	648	489	433	56	159	21.63%	24.54%	24.54%	26.86%	26.86%	26.86%
#77		0	25	0	25	0	6	3	16	16	0	16	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#78		4	0	0	4	0	2	0	2	2	1	2	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#79		34	0	0	34	5	4	2	23	11	5	12	54.55%	52.17%	52.17%	70.59%	70.59%	70.59%	
#80		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
#81		96	0	0	96	18	10	0	68	17	10	7	51	64.58%	75.00%	75.00%	83.81%	83.81%	83.81%
#82		0	0	396	396	70	30	4	292	70	61	9	222	62.89%	76.03%	76.03%	78.45%	78.45%	78.45%
#83		928	0	0	928	138	68	9	713	119	98	21	594	71.57%	83.31%	83.31%	85.84%	85.84%	85.84%
#84		0	0	13	13	0	0	0	13	8	3	5	5	62.50%	38.46%	38.46%	62.50%	62.50%	62.50%
#85		418	0	0	418	201	28	8	181	87	66	21	94	26.04%	51.93%	51.93%	58.75%	58.75%	58.75%
#86		0	0	5	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%	75.00%	75.00%	75.00%
#87		205	0	0	205	41	22	5	137	46	37	9	91	53.85%	66.42%	66.42%	71.09%	71.09%	71.09%

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

AGGREGATE ORDER TYPES Company Info	LSR PROCESSING										Errors			FLOWTHROUGH			
	Mechanized Interface Used					LESOG					Total System Failout	BST Caused Failout	GLEC Caused Failout	Issued SO's	Achieved Flowthrough	Base Calculation	GLEC Error Excluded Calculation
	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Failout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Auto Clarification							
#88	0	0	0	15	15	0	0	0	0	15	13	11	2	2	15.38%	13.33%	15.38%
#89	0	0	0	9971	9971	5039	1314	94	3524	1541	1102	439	1993	1993	24.41%	56.27%	64.28%
#90	8294	0	0	8294	437	744	38	7075	169	6353	563	169	6353	6353	86.52%	89.80%	91.99%
#91	45	0	0	0	45	0	0	1	28	28	11	17	0	0	0.00%	0.00%	0.00%
#92	4	0	0	0	4	0	0	0	4	4	4	0	0	0	0.00%	0.00%	0.00%
#93	15	0	0	0	15	0	0	0	8	8	2	6	0	0	0.00%	0.00%	0.00%
#94	1	0	0	0	1	0	0	0	1	1	0	0	1	1	100.00%	100.00%	100.00%
#95	115	0	0	0	115	51	7	0	57	17	15	2	40	40	37.74%	70.18%	72.73%
#96	0	0	3	3	0	3	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#97	1	0	0	1	0	0	0	0	1	1	1	0	0	0	0.00%	0.00%	0.00%
#98	2	0	0	0	2	2	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#99	4	0	0	0	4	0	0	0	0	0	2	2	0	0	0.00%	50.00%	50.00%
#100	0	0	0	23	23	7	8	0	8	4	4	2	4	4	30.77%	50.00%	66.67%
#101	195	0	0	195	30	34	1	130	26	26	23	3	104	104	66.24%	80.00%	81.89%
#102	2	0	0	0	2	0	0	0	2	2	0	0	0	0	100.00%	100.00%	100.00%
#103	0	0	0	2	0	0	0	0	0	0	0	0	2	2	100.00%	100.00%	100.00%
#104	30	0	0	30	0	2	0	28	23	23	12	11	5	5	29.41%	17.86%	29.41%
#105	0	0	1	1	1	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#106	4	0	0	4	0	0	0	0	4	4	1	0	1	1	100.00%	75.00%	100.00%
#107	5	0	0	0	5	0	0	0	5	3	3	2	2	2	50.00%	40.00%	50.00%
#108	135	0	0	135	35	16	2	82	44	44	35	9	38	38	35.19%	46.34%	52.05%
#109	4	0	0	0	4	2	0	0	2	2	1	1	0	0	0.00%	0.00%	0.00%
#110	7	0	0	0	7	0	0	0	6	0	0	0	0	0	0.00%	0.00%	0.00%
#111	0	0	0	977	123	57	15	782	81	42	42	39	701	701	80.96%	89.64%	94.35%
#112	401	0	0	0	401	15	14	0	372	7	6	1	365	365	94.56%	98.12%	98.38%
#113	65	0	0	0	65	2	9	3	51	16	12	4	35	35	71.43%	68.63%	74.47%
#114	13	0	0	0	13	1	2	0	10	4	2	2	6	6	66.67%	60.00%	75.00%
#115	0	81	0	81	26	11	0	24	4	4	4	0	20	20	40.00%	83.33%	83.33%
#116	12	0	0	0	12	7	4	0	1	1	0	0	0	0	0.00%	0.00%	0.00%
#117	11	0	0	0	11	0	0	0	9	8	2	6	1	1	33.33%	11.11%	33.33%
#118	45	0	0	0	45	0	0	2	43	43	27	16	0	0	0.00%	0.00%	0.00%
#119	64	0	0	0	64	34	8	0	22	15	11	4	7	7	13.46%	31.82%	38.89%
#120	40	0	0	0	40	18	8	0	14	14	11	3	0	0	0.00%	0.00%	0.00%
#121	45	0	0	0	45	15	19	0	11	11	7	4	0	0	0.00%	0.00%	0.00%
#122	0	0	0	23	2	2	0	0	5	3	2	1	16	16	80.00%	84.21%	88.89%
#123	10	0	0	0	10	1	4	0	5	5	5	0	0	0	0.00%	0.00%	0.00%
#124	0	520	0	0	520	384	56	0	80	48	30	18	32	32	7.17%	40.00%	51.61%
#125	12	0	0	0	12	0	0	0	6	5	3	2	1	1	25.00%	16.67%	25.00%
#126	0	0	0	7	7	7	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#127	2	0	0	0	2	0	0	0	1	1	0	0	1	1	100.00%	100.00%	100.00%
#128	0	0	0	0	0	0	0	0	2	2	2	1	0	0	0.00%	0.00%	0.00%
#129	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#130	0	18685	0	0	18685	3331	2245	7	13082	1969	1517	442	11123	11123	69.64%	85.03%	88.00%
#131	10	0	0	0	10	2	4	0	3	3	3	0	1	1	33.33%	25.00%	100.00%
#132	0	399	0	0	399	249	121	2	27	27	7	20	0	0	0.00%	0.00%	0.00%
#133	0	607	0	0	607	398	91	4	114	44	31	13	70	70	14.03%	61.40%	69.31%

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

AGGREGATE ORDER TYPES	LSR PROCESSING										Errors			FLOWTHROUGH			
	LESOG										Total System Fallout	BST Caused Fallout	CIEC Caused Fallout	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
	Company Info	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Fallout	Auto Clarification	Rejects	Pending (Z Status)							Validated LSR's
#134	65	0	0	4	0	0	0	5	3	57	21	12	9	36	75.00%	100.00%	75.00%
#135	0	0	0	4	0	0	0	0	0	1	3	0	0	3	100.00%	100.00%	100.00%
#136	67	0	0	67	23	4	3	4	3	37	16	10	6	21	36.88%	56.76%	67.74%
#137	0	0	0	13	0	0	0	4	0	9	2	0	2	7	100.00%	100.00%	100.00%
#138	0	0	0	4	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#139	104	0	0	104	55	41	0	41	0	8	8	8	0	0	0.00%	0.00%	0.00%
#140	8	0	0	8	3	0	1	0	4	4	4	4	0	0	0.00%	0.00%	0.00%
#141	21	0	0	21	0	4	4	4	4	13	13	11	2	0	0.00%	0.00%	0.00%
#142	11	0	0	11	0	8	0	8	0	3	3	2	1	0	0.00%	0.00%	0.00%
#143	0	0	0	14	0	0	0	0	0	14	4	1	3	10	90.91%	71.43%	90.91%
#144	0	0	0	36	0	5	1	5	1	30	11	8	3	19	70.37%	63.33%	70.37%
#145	5	0	0	5	1	0	2	0	2	2	0	1	0	1	33.33%	50.00%	50.00%
#146	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#147	0	0	0	8	0	0	1	0	0	7	4	4	4	3	42.86%	42.86%	42.86%
#148	186	0	0	186	48	107	1	107	0	30	30	26	4	0	0.00%	0.00%	0.00%
#149	2	0	0	2	0	1	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#150	0	0	0	54	15	4	1	4	1	34	26	11	15	8	23.53%	23.53%	42.11%
#151	5	0	0	5	2	2	0	2	0	1	0	0	0	1	33.33%	100.00%	100.00%
#152	0	0	0	2	0	0	1	0	0	0	0	0	0	1	100.00%	100.00%	100.00%
#153	0	1536	0	1536	816	139	4	139	4	577	140	73	67	437	32.96%	75.74%	85.69%
#154	141	0	0	141	56	12	1	12	1	72	37	31	6	35	28.69%	48.61%	53.03%
#155	2	0	0	2	2	1	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156	4	0	0	4	0	0	2	0	2	2	0	0	0	2	100.00%	100.00%	100.00%
#157	0	417	0	417	210	74	6	74	6	127	80	58	22	47	14.92%	37.01%	44.76%
#158	592	0	0	592	94	28	4	28	4	466	114	95	19	352	65.06%	75.54%	78.75%
#159	75	0	0	75	4	49	2	49	2	20	20	18	2	0	0.00%	0.00%	0.00%
#160	40	0	0	40	4	17	1	17	1	18	18	11	7	0	0.00%	0.00%	0.00%
#161	0	169	0	169	115	11	3	11	3	40	21	18	3	19	12.50%	47.50%	51.35%
#162	12	0	0	12	0	2	2	2	2	8	4	2	2	4	66.67%	50.00%	66.67%
#163	2417	0	0	2417	487	266	9	266	9	1655	688	566	122	967	47.87%	58.43%	63.08%
#164	133	0	0	133	1	23	4	23	4	105	39	12	27	66	83.54%	62.86%	84.62%
#165	0	0	0	94	47	19	1	19	1	27	9	6	3	18	25.35%	66.67%	75.00%
#166	8189	0	0	8189	870	490	83	490	83	6736	1588	1402	188	5148	66.38%	76.43%	78.60%
#167	0	272	0	272	165	54	0	54	0	53	19	15	4	34	15.89%	64.15%	69.39%
#168	786	0	0	786	146	83	9	83	9	548	194	164	30	354	53.31%	64.60%	68.34%
#169	18	0	0	18	0	9	1	9	1	8	6	5	1	2	28.57%	25.00%	28.57%
#170	0	84	0	84	56	3	1	3	1	34	13	12	1	21	23.60%	61.76%	63.64%
#171	1	0	0	1	0	1	0	1	0	0	1	0	0	0	0.00%	0.00%	0.00%
#172	3	0	0	3	1	1	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#173	1	0	0	1	0	0	0	0	0	0	1	1	0	0	0.00%	0.00%	0.00%
#174	19	0	0	19	5	3	6	3	6	5	5	3	2	0	0.00%	0.00%	0.00%
#175	0	559	0	559	109	61	2	61	2	387	127	101	26	260	55.32%	67.18%	72.02%
#176	606	0	0	606	85	99	7	99	7	415	128	111	17	287	59.42%	69.16%	72.11%
#177	0	137	0	137	33	41	2	41	2	61	17	11	6	44	50.00%	72.13%	80.00%
#178	0	0	0	15	15	9	2	9	2	0	4	0	0	4	36.77%	100.00%	100.00%
#179	41	0	0	41	4	8	0	8	0	29	5	5	0	24	72.73%	82.76%	82.76%

ORDERING

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

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used			Validated			Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation				
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total	Rejects	Pending Supps (Z Status)	LSR's				Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's
#180		101	0	0	101	6	32	14	49	48	42	2	0	6	1	2.04%	2.04%
#181		0	8	0	8	0	1	0	7	2	2	0	0	0	5	71.43%	71.43%
#182		2026	0	0	2026	217	197	23	1589	827	676	151	151	762	0	46.04%	47.95%
#183		1	0	0	1	0	0	0	1	1	1	0	0	0	0	0.00%	0.00%
#184		201	0	0	201	0	1	4	196	38	35	3	3	158	158	81.87%	81.87%
#185		597	0	0	597	128	114	15	342	194	147	47	47	148	148	35.15%	43.27%
LENS Subtotal		38418	0	0	38418	5242	3665	403	29108	7289	5760	1508	1508	21819	21819	66.44%	74.96%
EDI Subtotal		0	27627	0	27627	6748	3655	44	17180	4639	2148	2491	2491	12541	12541	58.50%	73.00%
TAG Subtotal		0	0	18693	18693	6512	2508	245	9428	4007	3079	928	928	5421	5421	36.11%	57.50%
TOTAL INTERFACES		38418	27627	18693	84738	18502	9828	692	55716	15935	11007	4928	4928	39781	39781	57.41%	71.40%