

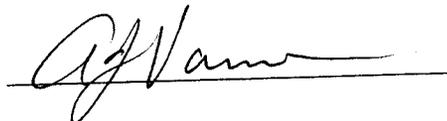
AFFIDAVIT

STATE OF GEORGIA

COUNTY OF FULTON

BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared Alphonso J. Varner, who, being by me first duly sworn deposed and said that:

He is appearing as a witness before the Kentucky Public Service Commission in Case No. 2003-00379, Review of Federal Communications Commission's Triennial Review Order Regarding Unbundling Requirements for Individual Network Elements, and if present before the Commission and duly sworn, his testimony would be set forth in the annexed testimony consisting of 45 pages and 4 exhibits.



Alphonso J. Varner

SWORN TO AND SUBSCRIBED BEFORE ME  
THIS 10<sup>th</sup> DAY OF FEBRUARY, 2004

 Notary Public

**Evelyn Parks Peters**  
Notary Public, Newton County, Georgia  
My Commission Expires May 12, 2007

1                                   BELLSOUTH TELECOMMUNICATIONS, INC.  
2                                   DIRECT TESTIMONY OF ALPHONSO J. VARNER  
3                                   BEFORE THE KENTUCKY PUBLIC SERVICE COMMISSION  
4                                   FILED FEBRUARY 11, 2004  
5                                   DOCKET NO. 2003-00379  
6

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

10  
11   A.    My name is Alphonso J. Varner. I am employed by BellSouth as Assistant  
12           Vice President in Interconnection Services. My business address is 675  
13           West Peachtree Street, Atlanta, Georgia 30375.

14  
15   Q.    PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.  
16

17   A.    I graduated from Florida State University in 1972 with a Bachelor of  
18           Engineering Science degree in systems design engineering. I immediately  
19           joined Southern Bell in the division of revenues organization with the  
20           responsibility for preparation of all Florida investment separations studies  
21           for division of revenues and for reviewing interstate settlements.

22  
23           Subsequently, I accepted an assignment in the rates and tariffs  
24           organization with responsibilities for administering selected rates and  
25           tariffs including preparation of tariff filings. In January 1994, I was

1 appointed Senior Director of Pricing for the nine-state region. I was  
2 named Senior Director for Regulatory Policy and Planning in August 1994.  
3 In April 1997, I was named Senior Director of Regulatory for the nine-state  
4 BellSouth region. I accepted my current position in March 2001.

5

6 Q WHAT IS THE PURPOSE OF YOUR TESTIMONY?

7

8 A. The purpose of my testimony is to:

- 9 • Demonstrate to the Kentucky Public Service Commission (“the  
10 Commission”) that, based on performance data for a recent twelve  
11 month period (November 2002 through October 2003), BellSouth’s  
12 Loop Provisioning performance, including Hot Cuts, does not pose a  
13 barrier to market entry for Competitive Local Exchange Carriers  
14 (“CLECs”) seeking to serve customer locations with voice-grade loops;
- 15 • Propose changes to the existing performance measurements plan to  
16 produce even more performance data to increase performance  
17 monitoring of BellSouth’s batch hot cut process and the coordinated  
18 and non-coordinated hot cuts performed by BellSouth;
- 19 • Propose changes to the Self Effectuating Enforcement Mechanism  
20 (SEEM) related to hot cuts.

21

22 Q. HOW IS YOUR TESTIMONY ORGANIZED?

23

24 A. My testimony is organized into three major sections. Section I primarily  
25 contains overall loop performance data for a comprehensive set of

1 Ordering, Provisioning, and Maintenance & Repair measures. In that  
2 section, I also briefly address cross-connect and collocation performance.  
3 In Section II, I concentrate on loop performance specifically related to hot  
4 cuts, including batch hot cuts, to demonstrate BellSouth's ability to  
5 perform these conversions in an effective and timely manner. Finally, in  
6 Section III, I will discuss BellSouth's proposed changes and additions to  
7 performance measures and SEEM, if it receives unbundled switching  
8 relief.

9

10 **I. BELLSOUTH'S CURRENT LOOP PROVISIONING PERFORMANCE**

11

12 **A. BellSouth's Performance Measures**

13 Q. WHAT EMPIRICAL EVIDENCE DOES BELLSOUTH PRESENT TO  
14 SHOW THAT BELLSOUTH'S LOOP PROVISIONING PERFORMANCE  
15 IS NOT AN OPERATIONAL BARRIER TO CLECS ENTERING THE  
16 MARKET WITHOUT UNBUNDLED CIRCUIT SWITCHING?

17

18 A. My testimony presents performance data generated by measurements  
19 approved by this Commission to demonstrate that loop provisioning is not  
20 an operational barrier to UNE-Loop (UNE-L) market entry. Data is  
21 provided for the period November 2002 through October 2003. A detailed  
22 discussion of the performance results is contained in Exhibit AJV-1.

23

24 In addition, because there may be instances where the volumes reported  
25 in Kentucky are low for the sub-metrics provided in this filing, I have also

1 provided the performance results filed on December 23, 2003 with the  
2 Georgia Public Service Commission in a similar proceeding (Docket No.  
3 17730-U) attached as Exhibit AJV-4. This will provide the Commission  
4 with supplementary information in cases where the volumes in Georgia  
5 may be more meaningful than the Kentucky volumes.

6

7 Q. DO THE CLECS HAVE EMPIRICAL EVIDENCE TO DEMONSTRATE  
8 BELLSOUTH'S ABILITY TO PROVIDE UNBUNDLED LOOPS?

9

10 A. Yes. The CLECs have access to most of the CLEC aggregate data that I  
11 present here, and can collect data on their own transactions with  
12 BellSouth. While I obviously have not seen the CLECs' testimony in this  
13 proceeding, other proceedings indicate that the CLECs do not produce  
14 data of their own or utilize the CLEC aggregate data produced by  
15 BellSouth to comment on BellSouth's performance. Instead, they typically  
16 rely on unsupported anecdotal evidence or baseless guesses about the  
17 future to allege poor performance by BellSouth. If that pattern continues  
18 in this proceeding, the Commission should disregard the CLECs'  
19 testimony and focus solely on the objective evidence of performance that I  
20 present here.

21

22

23

24

25

1 Q. WHAT PROCESSES DO YOU INCLUDE IN LOOP PROVISIONING  
2 DATA?

3

4 A. In order to demonstrate that BellSouth provides CLECs with access to  
5 unbundled loops in a manner such that CLECs are not impaired, the loop  
6 provisioning data provided in this filing include the processes involved in  
7 providing CLECs unbundled loops from beginning to end. Therefore,  
8 BellSouth provides data herein not only for measurements associated with  
9 the installation of voice grade loops as defined in the "Provisioning"  
10 category of the SQM, but for measurements in the Ordering and  
11 Maintenance & Repair categories as well. These measurement  
12 performance results show that BellSouth responds to CLEC loop orders  
13 accurately and timely and performs maintenance and repair activities in a  
14 nondiscriminatory manner. Also, because UNE loops are terminated in  
15 collocation spaces, data for collocation performance are included.

16

17 Q. PLEASE DESCRIBE THE SOURCE OF THE DATA USED IN YOUR  
18 TESTIMONY.

19

20 A. The data provided in this filing are produced by the Performance  
21 Measurement Analysis Platform (PMAP), which is the same system  
22 utilizing the same SQM that produces these data for this Commission, the  
23 Commission staff, the Federal Communications Commission ("FCC") and  
24 the CLECs each month. The performance results are produced by the  
25 same process that yielded the data relied upon by this Commission and

1 the FCC to conclude that BellSouth met its section 271 obligations. PMAP  
2 has undergone an extremely thorough third party audit conducted by  
3 Bearing Point over multiple years. The metrics audit was concluded in  
4 Florida on July 30, 2002 and in Georgia on June 6, 2003 with no  
5 significant adverse findings in either state.

6

7 Q. WHAT VALUE DOES THE DATA PROVIDED HAVE IN  
8 DEMONSTRATING THAT UNBUNDLED LOOP PROVISIONING,  
9 INCLUDING HOT CUTS, WILL NOT BE AN OPERATIONAL BARRIER  
10 FOR CLECS IF SWITCHING IS NO LONGER A UNE?

11

12 A. As discussed in the testimony of BellSouth witness Mr. Ken Ainsworth, the  
13 loop provisioning processes used by BellSouth in the past will continue to  
14 be used in the future. From BellSouth's proven performance track record,  
15 the Commission can and should infer that BellSouth's performance will  
16 continue at a high level in the future. After all, it has been over a year  
17 since BellSouth entered the interLATA market in Kentucky, and  
18 BellSouth's performance has remained consistently high. Moreover, new  
19 measures have been added and existing measures revised to enable this  
20 Commission to evaluate even more data on BellSouth's loop provisioning  
21 processes.

22

23

24

1 Q. WHAT LOOP PROVISIONING MEASUREMENTS HAS BELLSOUTH  
2 INCLUDED?

3

4 A. In addition to the measurements specifically related to hot cuts, which are  
5 discussed in the next section of my testimony, BellSouth has included the  
6 following SQM measures that cover the major processes associated with  
7 Ordering, Provisioning and Maintenance & Repair of UNE Loops in  
8 Kentucky. In some cases, the same process is reflected either partially or  
9 wholly in multiple measures. In these cases, the multiple measures are  
10 included.

11 • Ordering

12 i. Reject Interval - Fully Mechanized, Partial Mechanized and Non  
13 Mechanized

14 ii. FOC Timeliness - Fully Mechanized, Partial Mechanized and  
15 Non Mechanized

16 iii. FOC and Reject Response Completeness - Fully Mechanized,  
17 Partial Mechanized and Non Mechanized

18 iv. Flow Through – UNE products

19 v. Service Inquiry with Firm Order

20 • Provisioning

21 i. Mean Held Order Interval

22 ii. Average Jeopardy Notice Interval (Mechanized)

23 iii. % Jeopardy Notice  $\geq$  48 Hours (Mechanized)

24 iv. Order Completion Interval

25 v. Missed Installation Appointments

- 1 vi. Provisioning Troubles within 30 Days
- 2 vii. Average Completion Notice Interval (Mechanized)
- 3 viii. Cooperative Test Attempts for DSL
- 4 ix. Service Order Accuracy (Design & Non-Design)
- 5 x. Trunk Blocking

- 6 • Maintenance & Repair

- 7 i. Missed Repair Appointments
- 8 ii. Customer Trouble Report Rate
- 9 iii. Maintenance Average Duration
- 10 iv. Repeat Troubles within 30 Days

- 11 • Collocation

- 12 i. Collocation Average Response Time
- 13 ii. Collocation Average Arrangement Time
- 14 iii. Collocation Percent of Due Dates Missed

15

16 Q. WHICH PRODUCTS ARE INCLUDED WITHIN THE UNE LOOP

17 PERFORMANCE DATA?

18

19 A. BellSouth has included performance data for virtually all of the UNE loops

20 and interconnection products that CLECs have ordered and would be

21 expected to continue ordering to provide qualifying service to mass-market

22 customers and interconnections, which include:

- 23 • xDSL – this includes ADSL, HDSL and Unbundled Copper Loop
- 24 (UCL), except UCL-Non Design (ND)
- 25 • Unbundled Cooper Loop – Non-Design (UCL-ND)

- 1 • UNE ISDN Loops – this includes Basic Rate Interface (BRI), Primary
- 2 Rate Interface (PRI) and UDC
- 3 • UNE 2W Analog Loops Design with and without LNP
- 4 • UNE 2W Analog Loops Non Design with and without LNP
- 5 • Enhanced Extended Links (EELs)
- 6 • Local Number Portability (LNP)
- 7 • Local Interconnection Trunks

8 Of course, the Commission has data on any other loop products in which it  
9 may be interested.

10

11 Q. WHY DID BELLSOUTH INCLUDE A YEAR OF DATA WITH THIS  
12 FILING?

13

14 A. BellSouth wanted to demonstrate clearly and unequivocally that its  
15 performance has met, and will continue to meet, its obligations under the  
16 Telecommunications Act of 1996 (“the Act”). As the Commission will see,  
17 BellSouth’s performance today is substantially the same (and in many  
18 cases better) than when this Commission and the FCC approved  
19 BellSouth’s application to provide interLATA long distance service.  
20 Consequently, there is no doubt that BellSouth provides today, as it  
21 provided at the time of its 271 application, non-discriminatory, timely and  
22 efficient access to UNE loops. To reach a different conclusion today  
23 would directly conflict with the Commission’s conclusions in endorsing  
24 BellSouth’s application for interLATA authority in Kentucky.

25

1 Q. ARE THERE ANY NEW PRODUCTS THAT CLECS WILL BE ABLE TO  
2 ORDER FOR WHICH DATA ARE NOT CURRENTLY AVAILABLE?

3

4 A. Yes. Although BellSouth currently allows CLECs to provision their own  
5 “co-carrier cross-connects” that allow two or more CLECs to interconnect  
6 their collocation spaces in a BellSouth central office, BellSouth plans to  
7 offer a new product to help facilitate this interconnection if the CLECs want  
8 BellSouth to perform this work, called “Co-Carrier Cross- Connect.” This  
9 product is discussed in Mr. Wayne Gray’s testimony and will be a federal  
10 tariff offering, which will provide for the installation of jumper patch cords  
11 between the two tie pairs connecting the Physical Collocation  
12 arrangements of two CLECs in BellSouth’s Central Offices. The Co-  
13 Carrier Cross-Connect service provides a one-to-one dedicated  
14 transmission path between two CLECs’ collocation arrangements located  
15 in the same Central Office at two-wire, four-wire, DS1, DS3, and fiber optic  
16 levels. Since this is a tariff offering instead of a UNE, data for this product  
17 are not captured.

18

19 The cross-connect process is a simple procedure that is already very  
20 much a part of current loop provisioning activities. Loop provisioning  
21 requires installation of cross connects between BellSouth equipment and  
22 CLEC collocation space, and performance of this activity is already  
23 reflected in the measurement data. There is nothing peculiar to cross-  
24 connects that involve CLEC-to-CLEC requests compared to connections  
25 between BellSouth and either its own or CLEC customers that would

1 impact the process adversely. Consequently, with the understanding that  
2 this type of activity is already reflected in the loop provisioning data  
3 provided in this filing, the Commission has everything that it needs to  
4 evaluate the ability of CLECs to effectively serve their targeted customers  
5 in the absence of unbundled switching.

6

7 **B. BellSouth's Performance Results**

8 Q. WHAT WAS BELLSOUTH'S ORDERING TIMELINESS AND  
9 COMPLETENESS PERFORMANCE FOR UNE LOOPS FOR THE PAST  
10 12 MONTHS IN KENTUCKY?

11

12 A. Ordering timeliness and completeness performance is reflected in the  
13 Reject Interval, FOC Timeliness, and FOC and Reject Completeness  
14 measures. The Reject Interval measure shows the extent to which a  
15 Local Service Request ("LSR") that contained an error by the CLEC was  
16 returned by BellSouth in a timely manner to the CLEC for correction. FOC  
17 Timeliness results show whether BellSouth converted an LSR submitted  
18 by a CLEC into the service order necessary to perform the requested  
19 action within the timeframes established by this Commission. FOC and  
20 Reject Response Completeness performance indicates the extent to  
21 which a CLEC received a response to each valid LSR that it submitted.

22

23 **Total Rejected LSRs**

24 The following tables provide a summary by month of BellSouth's  
25 performance on these three metrics (including fully mechanized, partially

1 mechanized and non-mechanized LSRs) for UNE Loop LSRs that were  
 2 submitted by CLECs during the latest 12 months. As previously stated,  
 3 Exhibit AJV-1 contains a detailed breakdown of the ordering sub-metrics  
 4 included in the following tables.

5

<b>% OF REJECTED LSRs MEETING REJECT INTERVAL BENCHMARKS</b>			
<b><u>Month</u></b>	<b><u># LSRs Rejected</u></b>	<b><u># Rejected LSRs Meeting Benchmark</u></b>	<b><u>Percentage Meeting Benchmark</u></b>
Nov '02	27	25	93%
Dec '02	54	51	94%
Jan '03	35	35	100%
Feb '03	32	31	97%
Mar '03	57	54	95%
Apr '03	21	21	100%
May '03	103	100	97%
Jun '03	35	33	94%
Jul '03	50	47	94%
Aug '03	43	42	98%
Sep '03	41	38	93%
Oct '03	52	51	98%
<b>TOTAL</b>	<b>550</b>	<b>528</b>	<b>96%</b>

6

7 As you can see, the small volume of LSRs in any one month makes the  
 8 results fluctuate somewhat, but the aggregate performance over the  
 9 period has enough volume to begin to evaluate performance. The data  
 10 show that the performance level is very high. During this 12-month period  
 11 (November 2002 to October 2003), the average reject interval for all  
 12 rejected LSRs for Fully Mechanized LSRs with errors rejected was 27  
 13 minutes on average against a benchmark of 1 hour. The average reject  
 14 interval was 4 hours 13 minutes for Partially Mechanized LSRs (against a

1 benchmark of 10 hours) and 8 hours 5 minutes for Non-Mechanized LSRs  
2 (against a benchmark of 24 hours).

3

4 Fully Mechanized

5 For those Fully Mechanized Rejected LSRs for which BellSouth did not  
6 meet the one-hour benchmark, BellSouth conducted a detailed root cause  
7 analysis of the process. The root cause analysis identified three issues  
8 that account for a significant portion of the LSRs that are rejected back to  
9 the CLEC and missed the 1-hour benchmark, all of which have been  
10 addressed. These three issues and their corresponding status are as  
11 follows:

<b>ISSUE</b>	<b>STATUS</b>
1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.	1. Feature implemented with Release 12.0 on 3/30/03.
2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as Fully Mechanized. The LSR does not reflect that it was handled by the service representative and therefore is counted as fully mechanized.	2. Feature implemented with Release 13.0 on 6/22/03 to properly count this LSR as partially mechanized.
3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.	3. Feature implemented with Release 13.0 on 6/22/03 to properly count this LSR as partially mechanized.

12

1 The previous chart reported BellSouth's performance in the timely  
2 returning of Rejects based on Total Rejects (*i.e.*, Fully Mechanized,  
3 Partially Mechanized and Non-Mechanized). If we only look at Fully  
4 Mechanized Rejected LSRs, with the implementation of Release 13.0  
5 effective with May 2003 data, BellSouth has met the 1-hour benchmark for  
6 98% of the fully mechanized rejected LSRs for May through October 2003.

7

### 8 Partially Mechanized Rejected LSRs

9 The Kentucky SQM requires that BellSouth meet a benchmark for partially  
10 mechanized reject notices of 85% returned within 10 hours or less.  
11 BellSouth made an average of 95% over this period within 10 hours.

12

13 To address the remaining LSRs that were not returned within the 10-hour  
14 benchmark, BellSouth conducted a detailed raw data analysis that has  
15 revealed three areas associated with the mechanized portion of the  
16 partially mechanized LSRs:

- 17 • BellSouth experienced delays in processing LSRs submitted via the  
18 EDI system. During September and October 2003, this problem was  
19 corrected. The EDI CPUs and hard drives were replaced as well as  
20 additional CPU capacity installed. Also, additional pathways between  
21 the EDI translator and down stream Legacy systems were added.  
22 Finally, the electronic processing of certain administrative and archival  
23 activities was removed from the EDI translator to reduce overall  
24 processing time of the LSRs.

- 1           • Some LSRs experience delays in resolving incorrect connecting facility  
2           assignments (CFA) by the CLECs. BellSouth has determined that  
3           when an incorrect CFA is provided, it is being assigned an error status  
4           for further correction. Additional analysis is being performed to  
5           determine if the resolution is being delayed by a system problem or if  
6           the service representatives are not handling the corrections in a timely  
7           manner.
- 8           • LSRs are dropping out for manual handling because of an error  
9           discovered after a FOC was returned to the CLEC. There are  
10          instances where an error is discovered as the Service Order begins to  
11          process through the provisioning systems. Due to the way the ordering  
12          and provisioning systems interact, it is not feasible for the order  
13          processing systems to query the provisioning system to detect these  
14          errors, prior to sending the FOC. Thus, when the error is detected as  
15          the Service Order begins to process, the reject is returned to the  
16          CLEC, but the time interval is measured from when the LSR was first  
17          received, resulting in an unusually long reject interval. It may be  
18          appropriate to exclude these types of rejects from the reject interval  
19          measurement and this exclusion can be addressed in the next periodic  
20          review of measurements. There are only small quantities of cases  
21          where the types of conditions that cause BellSouth to miss the  
22          standard occur, averaging about 65 per month. These volumes make  
23          it extremely difficult to duplicate the event that caused the problem, so  
24          that the problem can be corrected. Importantly, the small volume of

misses indicates that performance is not having a significant adverse impact on CLECs.

Q. HOW IS BELLSOUTH'S FOC TIMELINESS PERFORMAMCE?

A. As set forth in the chart below, BellSouth has met the benchmark established by the Commission on average for 99% or more of the LSRs submitted for the past 12 months.

<b>% OF FOCs MEETING FOC TIMELINESS BENCHMARKS</b>			
<b><u>Month</u></b>	<b><u># Total FOCs Returned to CLEC</u></b>	<b><u># FOCs Meeting Benchmark</u></b>	<b><u>Percentage Meeting Benchmark</u></b>
Nov '02	112	110	98%
Dec '02	172	170	99%
Jan '03	142	141	99%
Feb '03	122	122	100%
Mar '03	116	114	98%
Apr '03	142	141	99%
May '03	362	360	99%
Jun '03	97	97	100%
Jul '03	166	163	98%
Aug '03	139	138	99%
Sep '03	113	111	98%
Oct '03	105	104	99%
<b>TOTAL</b>	<b>1788</b>	<b>1771</b>	<b>99%</b>

During this 12-month period (November 2002 to October 2003), the average FOC interval for all Fully Mechanized LSRs was 21 minutes on average (against a benchmark of 3 hours). The average FOC interval was 4 hours 55 minutes for Partially Mechanized LSRs (against a benchmark of 10 hours) and 7 hours 54 minutes for Non-Mechanized LSRs (against a benchmark of 36 hours).

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The relatively small number of cases where BellSouth is missing the standard is in Partially Mechanized FOCs. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

- A number of FOCs were entered into the system within the benchmark but were not counted correctly due to repeated attempts to respond to the CLEC. BellSouth met its requirement of initially returning the FOC within the 10-hour benchmark. Because of a system error, however, the performance was stated incorrectly. The issue does not affect BellSouth's performance for returning the FOC to the CLEC; it is just understating BellSouth's performance.
- BellSouth experienced delays in processing LSRs submitted via the EDI system. This is the same issue discussed above concerning rejects.
- Some CLECs are requesting that certain auto clarified (rejected) LSRs be corrected and processed without the CLEC resubmitting a new version of the existing LSR. In specific cases, some LSRs are being corrected and put into the ordering systems without receiving a new LSR from the CLEC. This causes the FOC to exceed the 10-hour benchmark. This is due to the fact that the beginning timestamp is not changed from the time the LSR was initially submitted by the CLEC, and as a result the entire time is included in the interval. This interval will almost always exceed the 10-hour FOC benchmark. In an effort to

1 provide good customer service, BellSouth is meeting the request of the  
2 CLECs, but this causes the FOC benchmark to be exceeded.

3  
4 Q. HOW IS BELLSOUTH'S PERFORMANCE ON FOC AND REJECT  
5 RESPONSE COMPLETENESS?

6  
7 A. BellSouth has returned FOCs and/or rejects for 95% or better for 11 of 12  
8 months (an average of 97%) of the UNE Loop LSRs that were submitted  
9 by CLECs during the latest 12 months as depicted in the following chart.

10

<b>% OF FOC &amp; REJECT RESPONSES RETURNED TO CLECs (95% BENCHMARK)</b>			
<b><u>Month</u></b>	<b><u># Total LSRs Submitted</u></b>	<b><u># Responses Returned</u></b>	<b><u>Percentage of Total Returned</u></b>
Nov '02	131	128	98%
Dec '02	221	209	95%
Jan '03	186	179	96%
Feb '03	158	155	98%
Mar '03	156	148	95%
Apr '03	162	154	95%
May '03	405	401	99%
Jun '03	134	119	89%
Jul '03	202	197	98%
Aug '03	180	176	98%
Sep '03	124	123	99%
Oct '03	145	141	97%
<b>TOTAL</b>	<b>2204</b>	<b>2130</b>	<b>97%</b>

11  
12  
13  
14

1 Q. WHAT PERCENTAGE OF THE UNE LOOP LSRs SUBMITTED BY THE  
2 CLECS FLOWED THROUGH BELLSOUTH'S OPERATION SUPPORT  
3 SYSTEMS?

4  
5 A. BellSouth does not measure the Flow Through measurement at the state  
6 level. Beginning in March 2003, BellSouth was required by the Georgia  
7 Commission to separate the UNE category into UNE-P and UNE Other  
8 disaggregations for Flow-Through, so regional results were stated that  
9 way. (UNE Other is defined as the total UNE LSRs minus the UNE-P  
10 LSRs.) For the 8-month average for March through October 2003,  
11 BellSouth met 85.93% (85,964 of 100,040) of the submitted UNE Other  
12 LSRs during this period for the region.

13  
14 Q. WHAT DOES THE SERVICE INQUIRY WITH FIRM ORDER MEASURE  
15 ADDRESS AND HOW DID BELLSOUTH PERFORM?

16  
17 A. This measure addresses a small group of services (*i.e.*, xDSL and  
18 Unbundled Interoffice Transport) that require BellSouth to check  
19 equipment availability before the CLEC can submit an LSR. BellSouth  
20 returned 17 of the 17 service inquiries (100%) within the 5-day interval  
21 specified by the Commission during the period of November 2002 through  
22 October 2003. See Exhibit AJV-1 for the details concerning this measure.

23  
24

1 Q. HOW DID BELLSOUTH PERFORM FOR UNE LOOPS ON THE  
2 MEASURES IN THE PROVISIONING CATEGORY OF THE SQM?

3

4 A. Excellently. Each of the various provisioning measures addresses certain  
5 aspects of provisioning an individual order. For this reason, summary  
6 results based on the number of orders processed cannot be presented for  
7 provisioning measures like they are for the ordering measures. A high  
8 level review of the data, however, by simply comparing the number of  
9 submetrics met, indicates superb performance as shown below.

10

<b>% OF PROVISIONING SUB-METRICS MEETING PARITY</b>			
<b><u>Month</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u># Submetrics Meeting Benchmarks</u></b>	<b><u>Percentage Meeting Benchmarks</u></b>
Nov '02	48	46	96%
Dec '02	48	46	96%
Jan '03	44	43	98%
Feb '03	45	45	100%
Mar '03	44	39	89%
Apr '03	47	43	91%
May '03	60	59	98%
Jun '03	51	47	92%
Jul '03	46	44	96%
Aug '03	52	48	92%
Sep '03	63	57	90%
Oct '03	48	46	96%
<b>TOTAL</b>	<b>596</b>	<b>563</b>	<b>94%</b>

11

12 BellSouth met the performance criteria for an average of 94% of all the  
13 UNE Loop provisioning sub-metrics over the last 12 months in Kentucky.

14 As shown above, BellSouth met 563 of the 596 sub-metrics with CLEC  
15 activity during the period.

16

1 The following table provides a detailed breakdown, by provisioning  
 2 measure, of the measurements included in the overall summary above.

3

<b>12-MONTH TOTAL FOR PROVISIONING MEASURES MEETING PARITY</b>			
<b><u>Measure</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u>Total # Submetrics Meeting Parity</u></b>	<b><u>% Meeting Parity</u></b>
Mean Held Order Interval	170	170	100%
Average Jeopardy Notice Interval	13	13	100%
% Jeopardy Notice >= 48 Hours	13	13	100%
Coordinated Customer Conversions	3	3	100%
Order Completion Interval	66	63	95%
Hot Cut Timeliness	3	3	100%
% Provisioning Troubles within 7 Days of Hot Cut	3	3	100%
% Missed Installation Appointments	74	71	96%
% Provisioning Troubles within 30 Days of Completions	73	63	86%
Average Completion Notice Interval	58	58	100%
% Cooperative Test	12	12	100%
SOA	96	79	82%
% Trunk Blocking	12	12	100%

4

5 Q. BRIEFLY DESCRIBE THE NATURE OF THE ISSUES THAT CAUSED  
 6 MOST OF THE MISSES REFLECTED IN THE ABOVE CHARTS.

7

8 A. Each of these provisioning results is discussed in more detail in Exhibit  
 9 AJV-1. The analyses in that exhibit show that the misses for the most part

1 are not indicative of problems in BellSouth's performance. A brief  
2 summary of the principal causes of the performance misses follows.

3  
4 Order Completion Interval

5 For the three missed sub-metrics the small quantities of orders within the  
6 sub-metric are insufficient to indicate a performance deficiency.

7  
8 % Missed Installation Appointments

9 For the three sub-metrics missed in this area, BellSouth only missed one  
10 appointment for two of the sub-metrics and two missed appointments for  
11 the other sub-metric. Again, the small quantity means that the results do  
12 not indicate a performance problem.

13  
14 % Provisioning Troubles<=30 Days

15 Nine of the ten missed sub-metrics occurred in cases where the volume  
16 was too low to indicate a problem with performance. The last missed sub-  
17 metric was for the Local Interconnection Trunks where 1 DS-1 (24 trunks)  
18 was inadvertently left in a busy condition at turn up.

19  
20 Service Order Accuracy

21 The percent of sub-metrics met is very misleading as an indicator of  
22 performance. Over 98% of the sample of orders reviewed met the  
23 accuracy test. While BellSouth did not meet all of the sub-metrics, it did  
24 meet or exceed the benchmark when the total number of LSRs sampled is  
25 calculated. For the design sub-metrics, BellSouth met 3,406 of the 3,473

1 sampled for over 98% accuracy. The non-design sub-metrics exceeded  
2 the 95% benchmark as well with 9,085 of the 9,265 LSRs sampled  
3 meeting the accuracy requirement for over 98% also.

4

5 As you can see from these summaries, none of the misses are indicative  
6 of systemic problems and, in some cases, indicate no problem at all with  
7 performance. When this fact is considered along with the already high  
8 level of performance indicated by the raw measurement data, BellSouth's  
9 performance is exceptional.

10

11 Q. WHAT HAS BEEN BELLSOUTH'S PERFORMANCE FOR THE THREE  
12 LNP DISCONNECT TIMELINESS MEASURES FOR THE PAST SIX  
13 MONTHS IN KENTUCKY?

14

15 A. The following table provides the average results for P-13B, the percentage  
16 of time BellSouth applies the trigger order before the due date; P-13C, the  
17 percentage of time the LNP service is out of service less than 60 minutes;  
18 and P-13D, the percentage of time BellSouth disconnects the LNP service  
19 within 4 hours for non-trigger orders for the months of May through  
20 October 2003 in Kentucky. (The data shows the number of lines meeting  
21 the requirement divided by the total lines due and the corresponding  
22 percentage calculated.)

23

24

25

<b>Month</b>	<b>% Trigger Orders Applied Before Due Date (P13B)</b>	<b>% Orders OoS &lt; 60 Minutes (P13C)</b>	<b>% Non Trigger Orders Applies &lt; 4 Hours (P13D)</b>
May - October 2003	(5863/6738) 87%	(7534/7666) 98%	(109/119) 92%

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Q. HOW WAS BELLSOUTH'S UNE LOOP MAINTENANCE & REPAIR PERFORMANCE?

11

12

13

A. Excellent. BellSouth met 94% of the UNE Loop sub-metrics associated with the Maintenance & Repair measures included with this filing, and the overwhelming majority of the misses do not indicate performance problems. As shown in the following table, BellSouth met 451 of the 480 sub-metrics with CLEC activity during the period from November 2002 through October 2003. (See Exhibit AJV-1 for a detailed breakdown of the maintenance & repair sub-metrics for the UNE loops included in this table.)

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<b>% OF M&amp;R SUB-METRICS MEETING PARITY</b>			
<b><u>Month</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u># Submetrics Meeting Parity</u></b>	<b><u>Percentage of Submetrics Meeting Parity</u></b>
Nov '02	40	38	95%
Dec '02	40	39	98%
Jan '03	40	39	98%
Feb '03	40	37	93%
Mar '03	40	40	100%
Apr '03	40	36	90%
May '03	40	38	95%
Jun '03	40	39	98%
Jul '03	40	36	90%
Aug '03	40	35	88%
Sep '03	40	37	93%
Oct '03	40	37	93%
<b>TOTAL</b>	<b>480</b>	<b>451</b>	<b>94%</b>

1 The following table provides a detailed breakdown of the maintenance &  
2 repair category for the measurements included in the overall summary  
3 above.

4

<b>12-MONTH TOTAL FOR MAINTENANCE &amp; REPAIR MEASURES MEETING PARITY</b>			
<b><u>Measure</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u>Total # Submetrics Meeting Parity</u></b>	<b><u>% Meeting Parity</u></b>
% Missed Repair Appointments	120	120	100%
% Customer Trouble Report Rate	120	106	88%
Maintenance Average Duration	120	114	95%
% Repeat Troubles within 30 Days	120	111	93%

5

6

7

1 Q. BRIEFLY DESCRIBE THE PRINCIPAL ISSUES THAT CONTRIBUTED  
2 TO THE MISSED SUBMETRICS IN THE ABOVE CHART.

3

4 A. Like the provisioning measurements, these measurement results are also  
5 analyzed in Exhibit AJV-1. Following is a brief summary of the principal  
6 causes of these performance metric misses.

7

8

% Repeat Troubles

9 All nine of the missed sub-metrics occurred in cases where the volume  
10 was too low to indicate a problem with performance.

11

12

%Customer Trouble Report Rate

13 In all cases where a miss was recorded, high quality service was provided.  
14 In all cases, the level of trouble report free service was at least 98%.  
15 When service levels are this high, the statistical test used to evaluate  
16 performance is overly sensitive to service differences and records a miss  
17 even though service levels are high.

18

19

Maintenance Average Duration

20 Four (4) of the 6 missed sub-metrics were cases where the small volumes  
21 of troubles for the CLECs mean that results are not indicative of a  
22 performance problem. The remaining 2 missed sub-metrics were in the  
23 Local Interconnection Trunk category where the durations were 7 and 26  
24 minutes each, which is very good performance.

25

1 C. Cross-Connect Performance

2 Q. THE FCC SPECIFICALLY MENTIONED CLEC-TO-CLEC CROSS-  
3 CONNECT PROVISIONING PERFORMANCE AS AN AREA FOR  
4 REVIEW. SINCE BELLSOUTH CURRENTLY DOES NOT PROVIDE  
5 CLEC CO-CARRIER CROSS-CONNECTS, HOW CAN THE  
6 COMMISSION BE CONFIDENT THAT BELLSOUTH'S PERFORMANCE  
7 IN THIS AREA WILL NOT CAUSE CLECS TO BE IMPAIRED IF UNE-P  
8 IS NOT AVAILABLE?

9  
10 A. The Commission may infer from BellSouth's current performance in  
11 providing cross-connects for existing applications such as UNE Loops  
12 what its performance would likely be for co-carrier cross-connects.  
13 Notably, the loop provisioning data previously discussed includes  
14 performance in provisioning all cross connects necessary to make the  
15 UNE loop available. The cross connects required to provide a UNE loop  
16 are not ordered separately from the loop itself, but instead are a part of the  
17 UNE loop product. Consequently, the performance data for such cross-  
18 connects is not separated from the data for the other parts that make up  
19 the UNE loop products. In the case where a CLEC orders a new loop from  
20 BellSouth, the cross-connect activity associated with completing the order  
21 is a part of the reported results as provided in this filing. If a CLEC order  
22 requires this loop to be provided via a hot cut, the cross-connect activity is  
23 included in the performance results for hot cuts, as reported today and as  
24 proposed in this filing.

25

1 As previously stated in this testimony, the cross-connect process is a very  
 2 basic procedure that BellSouth performs frequently on an ongoing basis.  
 3 There is no appreciably greater difficulty involved in providing a co-carrier  
 4 cross-connect as compared to a cross-connect between BellSouth and a  
 5 CLEC. A cross-connect is a cross-connect. Therefore, based on current  
 6 performance, as provided in this filing, the Commission should be  
 7 confident that it has everything necessary to assess whether CLECs  
 8 would be impaired in the absence of unbundled switching.

9

10 D. Collocation Performance

11 Q. HOW WELL HAS BELL SOUTH PERFORMED IN PROVIDING  
 12 COLLOCATION SPACES?

13

14 A. Perfectly. The following table shows that BellSouth met 100% of all  
 15 collocation measures during the 12-month period. (See Exhibit AJV-1 for  
 16 further details concerning the data included in this table.)

17

<b>% OF COLLOCATION SUB-METRICS MEETING BENCHMARK</b>			
<b><u>Month</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u># Submetrics Meeting Parity</u></b>	<b><u>Percentage Meeting Parity</u></b>
Nov '02	2	2	100%
Dec '02	7	7	100%
Jan '03	2	2	100%
Feb '03	4	4	100%
Mar '03	0	0	100%
Apr '03	5	5	100%
May '03	4	4	100%
Jun '03	1	1	100%
Jul '03	3	3	100%
Aug '03	3	3	100%

<b>% OF COLLOCATION SUB-METRICS MEETING BENCHMARK</b>			
<b><u>Month</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u># Submetrics Meeting Parity</u></b>	<b><u>Percentage Meeting Parity</u></b>
Sep '03	5	5	100%
Oct '03	5	5	100%
<b>TOTAL</b>	<b>41</b>	<b>41</b>	<b>100%</b>

1

2 From the foregoing results, it is clear that CLECs do not face operational  
3 barriers based on BellSouth's performance in providing timely collocation.  
4 BellSouth's provision of collocation is discussed further in the testimony of  
5 BellSouth witness Wayne Gray.

6

7 **II. BELLSOUTH'S CURRENT HOT CUT PERFORMANCE DATA**

8

9 Q. PLEASE IDENTIFY THE PERFORMANCE MEASUREMENTS THAT  
10 BELLSOUTH CURRENTLY REPORTS RELATIVE TO HOT CUT  
11 ORDERS.

12

13 A. BellSouth currently captures its performance results relative to Hot Cuts  
14 and Coordinated Customer Conversions (CCC) via four measures listed in  
15 the Kentucky SQM:

- 16 • P-7: Coordinated Customer Conversion Interval
- 17 • P-7A: Coordinated Customer Conversions – Hot Cut Timeliness %  
18 within Interval and Average Interval
- 19 • P-7B: Coordinated Customer Conversions – Average Recovery Time
- 20 • P-7C: Hot Cut Conversions - % Provisioning Troubles Received within  
21 7 days of Completed Service Order

1 Q. WHAT TYPES OF HOT CUTS ARE INCLUDED IN THE PERFORMANCE  
2 DATA?

3

4 A. Currently, BellSouth's performance results for measures P-7, P-7A and P-  
5 7B only include data for coordinated hot cuts as reflected by the title of the  
6 measurements. As originally designed, these Commission-approved hot  
7 cut measurements only capture coordinated conversions. While the  
8 volume of hot cuts in Kentucky is low, as shown in the performance  
9 summaries later in this testimony, in states where hot cut activity is more  
10 significant coordinated conversions account for the vast majority of hot  
11 cuts requested by CLECs. Further, the data necessary to calculate these  
12 measures are only available on coordinated hot cuts. The P-7C  
13 measurement should include coordinated and non-coordinated hot cuts;  
14 however, only data for coordinated hot cuts was being included. The  
15 measure was scheduled to be corrected to include non-coordinated cuts  
16 beginning with January 2004 data, as reflected in the Preliminary January  
17 2004 Notification Report filed on November 3, 2003. Analysis included in  
18 that preliminary report indicated that correcting this error would have a  
19 0.005% positive impact on results (based on May 2003 data).

20

21 Q. YOU INDICATED THAT IN STATES WITH A SIGNIFICANT VOLUME OF  
22 HOT CUTS COORDINATED CONVERSIONS ACCOUNT FOR THE  
23 VAST MAJORITY OF CONVERSIONS THAT CLECS REQUEST.  
24 PLEASE ILLUSTRATE THE COMPARATIVE VOLUMES OF  
25 COORDINATED VERSUS NON-COORDINATED CONVERSIONS.

1

2 A. Over the 12-month period from November 2002 to October 2003, the  
3 average volume for non-coordinated hot cuts in BellSouth's region was  
4 less than 5% of the total volume for all conversions. In contrast,  
5 coordinated hot cuts represented more than 95% of total conversions on  
6 average over this same period. Moreover, for the one measure, P-7C,  
7 that should include non-coordinated hot cuts, not only is the volume small,  
8 but based on the measurement impact assessment included in the  
9 January 2004 Notice (filed December 1, 2003) for May 2003 data, there  
10 were only 17 non-coordinated conversions that were not reported, none of  
11 which had troubles.

12

13 Q. WHAT OPERATIONS ACTIVITIES ARE COVERED BY THESE  
14 MEASUREMENTS?

15

16 A. These measurements capture four discrete operational aspects of the hot  
17 cut process. The hot cut process is discussed at length in the testimony of  
18 BellSouth witness Ken Ainsworth, including the activities briefly described  
19 here. The first measure P-7, *Coordinated Customer Conversions Interval*,  
20 is used to report the time interval from the point at which BellSouth  
21 disconnects an unbundled loop from the BellSouth switch until the loop is  
22 cross connected to the CLEC collocation space. The interval within which  
23 BellSouth is expected to complete the cutover of a given loop is 15  
24 minutes and, in order to meet the requirements of this metric, BellSouth  
25 must complete the cutover of 95% of the unbundled loops within this 15

1 minute standard. The 15-minute standard does not include the time to  
2 notify the CLEC. BellSouth has an objective, however, to notify the CLEC  
3 within 5 minutes of completion of coordinated hot cuts. BellSouth  
4 consistently meets this objective because the Customer Wholesale  
5 Interconnect Network Services (CWINS) center monitors each coordinated  
6 hot cut and knows when it is completed so that the CLEC can be notified.  
7 BellSouth's performance related to this notification interval is addressed in  
8 the testimony of BellSouth witness Mr. Ken Ainsworth.

9

10 While measure P-7 captures the time required to complete the cutover,  
11 measure P-7A, *Coordinated Customer Conversions – Hot Cut Timeliness*  
12 *% Within Interval and Average Interval*, provides an indication of whether  
13 or not BellSouth began the cutover in a timely matter. Specifically, if  
14 BellSouth begins the cutover more than 15 minutes before the scheduled  
15 start time or more than 15 minutes after the scheduled start time, the  
16 metric is considered missed.

17

18 Measure P-6B, *Coordinated Customer Conversions – Average Recovery*  
19 *Time*, addresses those situations where a service outage due to the  
20 cutover is isolated to BellSouth's side of network, prior to completion of the  
21 service order. The time that it takes BellSouth to resolve the service  
22 outage after notification by the CLEC is reported via this measure. The  
23 Commission determined that this measure should be diagnostic.

24

25

1 Finally, measure P-7C, *Hot Cut Conversions - % Provisioning Troubles*  
2 *Received within 7 Days of a Completed Service Order*, is designed to  
3 assess the quality of the work performed for coordinated cutovers by  
4 capturing the number of troubles that occur within 7 days of the cutover.  
5 This measure is calculated as the percentage of circuits associated with  
6 coordinated conversions that incur troubles within 7 days of the service  
7 order completion. The standard established by the Commission, effective  
8 August 2003, requires that CLECs should experience troubles on only 5%  
9 or less of the circuits involved in the coordinated cutover.

10

11 In summary, BellSouth's current set of measurements is comprehensive  
12 with respect to customer conversions/hot cuts, in that the data reflects  
13 performance on the important aspects of the process for the overwhelming  
14 majority of hot cuts. Particularly, BellSouth measures and reports: (1)  
15 whether the cutover started on time (P-7A: *Coordinated Customer*  
16 *Conversions – Hot Cut Timeliness % Within Interval and Average*  
17 *Interval*); (2) how long it takes to complete the cutover (P-7: *Coordinated*  
18 *Customer Conversions Interval*); (3) if service outage problems are  
19 encountered after the cutover, but before service order completion, the  
20 time it takes to resolve the problem (P-7B: *Coordinated Customer*  
21 *Conversions – Average Recovery Time*); and (4) after the service order is  
22 completed, any problems identified within a short time after the cutover  
23 associated with circuits involved in the cutover are tracked (P-7C: *Hot Cut*  
24 *Conversions - % Provisioning Troubles Received within 7 Days of a*  
25 *Completed Service Order*).

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Q. WOULD YOU DESCRIBE BELLSOUTH'S OVERALL PERFORMANCE FOR HOT CUTS FOR THE PAST 12 MONTHS IN KENTUCKY?

A. BellSouth's hot cut performance is exemplary. Exhibit AJV-1 contains detailed information regarding hot cut performance. Reviewing the three SQM Hot Cutover measures that capture the timeliness and accuracy of the conversion (Coordinated Customer Conversions, Hot Cut Timeliness and Provisioning Troubles within 7 days of Cutover), BellSouth met the standard for 9 of the 9 sub-metrics with CLEC activity from November 2002 through October 2003. BellSouth met the standard for 100% of all sub-metrics with CLEC activity for hot cuts for the past 12 months in Kentucky. The following table lists the number of sub-metrics with CLEC activity that met the ordered benchmark, the total number of sub-metrics with CLEC activity, and the corresponding percentage of sub-metrics meeting the ordered benchmark for the past 12 months.

<b>% OF HOT CUT SUB-METRICS MEETING BENCHMARK</b>			
<b><u>Month</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u># Submetrics Meeting Benchmark</u></b>	<b><u>Percentage of Submetrics Meeting Benchmark</u></b>
Nov '02	0	0	
Dec '02	0	0	
Jan '03	2	2	100%
Feb '03	1	1	100%
Mar '03	0	0	
Apr '03	0	0	
May '03	2	2	100%
Jun '03	1	1	100%
Jul '03	0	0	
Aug '03	0	0	

<b>% OF HOT CUT SUB-METRICS MEETING BENCHMARK</b>			
<b><u>Month</u></b>	<b><u>Total # Submetrics with CLEC Activity</u></b>	<b><u># Submetrics Meeting Benchmark</u></b>	<b><u>Percentage of Submetrics Meeting Benchmark</u></b>
Sep '03	2	2	100%
Oct '03	1	1	100%
<b>TOTAL</b>	<b>9</b>	<b>9</b>	<b>100%</b>

1

2 Q. HOW DID BELLSOUTH PERFORM IN MEETING THE 15-MINUTE  
3 BENCHMARK FOR COORDINATED CUSTOMER CONVERSIONS  
4 OVER THE PAST 12 MONTHS IN KENTUCKY?

5

6 A. The following table provides a month-by-month breakdown of the  
7 coordinated customer conversions for Kentucky from November 2002  
8 through October 2003. BellSouth met the performance standard for 100%  
9 of all coordinated conversions during this period and averaged 10 minutes  
10 and 30 seconds per cutover for the 6 coordinated conversions. (See  
11 Exhibit AJV-1 for detailed explanation of this data.) One IDLC order in  
12 January with 4 lines increased the average time. Without this order,  
13 BellSouth in Kentucky averaged 2 minutes per cutover. As already noted,  
14 the Coordinated Customer Conversion Interval does not include the time  
15 to notify the CLEC. As will be discussed later in this testimony, because  
16 the CLECs have requested that the interval include the time to notify,  
17 BellSouth proposes to modify measure P-7, Coordinated Customer  
18 Conversion Interval, to include the time to notify the CLEC that the  
19 conversion has been completed. This modification to the measurement  
20 should only impact the performance results slightly, if at all, because the  
21 CWINS center notifies the CLEC within 5 minutes of the cutover.

1

<b>% OF COORDINATED CUSTOMER CONVERSIONS MEETING BENCHMARK</b>				
<b><u>Month</u></b>	<b><u>Total # Hot Cuts</u></b>	<b><u># Hot Cuts Meeting Benchmark</u></b>	<b><u>Percentage Meeting Benchmark</u></b>	<b><u>Average Cutover Interval</u></b>
Nov '02				
Dec '02				
Jan '03	4	4	100%	14:45
Feb '03				
Mar '03				
Apr '03				
May '03	1	1	100%	2:00
Jun '03				
Jul '03				
Aug '03				
Sep '03	1	1	100%	2:00
Oct '03				
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>100%</b>	<b>10:30</b>

2

3

**III. BELLSOUTH'S PROPOSED ENHANCEMENTS TO THE PERFORMANCE MEASURES AND SEEM PLAN**

4

5

6 Q.

DOES BELLSOUTH PLAN TO MAKE CHANGES TO ITS PERFORMANCE MEASUREMENTS TO ADDRESS BATCH HOT CUTS SPECIFICALLY IF IT RECEIVES RELIEF FROM UNBUNDLED CIRCUIT SWITCHING?

10

11 A.

Yes. There are a few hot cut processes that are either not covered by the existing measurements or, given the anticipated volume of hot cuts if switching is no longer required, that this Commission may want to monitor more closely. First, BellSouth does not currently measure certain pre-ordering and ordering functions for Batch Hot Cuts, in part because they

15

1 are project managed. Therefore, BellSouth proposes to add a new Pre-  
2 Ordering measure to capture its performance in the initial stage of  
3 processing a CLEC request for a batch conversion. BellSouth also  
4 proposes to modify four of the Ordering measurements to include project  
5 managed batch hot cuts that were previously excluded. BellSouth's Exhibit  
6 AJV-2 contains the proposed changes to the current Kentucky  
7 performance measurements to incorporate batch hot cuts. Additions to  
8 the existing performance measures are shown in the Exhibit AJV-2 as red  
9 underlined text and deletions are as blue strike-through. For the new  
10 measures that BellSouth proposes to add to the Kentucky SQM, the entire  
11 SQM page is reflected as red underlined text in the exhibit.

12

13 As previously discussed, the existing hot cut timeliness measures P-7 and  
14 P-7A only record data for coordinated hot cuts. In fact, the data necessary  
15 to produce these measurements are only available for coordinated hot  
16 cuts. It is not clear whether CLECs will elect to use coordinated or non-  
17 coordinated hot cuts to convert customers from UNE-P to UNE-L if  
18 switching is no longer a UNE. Therefore, BellSouth proposes to add one  
19 new provisioning measure to capture BellSouth's performance on non-  
20 coordinated cutovers. Finally, there is one change in the existing  
21 coordinated customer conversion interval measure to include the time to  
22 notify the CLEC that the cutover has been completed.

23

24

25

1 Q. PLEASE DESCRIBE A BATCH HOT CUT FROM THE PERSPECTIVE  
2 OF WHAT BELL SOUTH PROPOSES TO MEASURE.

3

4 A. Mr. Ainsworth describes batch hot cuts in detail, so I will only briefly focus  
5 on those aspects of the batch hot cut process that would be measured.  
6 Also, it should be noted that throughout this testimony the terms "batch"  
7 hot cut and "bulk" hot cut will be used interchangeably. A batch hot cut is  
8 like any other hot cut except for the preordering and a few of the ordering  
9 processes. For batch hot cuts, the process is designed to facilitate  
10 ordering large volumes of loop hot cuts simultaneously. The batch hot cut  
11 process begins with submission of a Bulk Migration Notification Form by  
12 the CLEC wherein due dates for many different accounts can be  
13 requested at one time. Submission of this form initiates the preordering  
14 process and a unique project number is assigned ending in the characters  
15 "BULK".

16

17 For batch hot cuts, a project manager is assigned at the time of the  
18 CLEC's initial request, and follows the project until completion. BellSouth  
19 forwards the information provided by the CLEC to each of the groups  
20 required to analyze the data and establish due dates, which are returned  
21 to the CLEC. BellSouth then provides this information to the CLEC.

22

23 After the CLEC receives the preordering information from BellSouth, the  
24 CLEC begins placing orders. The CLEC can consolidate UNE-P hot cuts  
25 for up to 99 accounts, with each account containing up to 25 lines on a

1 single batch LSR. BellSouth's systems convert each batch LSR into  
2 single LSRs for processing and service order issuance. Each individual  
3 LSR spawned by the batch LSR contains the unique project number  
4 assigned during the preordering process. The individual LSRs resulting  
5 from the batch LSR are treated similarly to any other hot cut LSR for  
6 operational purposes.

7

8 Q. TO WHAT EXTENT ARE BATCH HOT CUT RESULTS INCLUDED IN  
9 THE EXISTING PERFORMANCE MEASURES AND THE SEEM PLAN?

10

11 A. While batch hot cuts are not currently included in ordering measurement  
12 results, they are reflected in other measurements where applicable.  
13 Specifically, coordinated batch hot cuts would be included in the four hot  
14 cuts measures that were discussed previously (*i.e.*, P-7, P-7A, P-7B and  
15 P-7C). For designed loops, CLECs are required to request order  
16 coordination on batch hot cuts. In cases where the loops ordered are not  
17 designed, CLECs can order batch hot cuts with or without order  
18 coordination. Therefore, the measures P-7, P-7A and P-7B, would  
19 currently include batch hot cuts except in those case where CLECs  
20 choose not to request order coordination for non-design loops. Both  
21 coordinated and non-coordinated batch hot cuts also show up in  
22 measures such as: P-3, *Percent Missed Installation Appointments*; P-9,  
23 *Percent Provisioning Troubles within 30 Days of Service Order*  
24 *Completion*; M&R-1, *Missed Repair Appointments*; M&R-2: *Customer*  
25 *Trouble Report Rate*; and M&R-3, *Maintenance Average Duration*.

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Further, for situations where the hot cut is associated with a number port (this permits the telephone number to be ported so that the end user can keep the same telephone number with the new carrier), LNP measures also apply. Specifically, hot cuts are already included in LNP measurements such as: P-13B, *LNP - Percent Out of Service < 60 Minutes*; P-13C, *Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date*; P-13D, *LNP- Average Disconnect Timeliness Interval (Non-Trigger)*.

Q. PLEASE DISCUSS THE NEW PRE-ORDERING MEASUREMENT THAT BELLSOUTH PROPOSES TO ADD TO ITS SQM, IF IT RECEIVES UNBUNDLED SWITCHING RELIEF.

A. BellSouth proposes to add a Pre-Ordering measure, PO-3, *UNE Bulk Migration – Response Time*, if it receives unbundled switching relief. This proposed measurement is designed to capture the time that it takes for BellSouth to provide the requesting CLEC with a response to its UNE Bulk Migration Notification Form, which begins prior to the creation of a Local Service Request (LSR). The submittal of this form by the CLEC triggers the assignment of a project manager to this request who handles providing a timely response back to the CLEC. The interval being measured begins upon receipt of the UNE Bulk Migration Notification Form by BellSouth and ends when a response is transmitted back to the CLEC. To meet the performance standard, BellSouth must provide a

1 response to the CLEC within 7 business days for bulk migration requests  
2 of less than 99 individual LSRs and within 10 business days for 100 to 199  
3 individual LSRs. Because the intervals for 200 or more LSRs are  
4 negotiated, no benchmark applies. The details of this measure are  
5 included in Exhibit AJV-2. Because processing of the Bulk Migration  
6 Notification Form is the only Ordering or Pre-Ordering process that is not  
7 covered by existing measurements, no additional measurements of  
8 ordering or pre-ordering are proposed.

9

10 Q. WHAT REVISIONS TO ORDERING MEASURES ARE BEING  
11 PROPOSED BY BELLSOUTH?

12

13 A. As previously discussed, batch hot cuts are currently excluded from  
14 measures of the Ordering processes because they are project managed.  
15 Project managed orders are those orders which require more detailed and  
16 specific information from the CLEC in order to manage the cycle from  
17 service request to service completion. Specifically, these orders are of a  
18 level of complexity that requires the assignment of a project manager to  
19 oversee the order from beginning to end. The Ordering measures carry  
20 an exclusion for orders that are project managed because project  
21 managed orders are not considered in the normal flow of order types that  
22 can be responded to by BellSouth according to standard and well-  
23 established time frames. Typically, the timeframes for responding to such  
24 orders are non-standard, so they do not lend themselves to evaluation via  
25 an objective standard. Consequently, ordering data produced for the

1 typical project managed order does not provide any insight on the quality  
2 of BellSouth's performance.

3

4 Batch hot cuts can be included in the ordering measures, however, even  
5 though they are project managed because project management of Batch  
6 migrations does not affect the timeframes for processing the underlying  
7 LSRs after they are generated. Thus, the variability and uniqueness  
8 normally associated with project managed LSRs generally do not apply to  
9 Batch migrations once the individual LSRs are generated. These LSRs  
10 also have a unique project identifier that facilitates inclusion in the ordering  
11 measures by permitting them to be separately identified from other  
12 projects. BellSouth proposes to modify the exclusion for projects in the  
13 ordering measures to include batch migration LSRs. This Ordering  
14 measurement change is reflected in the Kentucky SQM for the following  
15 measures, attached as Exhibit AJV-2:

- 16 • O-7: Percent Rejected Service Requests
- 17 • O-8: Reject Interval
- 18 • O-9: Firm Order Confirmation Timeliness
- 19 • O-11: Firm Order Confirmation and Reject Response  
20 Completeness

21

22 An additional change is required to account for the unique type of LSR  
23 that a CLEC can submit in this case. Instead of submitting separate LSRs  
24 for each account that the CLEC wants to transfer, up to 99 accounts can  
25 be submitted on a single "Global" LSR. BellSouth's systems convert this

1 Global LSR into multiple separate LSRs needed to create service orders  
2 to provision the services. This process is unique to batch migrations. For  
3 these batch migration LSRs, the start time will be receipt of the Global  
4 LSR, so the same incoming timestamp will apply to each LSR spawned by  
5 the Global LSR. The Global LSR, however, should not be included in the  
6 count of LSRs because the individual LSRs resulting from the Global LSR  
7 are the items that receive the reject or FOC responses that are tracked in  
8 reported results. The ordering measurements O-8 and O-9 should be  
9 modified to reflect this fact.

10

11 Q. DOES BELLSOUTH PROPOSE ANY NEW MEASUREMENTS FOR THE  
12 PROVISIONING PROCESS?

13

14 A. Yes. To display whether BellSouth meets its provisioning obligations for  
15 noncoordinated hot cuts, a new provisioning measure, P-6E, *Non-*  
16 *Coordinated Customer Conversions - % Completed and Notified on Due*  
17 *Date*, is proposed.

18

19 Specifically, this new measure would provide results indicating whether  
20 BellSouth completes a non-coordinated customer conversion on the due  
21 date and provides notification of completion to the CLEC on the same  
22 date. This is the obligation that BellSouth makes to CLECs on non-  
23 coordinated hot cuts. This measure is also proposed to be included in both  
24 Tier 1 and Tier 2 of SEEM.

25

1 Q. WHAT DOES BELLSOUTH PROPOSE TO CHANGE FOR EXISTING  
2 PROVISIONING MEASURES?

3

4 A. The relevant Provisioning measures currently include projects and,  
5 consequently, also include batch hot cuts. Thus, there is no need to  
6 change the existing provisioning measures to capture batch hot cuts.  
7 BellSouth is, however, proposing the modification of measure P-7,  
8 Coordinated Customer Conversions Interval, to include the time to notify  
9 the CLEC that BellSouth has completed the conversion (see Exhibit AJV-  
10 2). This is an issue raised by the CLECs that BellSouth's hot cut interval  
11 does not include the time to notify the CLEC that the transfer is complete.

12

13 The current established standard for the conversion interval is 15 minutes  
14 per line. The objective time to notify the CLEC that the cutover has been  
15 completed is 5 minutes. Therefore, in adjusting this measure to include  
16 the time to notify the CLEC, the proposed standard conversions interval is  
17 changed from 15 minutes per line to 20 minutes per line. The proposed  
18 changes to this measure are included in Exhibit AJV-2.

19

20 Q. YOU HAVE PROPOSED CHANGES TO CERTAIN MEASURES OR THE  
21 ADDITION OF MEASURES IN THE PRE-ORDERING, ORDERING AND  
22 PROVISIONING CATEGORIES, BUT NO CHANGES TO MAINTENANCE  
23 AND REPAIR. WHY IS THIS?

24

25 A. While there are certain activities particular to batch hot cuts in some of the

1 Pre-Ordering, Ordering and Provisioning processes, there is nothing in the  
2 Maintenance & Repair process that would distinguish a line associated  
3 with a batch hot cut from any other line. Once the lines associated with  
4 the batch hot cut have been converted, the process necessary to report a  
5 line trouble and the process necessary to resolve a line trouble are exactly  
6 the same as for any other lines.

7

8 Q. HOW WILL BELLSOUTH'S PROPOSED CHANGES TO THE  
9 PERFORMANCE MEASUREMENTS IMPACT SEEM?

10

11 A. Any existing measurements that BellSouth has proposed to change that  
12 are currently in SEEM will remain in SEEM. Any new data that will be  
13 reflected in those measurements will be added to one of the existing  
14 SEEM disaggregations. The new measurement, P-6E, that BellSouth  
15 proposes to add to the Kentucky SQM is also proposed as a new  
16 measurement in the SEEM plan in both Tier 1 and Tier 2. Exhibit AJV-3  
17 includes the proposed changes to the SEEM plan and are reflected as red  
18 underlined text.

19

20 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

21

22 A. Yes.

**DISCUSSION OF PERFORMANCE MEASUREMENTS DATA FOR HOT  
CUTS AND UNE LOCAL LOOPS**

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Attachments:

- 1 Kentucky Results for Hot Cuts and UNE Local Loops

**KENTUCKY PERFORMANCE MEASUREMENT DATA DEMONSTRATE**  
**THAT BELLSOUTH PROVIDES NONDISCRIMINATORY PERFORMANCE**  
**FOR HOT CUTS AND UNE LOCAL LOOPS**

**A. INTRODUCTION**

1. Hot Cut and other UNE Local Loop data for November 2002 through October 2003 are included with this Exhibit as Attachment 1. These performance data indicate whether each sub-metric demonstrates parity performance by comparing the CLEC data to the applicable retail analogue or benchmark as stated in the SQM.
2. BellSouth will first discuss the overall Hot Cut performance in detail and then follow up with other performance data for UNE Local Loops in Kentucky. All data will include BellSouth's performance for the months of November 2002 through October 2003.
3. A high level summary of the measurement results indicates the high level of service that BellSouth provides as follows. BellSouth met the Coordinated Customer Conversion 15-minute benchmark for 100% (6 of 6) of all cutovers in the past 12 months in Kentucky. This measurement calculates the average time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For UNE Local Loops, BellSouth processed 99% of all LSRs by the required benchmark interval during the period. BellSouth met the performance standard for 94% of the provisioning sub-metrics and 94% of the maintenance &

repair sub-metrics during the 12-month period. BellSouth also met the performance standard for 100% of all collocation sub-metrics during this period.

4. BellSouth has maintained high performance levels over the past twelve months in Kentucky for all of its customers, both retail and wholesale. The KPSC established high performance thresholds for BellSouth to meet.

### **B. SUMMARY OF MEASUREMENTS**

5. The SQM Hot Cut measures discussed in this Exhibit include the following:
  - (P-7) Coordinated Customer Conversions
  - (P-7A) Hot Cut Timeliness
  - (P-7C) % Provisioning Troubles within 7 days of Hot Cut
  
6. BellSouth has included the following SQM measures associated with Ordering, Provisioning in addition to the hot cut measurements referenced above and Maintenance & Repair functions for UNE local loops in Kentucky in this analysis:
  - Ordering
    - i. (O-8) Reject Interval - Fully Mechanized, Partial Mechanized and Non Mechanized
    - ii. (O-9) FOC Timeliness - Fully Mechanized, Partial Mechanized and Non Mechanized

- iii. (O-11) FOC and Reject Response Completeness - Fully Mechanized,  
Partial Mechanized and Non Mechanized
- iv. (O-3) Flow Through – UNE Other products
- v. (O-10) Service Inquiry with Firm Order
- Provisioning (in addition to the hot cut measurements)
  - i. (P-1) Mean Held Order Interval
  - ii. (P-2) Average Jeopardy Notice Interval (Mechanized)
  - iii. (P-2) % Jeopardy Notice  $\geq$  48 Hours (Mechanized)
  - iv. (P-4) Order Completion Interval
  - v. (P-3) Missed Installation Appointments
  - vi. (P-9) Provisioning Troubles within 30 Days
  - vii. (P-5) Average Completion Notice Interval (Mechanized)
  - viii. (P-8) Cooperative Test Attempts for DSL
  - ix. (P-11) Service Order Accuracy (Design & Non Design)
  - x. (P-13) LNP Disconnect Timeliness
- Maintenance & Repair
  - i. (M&R-1) Missed Repair Appointments
  - ii. (M&R-2) Customer Trouble Report Rate
  - iii. (M&R-3) Maintenance Average Duration
  - iv. (M&R-4) Repeat Troubles within 30 Days

7. The Collocation Measures included with this filing are:

- (C-1) Average Response Time

- (C-2) Average Arrangement Time
- (C-3) Due Dates Missed

8. BellSouth has included the performance data with this filing for November 2002 through October 2003. When errors in the data occur, BellSouth must repost these data errors in accordance with the Commission's approved reposting policy. During this 12-month period, the only reposted data that impact the results included in this filing are for March and April of 2003 for UNE Other and UNE-P Flow Through. The data, as reposted for these two months, are reflected in the results provided herein.

9. Each month BellSouth files a Notice of Proposed Changes to performance measurements and holds a conference call to discuss them with the CLECs. Any changes in the method of calculating data are listed in the Notice. BellSouth has notified the KPSC and the CLECs of upcoming changes to its measures for November through March data months that could affect data in the months used in this analysis. The notification items potentially affecting the data included with this exhibit are as follows:

**November 2003**

**Ordering Measurements**

(2) *Affected Measures in Exhibit: O-8, O-9 & O-11*

*Description of Change:* With Encore Release 14.0, BellSouth will implement the ability to electronically process groups of related PONs (RPONs) submitted by the CLECs. To accommodate this new capability, BellSouth proposes to use the timestamp associated with the last PON received of any RPON group. This proposed change was item two (2) on preliminary November 2003 Data Notification filed on September 2, 2003. (RQ4381)

*Impact of Change:* Information required to determine impact is not available.

### **December 2003**

#### **Provisioning Measurements**

(5) *Affected Measure in Exhibit:* P-7

*Description of Change:* Currently, hot cuts with durations equal to fifteen minutes are being counted as misses. BellSouth proposes counting these hot cuts as met, consistent with the SQM. This proposed change was Item (2) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4326)

*Impact of change:* Regional results for June 2003 would increase by 0.28%.

#### **M&R Measurements**

(7) *Affected Measures in Exhibit:* MR-1, MR-2, MR-3 & MR-4

*Description of Change:* Currently, BellSouth is unable to identify the wire center on some retail services provided over Fiber in the Loop (F/TL). BellSouth proposes using the wire frame code for these services to identify the wire center. This proposed change was Item (4) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4366)

*Impact of Change:* Based on August 2003 data the ADSL provided to Retail trouble report rate would increase .36%.

### **January 2004**

#### **Ordering Measurements**

(1) *Affected Measures in Exhibit:* O-8, O-9 & O-11

*Description of Change:* In addition to the current fields, BellSouth proposes to use the LSR Local Serving Office to more accurately identify the state to which the order should be assigned. This change will permit some records currently going to an error file due to an unidentified state code to be included in the data. This proposed change was Item (1) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4586)

*Impact of Change:* For August 2003, 1456 CLEC orders in the region, with an unidentified state code, could be correctly identified using the new criteria.

(2) *Affected Measure in Exhibit: O-11*

*Description of Change:* For manual LSRs, the denominator of measure O-11 erroneously includes FOCs/Rejects for LSRs received in the prior month in addition to LSRs received in the data month. BellSouth proposes to correct both of these problems. This proposed change was Item (2) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4601)

*Impact of Change:* For August 2003, for Measure O-11, 586 of 30,340 (1.93%) manually submitted LSRs should not have been counted in the denominator. This change will increase the performance of O-11 (non-mechanized) from 94.88% to 96.75%.

(3) *Affected Measures in Exhibit: O-8, O-9 & O-11*

*Description of Change:* Currently, the PMAP code is not utilizing certain criteria that correctly identify an LNP LSR as Partially Mechanized. In these cases, the LSR is assigned as Fully Mechanized. BellSouth proposes to change the code to utilize these additional criteria. This proposed change was Item (3) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4623)

*Impact of Change:* For July 2003, 29 of 6,609 LNP orders were misclassified as Fully Mechanized.

**Provisioning Measurements**

(6) *Affected Measures in Exhibit: P-7C*

*Description of Change:* Currently, BellSouth does not include non-coordinated conversions for the Provisioning Trouble in 7 Days Measure. BellSouth proposes to include these orders as required by the SQM. This proposed change was Item (5) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4128)

*Impact of Change:* For May 2003, there were 17 non-coordinated conversions that were not reported, none of which had troubles.

(7) *Affected Measure in Exhibit: P-1 (Kentucky and Tennessee only)*

*Description of Change:* BellSouth currently does not include held orders, which were actually completed (and service was delivered) in the current month, but the completion was not posted in SOCS until the following month. This circumstance would occur when orders are completed near the end of the month and posting of the completion in SOCS is delayed into the following month. BellSouth proposes modifying the processing to include these held orders in the measure. This proposed change was Item (6) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4207).

*Impact of Change:* For June 2003, 3 additional records would be included in the wholesale results. Minimal change to reported result.

(8) *Affected Measure in Exhibit:* P-8

*Description of Change:* For this measure, all orders completed in the data month should be reflected in the data. Currently, the original due date is used to determine the data month for SQM data and the date the data was extracted by PMAP is used to determine the data month for MSS data. BellSouth proposes to use the completion date to determine the month in which data is reported on all reports. This proposed change was Item (7) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4308)

*Impact of Change:* For June 2003, there were 495 total orders, one of which should have been included in the July data. Moving the orders to July data would result in a .2% change in the volume.

(9) *Affected Measures in Exhibit:* All Provisioning Measures

*Description of Change:* BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (8) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4522)

*Impact of Change:* Less than 1% volume impact in July 2003 data.

(11) *Affected Measures in Exhibit:* All Provisioning Measures

*Description of Change:* Service orders occasionally appear in the data with an issue date that is later than the due date, resulting in a negative interval. When this occurs, BellSouth proposes to use the earliest timestamp that appears in the SOCS history file as the issue date. If this date is later than the due date, which

generally occurs when a new or change order was issued solely to correct records, BellSouth proposes to exclude the record. This proposed change was Item (10) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4540)

*Impact of Change:* For August 2003, 3725 of 4,482,341 (.08%) wholesale and retail orders had negative durations.

### **M&R Measurements**

(13) *Affected Measures in Exhibit:* All

*Description of Change:* BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (12) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4550)

*Impact of Change:* Less than 1% volume impact in July 2003 data.

### **February 2004**

### **Provisioning Measurements**

(5) *Affected Measures:* All Provisioning Measures

*Description of Change:* Certain field identifiers (FIDs) that correspond to ADSL products are not being classified as ADSL. BellSouth proposes to correct this problem. This proposed change was Item (6) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4624)

*Impact of Change:* For August 2003, 104 wholesale and retail records in the region would be considered ADSL products, which is an increase of .10% in the number of ADSL records.

### **M&R Measurements**

(7) *Affected Measures:* MR-2

*Description of Change:* Currently, BellSouth is over-counting lines for 2-wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. BellSouth proposes to correct this problem. This proposed change was Item (8) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4664)

*Impact of Change:* CLEC CTRR for 2-wire analog loops non-design will approximately double.

(8) *Affected Measures:* MR-1, MR-2, MR-3, MR-4 & MR-5

*Description of Change:* Currently, some CLEC records have either an invalid or null OCN code. BellSouth cannot therefore identify the proper company on the records. Bellsouth proposes to use the ACNA code on the records to determine the correct company id where the OCN value is invalid or null. This proposed change was Item (9) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4674)

*Impact of Change:* Change to CTRR is less than half of one percent.

### **March 2004**

#### **Ordering Measurements**

(1) *Affected Measures:* O-8 & O-9

*Description of Change:* Currently, in some cases, Non-Mechanized LSRs with multiple Clarifications or FOCs are counted twice. This occurs when a FOC/Reject is re-faxed to the CLEC from a service representative in the eastern-time zone. In this scenario, the re-faxed FOC /Reject appears as a new FOC/Reject. The response interval for this “new” FOC /Reject is measured from the receipt time of the original LSR minus one hour until the time that the re-faxed FOC/Reject is sent. BellSouth proposes to correct this problem. This proposed change was Item (1) on the Preliminary March Data Notification filed on January 2, 2004. (RQ4785)

*Impact of Change:* For October 2003, the performance of Non-Mechanized Reject Interval will increase by 0.17%.

**Provisioning Measurements**

- (9) *Affected Measures:* P-4 & P-10 (Alabama, Kentucky, Louisiana, Mississippi, North Carolina and South Carolina)

*Description of Change:* In calculating the Order Completion Interval (“OCI”) consistent with the SQM, BellSouth only includes business days in the calculation. BellSouth recently discovered that non-business days were erroneously being included in the OCI interval calculation for EELs and UCL. BellSouth proposes to correct the OCI interval calculation for EELS and UCL consistent with other UNE products. (RQ4943)

*Impact of Change:* BellSouth’s proposed change would reduce OCI for EELs and UCL by an average of one day

10. None of the above notice items impacted the data to the extent that reposting would be required.

11. The following paragraphs that discuss BellSouth’s Hot Cut and UNE Local Loop performance in Kentucky provide empirical evidence that demonstrate that BellSouth provides nondiscriminatory access to UNE Loops. Except where noted, all measures and sub-metrics indicate state level results for the CLEC aggregate and BellSouth retail analogues.

**C. BELLSOUTH’S HOT CUT PERFORMANCE IN KENTUCKY**

12. Attachment 1 to this Exhibit provides detailed data for BellSouth’s performance measurements for Hot Cuts that provide comparative performance data to facilitate the evaluation of compliance with the section 271 requirements. Attachment 1 consists of the charts for the measurements referenced in the remainder of this

exhibit. Each chart has a number, such as B.2.12 and this number is included with the heading on the following paragraphs.

**Coordinated Conversions – Hot Cuts**

13. BellSouth's SQM measures included with this Exhibit provide the Kentucky Commission sufficient evidence to evaluate the extent to which BellSouth complies with the Commission's requirements regarding the timeliness of coordinated cutovers. A cursory review of the data shows that BellSouth met 9 of the 9 sub-metrics with CLEC activity from November 2002 through October 2003. This strong performance indicated by a cursory view is further supported by the more detailed analyses that follow and indicates BellSouth's commitment to performing hot cuts timely and accurately for CLECs in Kentucky. These results, both individually and collectively, demonstrate that BellSouth's performance does not pose a barrier for market entry for the CLECs.

**Coordinated Customer Conversions (B.2. 12)**

14. This report measures the average elapsed time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For the coordinated conversions (i.e., hot cuts), BellSouth in Kentucky met the 15-minute benchmark for 6 of the 6 scheduled conversions (lines) or 100% for the 12-month period. The average interval for each cutover was 10:30 minutes (minutes: seconds) during this period. In January 2003, one cutover with 4 lines required an average of

14:45 minutes due to the circuits being on IDLC. Without this cutover, BellSouth averaged 2 minutes for the other 2 lines.

% Hot Cuts > 15 minutes Early (B.2.13)

15. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes before the agreed upon start time. During the period of November 2002 through October 2003, BellSouth in Kentucky performed 3 hot cuts (orders). This measure includes the actual number of orders instead of the individual lines as shown in the Coordinated Customer Conversions measure B.2.12 above. The order has a specific start time to begin the cutover of the series of lines on that order. For the entire 12-month period, there were no orders with an actual beginning time in excess of the 15 minutes allowed. The resulting performance met or exceeded the 5% benchmark for all 3 of the sub-metrics with CLEC activity.

Hot Cut Timeliness (B.2.14)

16. This category measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order. There were a total of 3 hot cuts (orders) during November 2002 through October 2003, and 100% of these were within the 15-minute cutover criteria. There were no missed sub-metrics out of the 3 with CLEC activity during the period.

% Hot Cuts > 15 minutes Late (B.2.15)

17. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes after the agreed upon start time. During the period of November 2002 through October 2003, BellSouth in Kentucky performed 3 hot cuts (orders). There were no late order cutovers over the period, which exceeded the 5% benchmark in each of the 12 months with CLEC activity.

% Provisioning Troubles within 7 days of the Hot Cut (B.2.17)

18. The percent of completed service orders that had a trouble reported within 7 days of completion associated with a Hot Cut Conversion measures the quality and accuracy of Coordinated Customer Conversion activities. BellSouth in Kentucky met the Commission established benchmark for 3 of 3 of the sub-metrics that had CLEC activity in November 2002 through October 2003.

**D. BELLSOUTH'S PERFORMANCE IN KENTUCKY FOR UNE LOCAL  
LOOPS**

19. Attachment 1 to this Exhibit provides detailed comparative performance data for UNE Local Loops to facilitate evaluation of the extent to which nondiscriminatory performance is provided. BellSouth's SQM measures show that BellSouth provides high quality performance for CLECs in Kentucky.

20. BellSouth has included the following disaggregations within the UNE Local Loop

data with this filing:

- xDSL – this includes ADSL, HDSL and UCL except UCL-ND
- UCL-ND (There was no valid ordering activity and only one provisioning order during the past year for this sub-metric in Kentucky)
- UNE ISDN Loops – this includes BRI, PRI and UDC
- UNE 2W Analog Loops Design with and without LNP
- UNE 2W Analog Loops Non Design with and without LNP
- EELs
- Local Interconnection Trunking

21. In some states such as Kentucky, there is very little CLEC activity for certain products such as UCL-ND as indicated above. Also, a detailed analysis has indicated that the UNE 2W Analog Loops Design with and without LNP has little, if any ordering and provisioning activity in Kentucky. While there is very little empirical data for these sub-metrics in ordering and provisioning in Kentucky, BellSouth's other products such as DSL or 2W Analog Loop Non-Design and its performance in states with more volume would indicate that BellSouth would provide the same excellent service levels to the CLECs, if these products were requested.

These categories were chosen because they appear to cover all of the likely products that a CLEC would order to convert from UNE-P to UNE Loops (UNE-L) when unbundling switching is no longer required.

**UNE Ordering Measures**

22. Items B.1.1 – B.1.16, C.1.2 – C.1.4 show data for Reject Interval, FOC Timeliness, and FOC & Reject Response Completeness. These reports are disaggregated by interface type (electronic, partially electronic and manual), as well as product type. BellSouth will discuss the ordering measures at the aggregate level. For many of these sub-metrics where a miss was recorded, the individual sub-metrics in Kentucky contain such small volumes that it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

**Reject Interval**

23. Items B.1.4 - B.1.8, C.1.2 examine the Reject Interval for BellSouth in Kentucky. BellSouth demonstrated strong performance in this category with 528 of the 550 LSRs (96%) returned to the CLEC within the specified benchmarks during the months of November 2002 through October 2003. BellSouth has provided excellent performance in the three interface categories (electronic, partially electronic and manual) as well.

**Reject Interval / Electronic (B.1.4.)**

24. For orders submitted electronically, the benchmark is a very stringent - 97% returned within one hour. Fully mechanized is defined as an order that is submitted

electronically and does not require any manual handling by a service representative.

BellSouth met the one-hour benchmark for 187 of the 195 LSRs (96%) returned to the CLECs in the 12-month period.

25. For those LSRs for which BellSouth did not meet the benchmark, BellSouth has conducted a detailed root cause analysis of the process for electronic rejects. The root cause analysis has identified three issues that account for a significant portion of the LSRs that are rejected back to the CLEC and missed the 1-hour benchmark. These three issues and their corresponding status are as follows:

<b><u>ISSUE</u></b>	<b><u>STATUS</u></b>
1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.	1. Feature implemented with Release 12.0 on 3/30/03.
2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as	2. Feature implemented with Release 13.0 on 6/22/03

Fully Mechanized. The LSR does not reflect that it was handled by the service representative and therefore is counted as fully mechanized.	
3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.	3. Feature implemented with Release 13.0 on 6/22/03

26. With the implementation of Release 13.0 with May data, BellSouth has met the 1-hour benchmark for 61 of the 62 (99%) of the rejected LSRs for May through October 2003. Importantly, none of these changes were to correct a problem with the systems. Two of the changes simply corrected conditions that caused BellSouth to understate its performance and the third required a change in both CLEC and retail order processing. BellSouth continues to review the small number of rejected LSRs that did not meet the 1-hour benchmark for potential system issues.

Reject Interval / Partially Electronic (B.1.6.)

27. For orders that are submitted electronically but require additional handling by a BellSouth service representative, the benchmark was 85% within 10 hours. BellSouth returned 60 of 63 LSRs (95%) within the 10-hour benchmark for November 2002 through October 2003.

28. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

– BellSouth experienced delays in processing LSRs submitted via the EDI system.

During September and October 2003, this problem was corrected. The EDI CPUs and hard drives were replaced as well as additional CPU capacity installed. Also, additional pathways between the EDI translator and down stream Legacy systems were added. Finally, the electronic processing of certain administrative and archival activities was removed from the EDI translator to reduce overall processing time of the LSRs.

– Some LSRs experience delays in resolving incorrect connecting facility assignments (CFA) by the CLECs. BellSouth has determined that when an incorrect CFA is provided, it is being assigned an error status for further correction. Additional analysis is being performed to determine if the resolution is being delayed by a system problem or if the service representatives are not handling the corrections in a timely manner.

– LSRs are dropping out for manual handling because of an error discovered after a FOC was returned to the CLEC. There are instances where an error is discovered as the Service Order begins to process through the provisioning systems. Due to the way the ordering and provisioning systems interact, it is not

feasible for the order processing systems to query the provisioning system to detect these errors, prior to sending the FOC. Thus, when the error is detected as the Service Order begins to process, the reject is returned to the CLEC, but the time interval is measured from when the LSR was first received, resulting in an unusually long reject interval. It may be appropriate to exclude these types of rejects from the reject interval measurement and this exclusion can be addressed in the next periodic review of measurements. There are only small quantities of cases where the types of conditions that cause BellSouth to miss the standard occur, averaging about 65 per month. These volumes make it extremely difficult to duplicate the event that caused the problem, so that the problem can be corrected. Importantly, the small volume of misses indicates that performance is not having a significant adverse impact on CLECs.

Reject Interval / Manual (B.1.8./C.1.2)

30. For orders that are submitted on a non-mechanized basis, the benchmark is 85% within 24 hours. BellSouth met or exceeded the 24-hour benchmark for 281 of 282 LSRs (96%) rejected for November 2002 through October 2003, well above the 85% requirement.

**FOC Timeliness**

31. Items B.1.9 - B.1.13, C.1.3 examine the FOC Timeliness for BellSouth in Kentucky.

The overall results for these measurements in Kentucky demonstrate BellSouth's

strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of November 2002 through October 2003, BellSouth met the specified time interval for 1,771 of the 1,788 FOCs (99%) returned.

FOC Timeliness / Electronic (B.1.9.)

32. For orders submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. During the November 2002 through October 2003 time period, 922 of the 929 FOCs returned (99%) met the 3-hour benchmark.

FOC Timeliness / Partially Electronic (B.1.12.)

33. For partially mechanized orders, the benchmark is 85% returned within 10 hours. BellSouth returned FOCs for 416 of the 424 partially electronic LSRs (98%) submitted by the CLECs within the 10-hour criteria for the months of November 2002 through October 2003.

34. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

-A number of FOCs were entered into the system within the benchmark but were not counted correctly due to repeated attempts to respond to the CLEC. BellSouth met its requirement of initially returning the FOC within the 10-hour benchmark. However, because of a system error the performance was stated incorrectly. The issue does not affect BellSouth's performance for returning the FOC to the CLEC; it is just understating BellSouth's performance.

-BellSouth experienced delays in processing LSRs submitted via the EDI system.  
See detailed explanation included with Reject Interval B.1.12 for this issue.

-Some CLECs are requesting that certain auto clarified (rejected) LSRs be corrected and processed without the CLEC resubmitting a new version of the existing LSR. In specific cases, some LSRs are being corrected and put into the ordering systems without receiving a new LSR from the CLEC. This causes the FOC to exceed the 10-hour benchmark. This is due to the fact that the beginning timestamp is not changed from the time the LSR was initially submitted by the CLEC, and as a result the entire time is included in the interval. This interval will almost always exceed the 10-hour FOC benchmark. In an effort to provide good customer service, BellSouth is meeting the request of the CLECs but this causes the FOC benchmark to be exceeded.

35. For non-mechanized orders, the benchmark is 85% returned within 36 hours.

BellSouth in Kentucky returned FOCs for 433 of the 435 manual LSRs (99%) submitted by the CLECs within the 36-hour criteria for the months of November 2002 through October 2003.

**FOC and Reject Response Completeness**

36. Items B.1.14 - B.1.16, C.1.4 examine the FOC and Reject Response Completeness for BellSouth in Kentucky. The overall results for these measurements in Kentucky demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of November 2002 through October 2003, BellSouth met the benchmark for 2,130 of the 2,204 FOCs and/or Rejects (97%) returned.

**FOC and Reject Response Completeness / Electronic (B.1.14.)**

37. For orders submitted electronically, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. During the November 2002 through October 2003 time period, 1,117 of the 1,174 LSRs (95%) had responses returned to the CLECs.

**FOC and Reject Response Completeness / Partially Electronic (B.1.15.)**

38. For partially mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth returned responses to the CLECs for

463 of the 470 partially electronic LSRs (99%) submitted by the CLECs for the months of November 2002 through October 2003.

FOC and Reject Response Completeness / Manual (B.1.16./C.1.4)

39. For non-mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth in Kentucky returned responses for 550 of the 560 manual LSRs (98%) submitted by the CLECs for the months of November 2002 through October 2003.

Flow-Through / UNE Other (F.1.1.7)

40. Beginning in March 2003, BellSouth added UNE-P and UNE Other disaggregations to regional Flow-Through as required by the GPSC. The following data provides the percent flow through for UNE Other (mostly UNE Loop performance) for March through October 2003. (UNE Other is defined as the total UNE LSRs minus the UNE-P LSRs.)

<b>% OF UNE OTHER LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<b><u>Month</u></b>	<b><u># LSRs Submitted</u></b>	<b><u># LSRs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Mar '03	10,911	9,354	85.73%
Apr '03	11,091	9,641	86.93%
May '03	11,081	9,413	84.95%
Jun '03	12,703	11,150	87.77%

<b>% OF UNE OTHER LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<b><u>Month</u></b>	<b><u># LSRs Submitted</u></b>	<b><u># LSRs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Jul '03	13,367	11,600	86.78%
Aug '03	13,103	11,294	86.19%
Sep '03	12,391	10,365	83.65%
Oct '03	15,393	13,147	85.41%
<b>TOTAL</b>	<b>100,040</b>	<b>85,964</b>	<b>85.93%</b>

Flow-Through / LNP (F.1.3.1)

41. The following data provides the percent flow through for LNP for November 2002 through October 2003.

<b>% OF LNP LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<b><u>Month</u></b>	<b><u># LSRs Submitted</u></b>	<b><u># LSRs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Oct '02	13,004	11,253	86.53%
Nov '02	12,747	10,894	85.46%
Dec '02	9,405	7,788	82.81%
Jan '03	6,181	5,098	82.48%
Feb '03	4,238	3,240	76.45%
Mar '03	5,306	4,085	76.99%
Apr '03	4,649	3,711	79.82%
May '03	4,493	3,444	76.65%
Jun '03	4,973	4,130	83.05%
Jul '03	6,646	5,743	86.41%
Aug '03	7,188	6,084	84.64%
Sep '03	6,902	5,445	78.89%
Oct '03	8,195	6,064	74.00%
<b>TOTAL</b>	<b>68,176</b>	<b>54,832</b>	<b>80.43%</b>

42. BellSouth filed a flow-through improvement plan progress report with the Florida Commission on September 11 and December 12, 2003. The following excerpts highlight the efforts being made to improve flow-through.

Flow-through Improvement Efforts

BellSouth’s additional Flow-Through Improvement (FTI) project that began in August 2002 continues to focus solely on reducing or eliminating items classified as “BST errors” in the current flow-through process. Seventy-three features and defect corrections to improve flow-through have been implemented through Release 13.0 on June 22, 2003.

BellSouth’s FTI project (summarized below) has consistently improved flow-through rates for Residential Resale, Business Resale, UNE, and LNP segments from August 2002 through July 2003. BellSouth’s commercial data for July 2003 demonstrates the efforts placed upon meeting the benchmarks established by this Commission – and BellSouth's success in so doing. According to the Kentucky Service Quality Measurement Plan, (Ky adopted Georgia Version 1.0 dated April 6, 2001) the benchmarks for the segments of Percent Flow-Through Service Requests are provided below along with July 2003 results:

<b><u>SQM FLOW-THROUGH</u></b> <b><u>SEGMENTS</u></b>	<b><u>BENCHMARKS</u></b>	<b><u>JULY 2003</u></b> <b><u>RESULTS</u></b>
Residence Resale	95%	97.25%
Business Resale	90%	88.82%
Unbundled Network Elements (UNE)	85%	95.38%
Local Number Portability (LNP)	85%	86.41%

The guidelines for the FTI project are as follows:

1. This project is focusing solely on reducing or eliminating items classified as "BST errors" in the current flow-through reporting process. BST errors require manual review by the Local Carrier Service Center (“LCSC”), and

are due to BellSouth's functionality. In other words, the CLEC orders are accepted by the BellSouth OSS and then the orders fall out for BST manual intervention. This 'fallout' is categorized into Error Buckets or Error Codes.

2. This project has added information technology resources, over and above those that would be designated for the normal release capacity allocation, and does not affect the capacity already identified for the 2003 or 2004 release schedule, as published and shared through the BellSouth Change Control Process ("CCP").
3. BellSouth is following the guidelines of the CCP and has opened Type-6 defect change requests as identified for improvement purposes. A description of the CCP is outlined in the Change Control Process Document located at:

[http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/docs/bccp/ccp\\_bccp\\_guide.pdf](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf)

These Type-6 defect change requests are being implemented during the system maintenance windows as point releases and are tied to the existing release schedule. These corrections are not available for testing in CAVE since they require no change on the part of the CLEC, and affect only orders currently being processed as "BST errors".

4. The flow-through improvement plan outlined is focusing on the Local Exchange Service Order Generator ("LESOG"), LNP Automation ("LAUTO"), and LNP Service Order Generator ("LNP SOG") applications. BellSouth performs an analysis of the top error codes impacting flow-through and identifies flow-through errors that are isolated

to the LESOG, LAUTO and LNP SOG applications. Other systems may be impacted with future maintenance releases. Implementation began mid-August 2002 for LESOG and April 2003 for the LAUTO and LNP SOG applications.

BellSouth implemented Flow-Through Improvement items on August 25, 2002, October 13, 2002, December 29, 2002, January 19, 2003, November 2002 30, 2003, April 13, 2003, June 22, 2003, September 13, 2003 and November 23, 2003. BellSouth has targeted software releases for the implementation of Flow-Through Improvement items in 2004.

The leveling-off of the projections in no way indicates any lack of focus on continued flow-through improvement by BellSouth; rather, it is due to the fact that further results improvements become increasingly difficult to produce. Most of the large-impact items have been implemented. That leaves only low-volume errors that, when corrected, yield only tenths-of-percentage-points improvement.

#### LNP

BellSouth met the flow-through benchmark of 85% for July 2003 as demonstrated by BellSouth's commercial data in PMAP. BellSouth consistently met the benchmark prior to Commission *Orders* in other states implementing the facilities check before firm order confirmation ("FOC") requirement. LNP Percent Flow-Through dropped from 89.8% in May 2002 to 83.63% in June 2002. The facilities check before FOC was implemented in Florida with Release 10.5 on June 1, 2002, which caused a negative impact on LNP flow-through as explained

in BellSouth's July 30, 2002 filing. Subsequently, this functionality was implemented for Tennessee (December 2002), and precipitated the drop in LNP flow-through for February 2003. BellSouth implemented facility check for North Carolina on August 1, 2003. As anticipated, the LNP results for that month reflected a similar degradation of performance as experienced with the implementation of this functionality previously in Florida and Tennessee. That carried forward for a portion of the drop in the September and October results.

September and October results were further skewed downward due to a defect that inhibits some fully mechanized FOCs from being sent for requests in the three (3) states where a facility check is required, even though service orders were mechanically generated according to process. Upon discovery of the defect, BellSouth implemented a manual workaround that allowed the Local Carrier Service Centers (LCSC) to return a mechanized FOC. On November 30, 2003, BellSouth implemented a mechanized workaround to return FOCs. BellSouth implemented a code change to fix the defect on December 7, 2003.

Approximately 1,200 LSRs were impacted by this defect in October. The low volume of total requests in this segment – coupled with the relative high number of segment requests affected by this defect – magnified the impact on segment performance. The LNP segment represents only 1.56% of total mechanized LSR volume in October. Based upon current performance and planned improvements, BellSouth expects to reach the 85% benchmark with April 2004 data.

Service Inquiry with Firm Order / xDSL (F.3.1.1)

43. This measure addresses a small group of services (*i.e.*, xDSL and Unbundled Interoffice Transport) that require BellSouth to check equipment availability before the CLEC can submit an LSR. BellSouth returned 17 of the 17 service inquiries (100%) within the 5-day interval specified by the Commission during the period of November 2002 through October 2003. The following table shows these results by month. From November 2002 through October 2003, BellSouth either met the 95% benchmark or missed the benchmark by one LSR where the volume of service inquiries did not allow for any misses.

<b>% OF SERVICE INQUIRIES MEETING 95% BENCHMARK</b>			
<b><u>Month</u></b>	<b><u># SIs Submitted</u></b>	<b><u># SIs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Nov '02			
Dec '02	2	2	100.00%
Jan '03	8	8	100.00%
Feb '03			
Mar '03			
Apr '03	1	1	100.00%
May '03	2	2	100.00%
Jun '03	3	3	100.00%
Jul '03	1	1	100.00%
Aug '03			
Sep '03			
Oct '03			
<b>TOTAL</b>	<b>17</b>	<b>17</b>	<b>100.00%</b>

As noted above, the volume of these services has been very small. Nonetheless, BellSouth has provided good performance.

**UNE Local Loops Provisioning Measures**

Mean Held Order Interval

44. When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed retail orders. Significantly, the number of held orders is very low, which indicates a very high level of performance in this area.

Mean Held Order Interval / xDSL (B.2. 3.5)

45. BellSouth met 36 of the 36 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / UNE ISDN Loops (B.2.3.6)

46. BellSouth met 36 of the 36 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / UNE 2W Analog Loops Design with and without LNP  
(B.2.3.8 & B.2.3.12)

47. BellSouth met 37 of the 37 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / UNE 2W Analog Loops Non Design with and without LNP

(B.2.3.9 & B.2.3.13)

48. BellSouth met 49 of the 49 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / Combo Other (EELs) (B.2.3.4)

49. BellSouth met 39 of the 39 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Mean Held Order Interval / Local Interconnection (C.2.2)

50. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval

51. When BellSouth can determine at least 48 hours in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC until 5pm on the due date of the order.

Average Jeopardy Notice Interval / xDSL (B.2.8.5)

52. There was no CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval / UNE ISDN Loops (B.2.8.6)

53. BellSouth met 10 of the 10 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval / UNE 2W Analog Loops Design with and without LNP (B.2.8.8 & .12)

54. BellSouth met 2 of the 2 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval / UNE 2W Analog Loops Non-Design with and without LNP (B.2.8.9 & .13)

55. BellSouth met 1 of the 1 sub-metric with CLEC activity during the period from November 2002 through October 2003.

Average Jeopardy Notice Interval / Combo Other (EELs) (B.2.8.4)

56. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Jeopardy Notice  $\geq$  48 Hours / xDSL (B.2.10.5)

57. There was no CLEC activity during the period from November 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / UNE ISDN Loops (B.2.10.6)

58. BellSouth met 10 of the 10 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Design with and without LNP (B.2.10.8 & .12)

59. BellSouth met 2 of the 2 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Non-Design with and without LNP (B.2.10.9 & .13)

60. BellSouth met 1 of the 1 sub-metric with CLEC activity during the period from November 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / Combo Other (EELs) (B.2.10.4)

61. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Percent Missed Installation Appointments

62. This measure monitors the reliability of BellSouth commitments with respect to due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth retail.

% Missed Installation Appointments / xDSL (B.2.18.5)

63. BellSouth met 15 of the 15 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Installation Appointments / UNE ISDN Loops (B.2.18.6)

64. BellSouth met 11 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In March, BellSouth missed 1 of 14 scheduled dispatched appointments for this sub-metric. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Missed Installation Appointments / UNE 2W Analog Loops Design with and without LNP (B.2.18.8 & .12)

65. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Installation Appointments / UNE 2W Analog Loops Non Design with and without LNP (B.2.18.9 & .13)

66. BellSouth met 22 of the 23 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In November, BellSouth missed 1 of 1 scheduled dispatched appointment for the non-LNP sub-metric. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / EELs (B.2.18.4)

67. BellSouth met 13 of the 13 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

%Missed Installation Appointments / Local Interconnection Trunks (C.2.5)

68. BellSouth met 11 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In December, BellSouth missed 2 of 11 scheduled dispatched appointments for this sub-metric. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Completion Interval (OCI)

69. The average completion interval measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The interval is measured from the time the CLEC is notified of the firm order due date until the order is completed by BellSouth. The standard for all measures except xDSL is a retail analogue. For xDSL, the orders that require conditioning are measured against a 14-

day benchmark while orders that do not require conditioning have a 7-day benchmark.

Average Completion Interval / xDSL (B.2.2.1-2)

70. BellSouth met 13 of the 14 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In September, the 1 non-conditioned order missed the 7-day benchmark. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Completion Interval / UNE ISDN Loops (B.2.1.6)

71. BellSouth met 11 of the 11 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.1.8 & .12)

72. BellSouth met 10 of the 10 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Interval / UNE 2W Analog Loops Non Design with and without LNP (B.2.1.9 & .13)

73. BellSouth met 17 of the 19 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In August and September 2003, BellSouth

did not meet the retail analogue comparison for the non-LNP non-dispatched orders. However, there were only 4 and 3 orders that completed in those months, respectively. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Completion Interval / EELs (B.2.1.4)

74. BellSouth met 4 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The products included in these sub-metrics consist mainly of designed combinations that are complex and consist of multiple facilities between customer locations and at least two central office locations. The current retail analogue for these circuits is residence, business and design which is over 90% POTS and have much shorter installation intervals than designed circuits. Also, this measure was only to include the conversion of existing special access services. However, a detailed review of the CLEC activity indicates that the majority of these circuits are new and many require the addition of DS1 and higher facilities to be added. This type of activity was not intended to be included in this sub-metric. BellSouth intends to discuss this item in the next review of the measurements. If compared to the DS1/DS3 retail analogue, BellSouth would have met the parity requirement for all 12 sub-metrics.

Average Completion Interval / Local Interconnection Trunks (C.2.1)

75. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Provisioning Troubles within 30 Days of Service Order Completion

76. This measure shows the quality and accuracy of the completed orders. It includes the orders with a reported trouble up to 30 days after the completion of the order.

% Provisioning Troubles within 30 Days / xDSL (B.2.19.5)

77. BellSouth met 13 of the 14 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In September, there was 1 reported trouble for the 3 completed orders in this sub-metric. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / UNE ISDN Loops (B.2.19.6)

78. BellSouth met 7 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 12 troubles reported for the five sub-metrics that did not meet the retail analogue comparison for the 12-month period with each of the missed sub-metrics having 3 or less reported troubles. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / UNE 2W Analog Loops Design with and without LNP (B.2.19.8 & .12)

79. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Provisioning Troubles within 30 Days / UNE 2W Analog Loops Non Design with and without LNP (B.2.19.9 & .13)

80. BellSouth met 21 of the 23 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 3 troubles reported for the two missed sub-metrics that did not meet the retail analogue comparison for the 12-month period. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / EELs (B.2.19.4)

81. BellSouth met 12 of the 13 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 6 troubles reported for the sub-metric that did not meet the retail analogue comparison for the 12-month period. There was no systemic issue identified for any of the 6 troubles reported.

% Provisioning Troubles within 30 Days / Local Interconnection Trunks (B.2.6)

82. BellSouth met 10 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In January, there were a total of 24 trunks

with reported troubles. These 24 trunks were for 1 DS1 that was left in a busy state after testing by the NISC and should have been turned up for service. The other missed sub-metric had only 1 reported trouble. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

**Cooperative Acceptance Testing**

83. A loop will be considered successfully tested when both the CLEC and BellSouth agree that the loop meets the technical specifications set forth in TR 73600 for DSL service.

% Successful Cooperative Test Attempts for xDSL / (B.2.33)

84. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval

85. The interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Average Completion Notice Interval / xDSL (B.2.21.5)

86. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / UNE ISDN Loop (B.2.21.6)

87. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / UNE 2W Analog Loops Design with and without LNP (B.2.21.8 & .12)

88. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / UNE 2W Analog Loops Non Design with and without LNP (B.2.21.9 & .13)

BellSouth met 20 of the 20 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / EELs (B.2.21.4)

89. BellSouth met 8 of the 8 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Average Completion Notice Interval / Local Interconnection Trunks (B.2.7)

90. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

**Service Order Accuracy**

91. This measurement indicates the accuracy with which CLEC requests for service are converted to LSRs by comparing the LSR to the completed service order after provisioning has been finished.

% Service Order Accuracy / UNE & UNE-P (B.2.34)

92. BellSouth met 79 of the 96 sub-metrics with CLEC activity during the period from November 2002 through October 2003. While BellSouth did not meet all of the sub-metrics, it did meet or exceed the benchmark when the total numbers of LSRs sampled are calculated. For the design sub-metrics BellSouth met 3,406 of the 3,473 sampled for over 98% accuracy. The non-design sub-metrics exceeded the 95% benchmark as well with 9,085 of the 9,265 LSRs sampled meeting the accuracy requirement for over 98% also.

% Trunk Blocking / Local Interconnection Trucking (C.5.1)

93. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

LNP Disconnect Timeliness (B.2.31)

94. The following table provides the results for P-13B, the percentage of time BellSouth applies the trigger order before the due date; P-13C, the percentage of time the LNP service is out of service less than 60 minutes; and P-13D, the percentage of time BellSouth disconnects the LNP service within 4 hours for non-trigger orders for the months of May through October 2003 in Kentucky that replaced the above listed sub-

metric. (The data shows the number of lines meeting the requirement divided by the total lines due and the corresponding percentage calculated.)

Month	% Trigger Orders Applied Before Due Date (P13B)	% Orders OoS < 60 Minutes (P13C)	% Non Trigger Orders Applies < 4 Hours (P13D)
May 2003	(892/1476) 60.43% See below	(1372/1473) 95.48%	(6/6) 100%
June 2003	(532/710) 74.93% See below	(811/811) 100%	(5/5) 100%
July 2003	(722/757) 95.38%	(796/796) 100%	(66/66) 100%
August 2003	(1331/1361) 97.80%	(1401/1423) 98.45%	(6/13) 46.15% See below
September 2003	(1177/1206) 97.60%	(1563/1572) 99.43%	(4/4) 100%
October 2003	(1209/1228) 98.45%	(1591/1591) 100%	(22/25) 88% See below
<b>Total</b>	<b>(5863/6738) 87.01%</b>	<b>(7534/7666) 98.28%</b>	<b>(109/119) 91.60%</b>

The major reason for the failure of the trigger and non-trigger orders not meeting the benchmark requirements is due to a small number of orders with large quantities of lines being missed, which are not mass market situations. For example, in May 2003 for P13B, two orders had a total of 496 telephone numbers to be disconnected.

Excluding these two orders, BellSouth met 892 of 980 lines or 91%. In June 2003 for P13B, two orders totaled 153 telephone numbers to be disconnected and excluding these two orders, BellSouth met 532 of 557 lines or 96%. For the six-month average, excluding these four non-mass market orders, BellSouth would have met 5863 of 6089 lines or 96.3%. For P13D, BellSouth did not meet the 95% benchmark in August and October 2003. However, with only a total of 38 non-trigger lines and a 95% benchmark, one missed disconnect was allowed to meet the benchmark.

**UNE Local Loops Maintenance & Repair Measures**

95. While the SQM does not require that the EELs and UCL-ND disaggregations be separated for maintenance and repair measures, BellSouth has provided these disaggregations to augment the information for UNE Local loops. The data for EELs and UCL-ND is also included in the sub-metrics ordered by the APSC in the approved SQM.

**Missed Repair Appointments**

96. This measures tracks the percent of customer reports not cleared by the committed due date and time.

% Missed Repair Appointments / Combo Other (EELs) (B.3.1.4)

97. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Repair Appointments / xDSL (B.3.1.5)

98. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Repair Appointments / UNE ISDN Loops (B.3.1.6)

99. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Repair Appointments / UNE 2W Analog Loops Design (B.3.1.8)

100. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Repair Appointments / UNE 2W Analog Loops Non Design (B.3.1.9)

101. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Missed Repair Appointments / UCD-ND (B.3.1.11)

102. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. In September, there was 1 missed appointment for the sub-metric that did not meet the retail analogue comparison. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Missed Repair Appointments / Local Interconnection Trunks (C.3.1)

103. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

**Customer Trouble Report Rate**

104. This measure tracks the initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service. The standard comparison for each of these sub-metrics is a retail analogue. BellSouth provided 98% trouble-free service to all CLEC lines during the past year.

% Customer Trouble Report Rate / Combo Other (EELs) (B.3.2.4)

105. BellSouth met 18 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. Five (5) of the 6 sub-metrics that did not meet the retail analogue comparison were in the dispatch category. BellSouth provided 95% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 1700 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high. The other missed sub-metric was in the non-dispatch category and BellSouth provided 95% trouble-free service to all customers in this category even though there was a major difference in the volume for the analogue and the CLEC results.

% Customer Trouble Report Rate / xDSL (B.3.2.5)

106. BellSouth met 21 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The 3 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth provided 98% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 150 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high.

% Customer Trouble Report Rate / UNE ISDN Loops (B.3.2.6)

107. BellSouth met 17 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. Six (6) of the 7 sub-metrics that did not meet the retail analogue comparison were in the dispatch category. However, BellSouth provided 98% trouble-free service to all customers in this category. The other missed sub-metric was in the non-dispatched category where BellSouth also provide over 98% trouble-free service to all customers.

% Customer Trouble Report Rate / UNE 2W Analog Loops Design (B.3.2.8)

108. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Customer Trouble Report Rate / UNE 2W Analog Loops Non Design (B.3.2.9)

109. BellSouth met 22 of the 24 sub-metrics (after recalculation) with CLEC activity during the period from November 2002 through October 2003. BellSouth has determined that the CLEC volume for this measure was being counted incorrectly. With December 2002 data, a new source feed from WFA began including the originating and terminating end of each circuit causing PMAP to double count the CLEC in service volume. The corrected data for Kentucky is included in Attachment 1 to this exhibit. There were changes in the parity status with this update. In August

and September 2003, there were a total of 8 and 6 trouble reports, respectively. There were no systemic issues identified for any of the 14 reports during these two months.

The following item was included in the preliminary February Data Notification dated December 1, 2003.

(8) *Affected Measures:* MR-2

*Description of Change:* Currently, BellSouth is over-counting lines for 2 wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. Bellsouth proposes to correct the over-counting of these loops. (RQ4664)

*Impact of Change:* CLEC CTRR for 2-wire analog loops non-design will approximately double.

% Customer Trouble Report Rate / UCD-ND (B.3.2.11)

110. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Customer Trouble Report Rate / Local Interconnection Trunks (C.3.2)

111. BellSouth met 20 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The 4 sub-metrics that did not meet the retail analogue comparison were in the non-dispatch category. However, BellSouth provided 99.8% trouble-free service to all customers in this category. The z-score becomes overly sensitive when the service levels are this high.

**Maintenance Average Duration**

112. This measure tracks the average duration of the customer trouble report from the receipt of the report until the time the trouble is cleared and closed within the system.

Maintenance Average Duration / Combo Other (EELs) (B.3.3.4)

113. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / xDSL (B.3.3.5)

114. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / UNE ISDN Loops (B.3.3.6)

115. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The 1 sub-metric that did not meet the parity requirement had 2 troubles reported. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Maintenance Average Duration / UNE 2W Analog Loops Design (B.3.3.8)

116. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / UNE 2W Analog Loops Non Design (B.3.3.9)

117. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / UCD-ND (B.3.3.11)

118. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

Maintenance Average Duration / Local Interconnection Trunks (C.3.3)

119. BellSouth met 19 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. Three (3) of the five missed sub-metrics had a total of 4 troubles. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. The remaining two sub-metrics that did not meet the retail comparison had durations of 7 and 26 minutes each. There were no systemic issues found for these short durations.

**% Repeat Troubles within 30 Days**

120. This measurement records the percent of customer troubles, during the current reporting period, which had at least one prior trouble on the same line/circuit, anytime in the preceding 30 calendar days from the receipt of the current trouble report.

% Repeat Troubles / Combo Other (EELs) (B.3.4.4)

121. BellSouth met 19 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. All of the 5 missed sub-metrics had 8 or less repeats with 4 of the 5 having 3 or less repeat reports in each of the four months not meeting the retail analogue comparison. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles / xDSL (B.3.4.5)

122. BellSouth met 22 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. There were a total of 4 repeat reports for the 2 sub-metrics that did not meet the parity requirement during the 12-month period. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles / UNE ISDN Loops (B.3.4.6)

123. BellSouth met 18 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. Five (5) of the 6 missed sub-metrics only had 1 repeat report with the other missed sub-metric having 2 repeats. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles / UNE 2W Analog Loops Design (B.3.4.8)

124. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Repeat Troubles / UNE 2W Analog Loops Non Design (B.3.4.9)

125. BellSouth met 23 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003. The missed sub-metric only had a total of six reports for the entire month of September 2003. With such small volumes and infrequent occurrences, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles / UCD-ND (B.3.4.11)

126. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

% Repeat Troubles / Local Interconnection Trunks (C.3.4)

127. BellSouth met 24 of the 24 sub-metrics with CLEC activity during the period from November 2002 through October 2003.

**Collocation**

128. BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E, Items E.1.1.1 through E.1.3.2, provides these results.

129. During the months of November 2002 through October 2003, BellSouth met or exceeded the benchmark for every sub-metric that had CLEC activity in this category. There were a total of 35 requests for physical collocation received from the CLECs during this period. The benchmark for the average response time for such requests is less than or equal to 20 days. BellSouth averaged 8 days for the response interval (E.1.1.2 & E.1.1.3) in this sub-metric.

130. There were a total of 42 physical collocation orders that completed during the period. BellSouth completed all 42 orders in less than the ordered benchmarks for each sub-metric. See sub-metrics E.1.2.1 – E.1.2.13 in Attachment 1 for the individual results for each virtual and physical category.

131. During the period from November 2002 through October 2003, BellSouth completed all 33 of the 33 (100%) (E.1.3.1 - E.1.3.4) scheduled virtual and physical orders on time. These results demonstrate BellSouth's commitment to provide nondiscriminatory access to collocation arrangements in Kentucky's central offices.

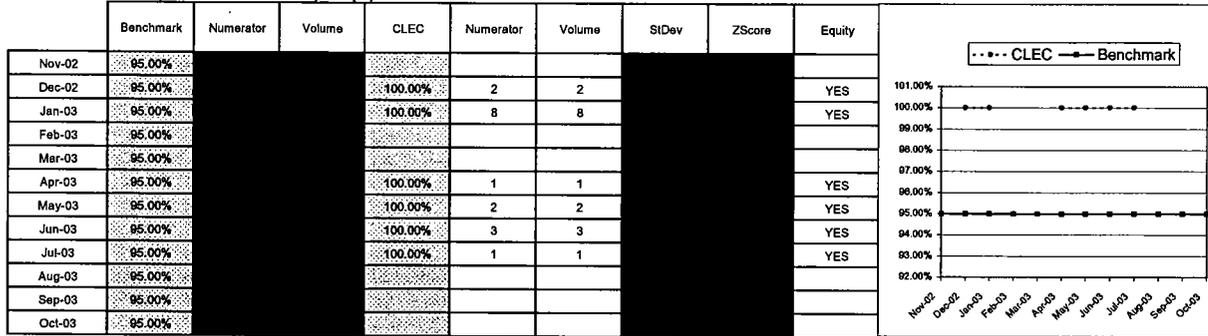
132. This concludes the data analysis associated with BellSouth's performance for Hot Cuts and UNE Local Loops.

Kentucky I, November 2002 - October 2003  
General - Ordering  
Service Inquiry with Firm Order

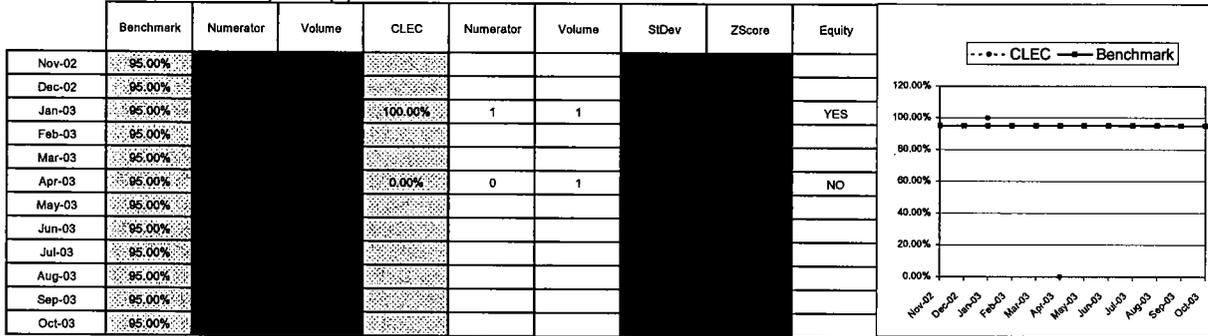
(% of Service Inquiries with Firm Order Confirmation within 5 Business Days)

Numerator indicates total number of service inquiries with firm order confirmation within 5 business days in the reporting period.  
Volume indicates total number of service inquiries with firm order confirmation in the reporting period.

F.3.1.1 xDSL (ADSL, HDSL and UCL)/KY (%)



F.3.1.2 Local Interoffice Transport/KY (%)



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized

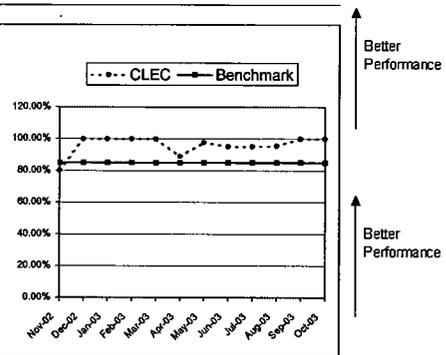
(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator Indicates total number of CLEC firm order confirmation Intervals within 36 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.4 EELs/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			80.00%	4	5			NO
Dec-02	85.00%			100.00%	4	4			YES
Jan-03	85.00%			100.00%	3	3			NO
Feb-03	85.00%			100.00%	2	2			YES
Mar-03	85.00%			100.00%	12	12			YES
Apr-03	85.00%			88.89%	8	9			YES
May-03	85.00%			97.82%	41	42			YES
Jun-03	85.00%			85.00%	19	20			YES
Jul-03	85.00%			95.12%	39	41			YES
Aug-03	85.00%			85.45%	21	22			YES
Sep-03	85.00%			100.00%	16	16			YES
Oct-03	85.00%			100.00%	43	43			YES



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.5 xDSL (ADSL, HDSL and UCL)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	1	1			YES
Dec-02	85.00%			100.00%	6	6			YES
Jan-03	85.00%			100.00%	12	12			YES
Feb-03	85.00%			100.00%	11	11			YES
Mar-03	85.00%			100.00%	7	7			YES
Apr-03	85.00%			100.00%	1	1			YES
May-03	85.00%			100.00%	6	6			YES
Jun-03	85.00%			100.00%	7	7			YES
Jul-03	85.00%			100.00%	5	5			YES
Aug-03	85.00%			100.00%	5	5			YES
Sep-03	85.00%			100.00%	10	10			YES
Oct-03	85.00%			100.00%	3	3			YES

B.1.13.6 ISDN Loop (UDN, UDC)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%			100.00%	1	1			YES
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%			100.00%	1	1			YES
Apr-03	85.00%			100.00%	1	1			YES
May-03	85.00%								
Jun-03	85.00%			100.00%	1	1			YES
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%			100.00%	1	1			YES
Oct-03	85.00%								

B.1.13.8 2W Analog Loop Deslgn/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	1	1			YES
Dec-02	85.00%			100.00%	7	7			YES
Jan-03	85.00%			100.00%	3	3			YES
Feb-03	85.00%			100.00%	3	3			YES
Mar-03	85.00%			100.00%	5	5			YES
Apr-03	85.00%			100.00%	7	7			YES
May-03	85.00%			100.00%	4	4			YES
Jun-03	85.00%			100.00%	3	3			YES
Jul-03	85.00%			100.00%	2	2			YES
Aug-03	85.00%			100.00%	1	1			YES
Sep-03	85.00%								
Oct-03	85.00%			100.00%	3	3			YES

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.9 2W Analog Loop Non-Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	3	3			YES
Dec-02	85.00%			100.00%	5	5			YES
Jan-03	85.00%			100.00%	4	4			YES
Feb-03	85.00%			100.00%	1	1			YES
Mar-03	85.00%								
Apr-03	85.00%			100.00%	4	4			YES
May-03	85.00%			100.00%	6	6			YES
Jun-03	85.00%			100.00%	2	2			YES
Jul-03	85.00%			100.00%	11	11			YES
Aug-03	85.00%			100.00%	7	7			YES
Sep-03	85.00%			100.00%	7	7			YES
Oct-03	85.00%			100.00%	12	12			YES

Better Performance

Better Performance

B.1.13.12 2W Analog Loop w/LNP Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%			100.00%	3	3			YES
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%			100.00%	1	1			YES
Jun-03	85.00%								
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%								
Oct-03	85.00%								

Better Performance

Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.13 2W Analog Loop w/LNP Non-Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	1	1			YES
Dec-02	85.00%			100.00%	1	1			YES
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%								
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%			100.00%	2	2			YES
Oct-03	85.00%								

Better Performance

B.1.13.15 UCL-ND/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%								
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%								
Oct-03	85.00%								

Better Performance

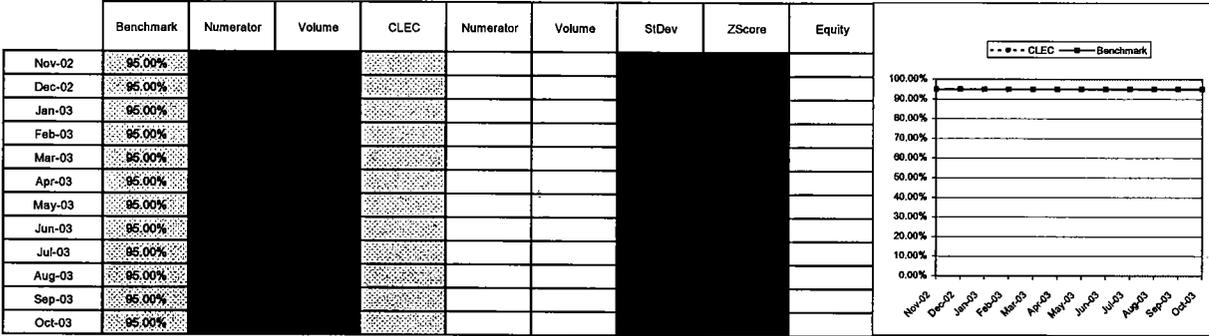
Better Performance

Better Performance

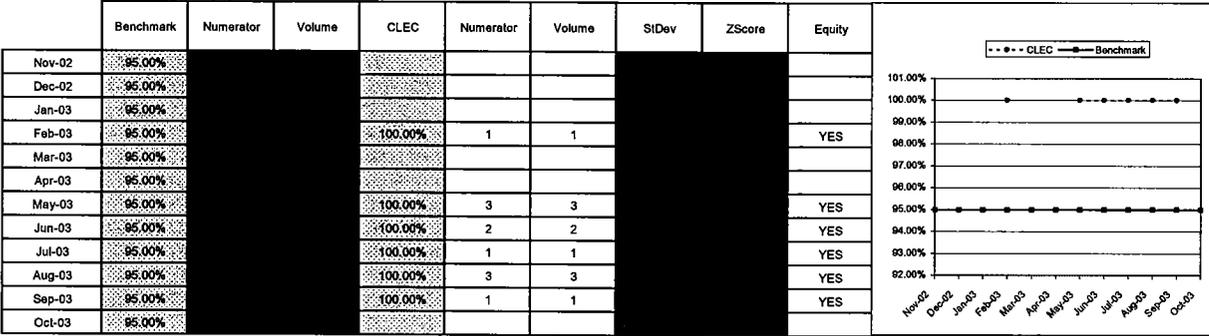
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.14.4.1 EELs/EDI/KY (%)



B.1.14.4.2 EELs/TAG/KY (%)

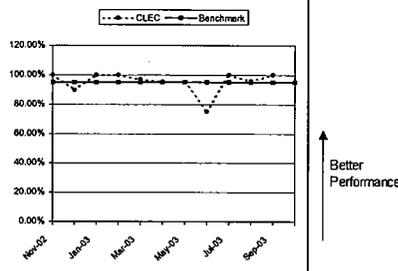


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

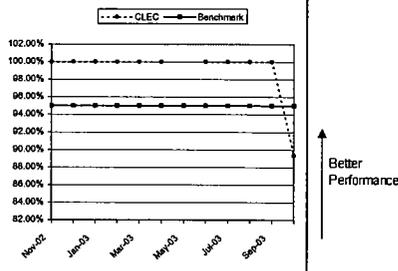
B.1.14.5.1 xDSL (ADSL, HDSL and UCL)EDI/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	47	47			YES
Dec-02	95.00%			99.74%	70	78			NO
Jan-03	95.00%			100.00%	33	33			YES
Feb-03	95.00%			100.00%	27	27			YES
Mar-03	95.00%			96.88%	31	32			YES
Apr-03	95.00%			95.24%	20	21			YES
May-03	95.00%			95.24%	20	21			YES
Jun-03	95.00%			76.00%	30	40			NO
Jul-03	95.00%			100.00%	49	49			YES
Aug-03	95.00%			95.83%	23	24			YES
Sep-03	95.00%			100.00%	6	6			YES
Oct-03	95.00%								



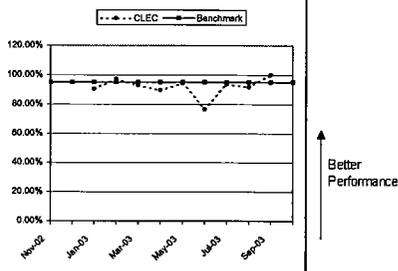
B.1.14.5.2 xDSL (ADSL, HDSL and UCL)TAG/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	3	3			YES
Dec-02	95.00%			100.00%	18	18			YES
Jan-03	95.00%			100.00%	20	20			YES
Feb-03	95.00%			100.00%	4	4			YES
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%								
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	5	5			YES
Aug-03	95.00%			100.00%	4	4			YES
Sep-03	95.00%			100.00%	7	7			YES
Oct-03	95.00%			86.29%	25	28			NO



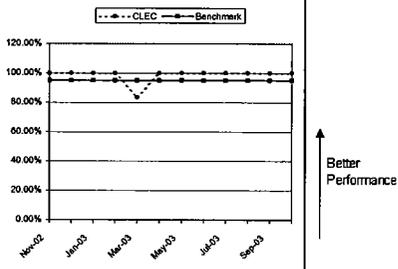
B.1.14.6.1 ISDN Loop (UDN, UDC)EDI/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			90.32%	28	31			NO
Feb-03	95.00%			97.06%	33	34			YES
Mar-03	95.00%			92.66%	38	41			NO
Apr-03	95.00%			89.68%	43	48			NO
May-03	95.00%			84.29%	33	35			NO
Jun-03	95.00%			76.47%	13	17			NO
Jul-03	95.00%			83.56%	29	31			NO
Aug-03	95.00%			91.87%	11	12			NO
Sep-03	95.00%			100.00%	8	8			YES
Oct-03	95.00%								



B.1.14.6.2 ISDN Loop (UDN, UDC)TAG/KY (%)

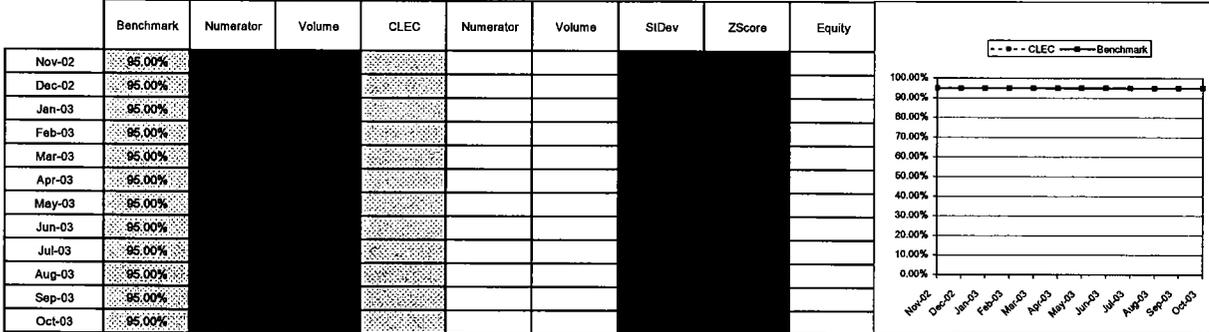
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	2	2			YES
Jan-03	95.00%			100.00%	2	2			YES
Feb-03	95.00%			100.00%	6	6			YES
Mar-03	95.00%			85.33%	5	6			NO
Apr-03	95.00%			100.00%	6	6			YES
May-03	95.00%			100.00%	5	5			YES
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	13	13			YES
Aug-03	95.00%			100.00%	8	8			YES
Sep-03	95.00%			100.00%	7	7			YES
Oct-03	95.00%			100.00%	19	19			YES



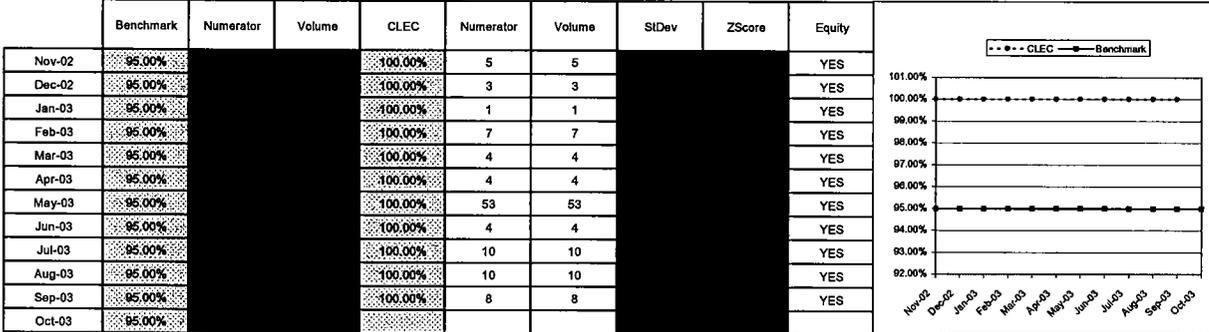
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

**B.1.14.8.1 2W Analog Loop Design/EDI/KY (%)**



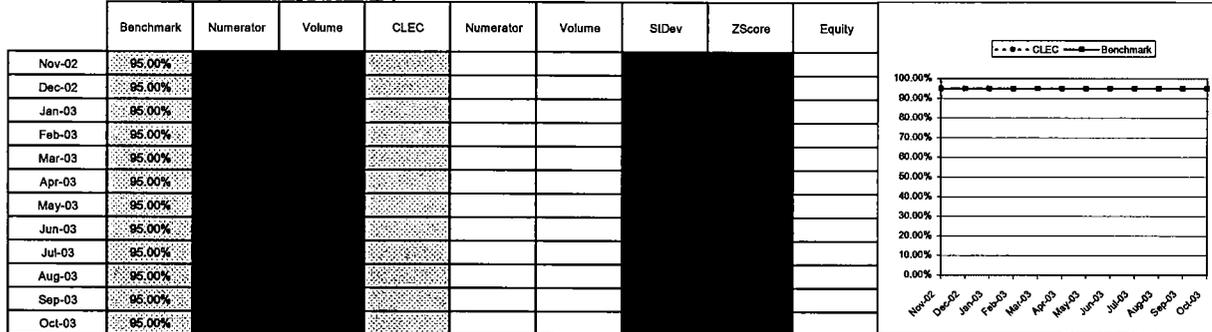
**B.1.14.8.2 2W Analog Loop Design/TAG/KY (%)**



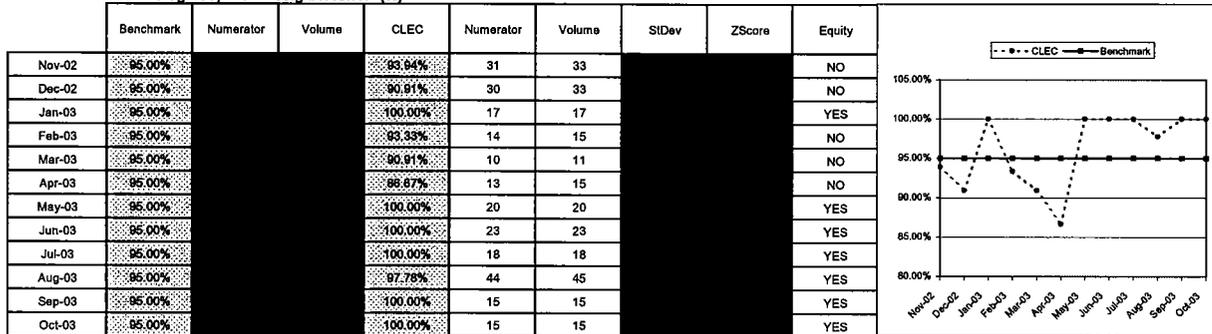
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.14.9.1 2W Analog Loop Non-Design/EDI/KY (%)



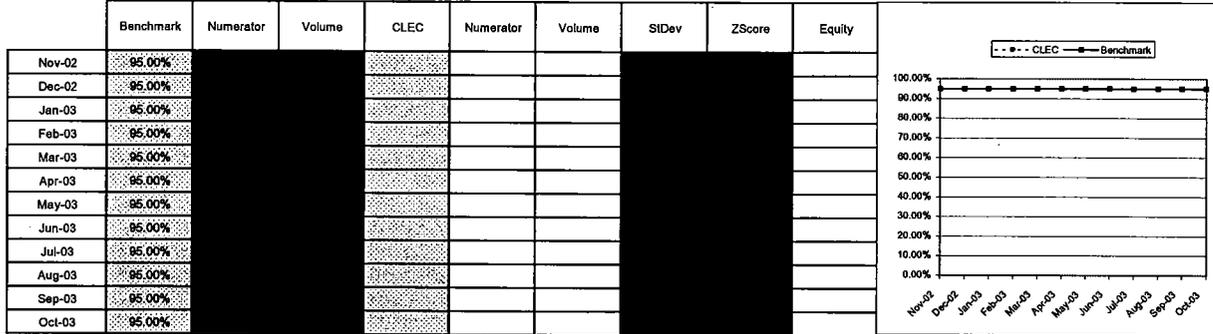
B.1.14.9.2 2W Analog Loop Non-Design/TAG/KY (%)



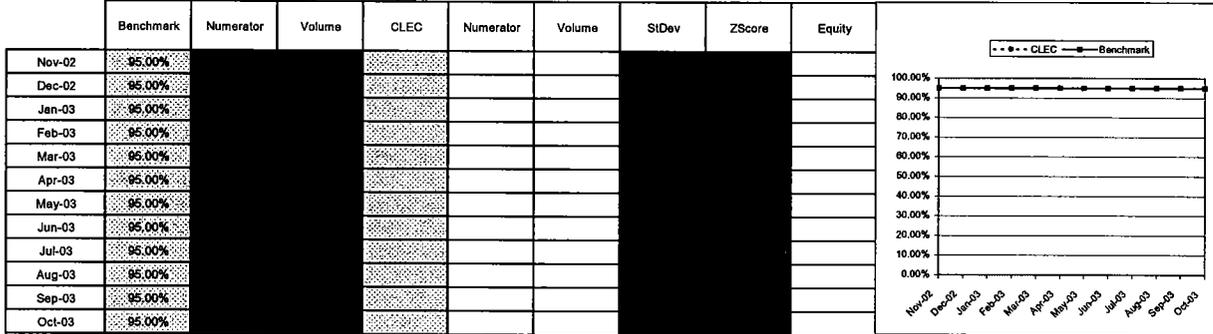
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.14.12.1 2W Analog Loop w/LNP Design/EDI/KY (%)



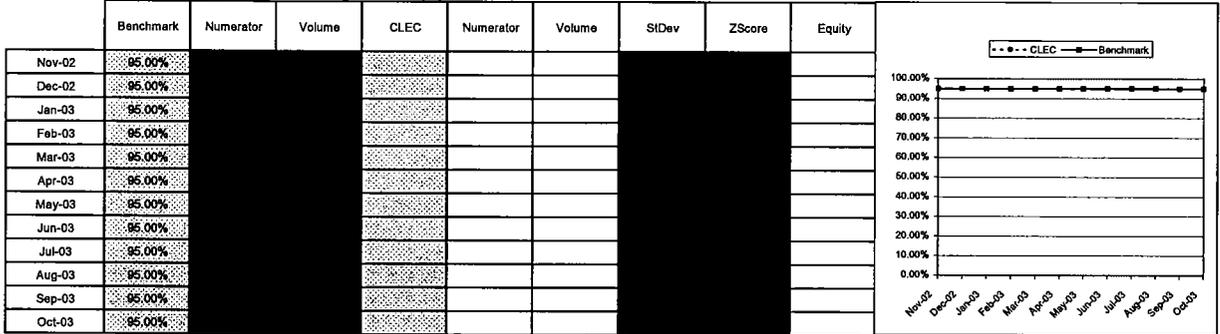
B.1.14.12.2 2W Analog Loop w/LNP Design/TAG/KY (%)



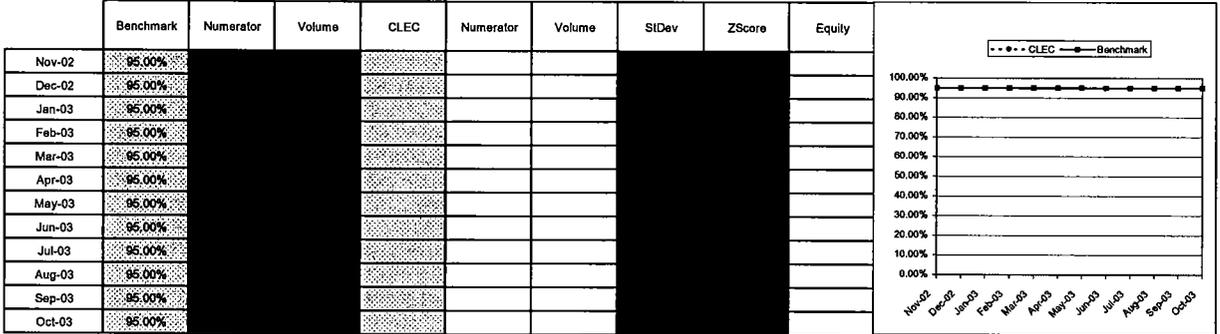
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.14.13.1 2W Analog Loop w/LNP Non-Design/EDI/KY (%)



B.1.14.13.2 2W Analog Loop w/LNP Non-Design/TAG/KY (%)

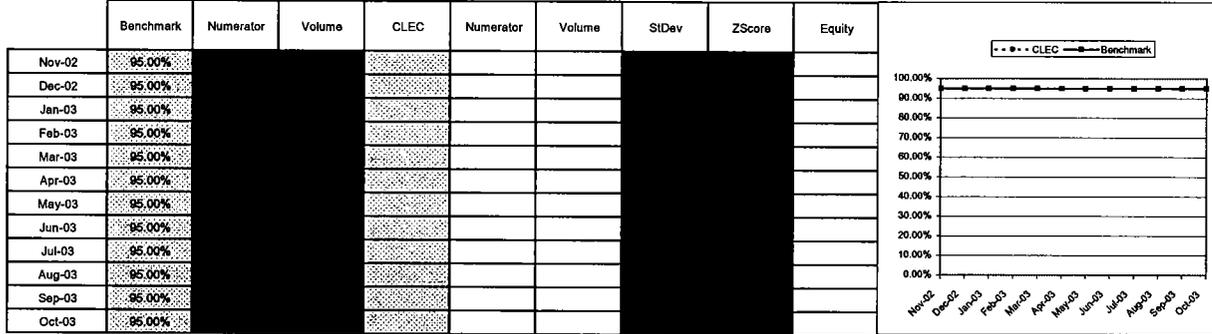


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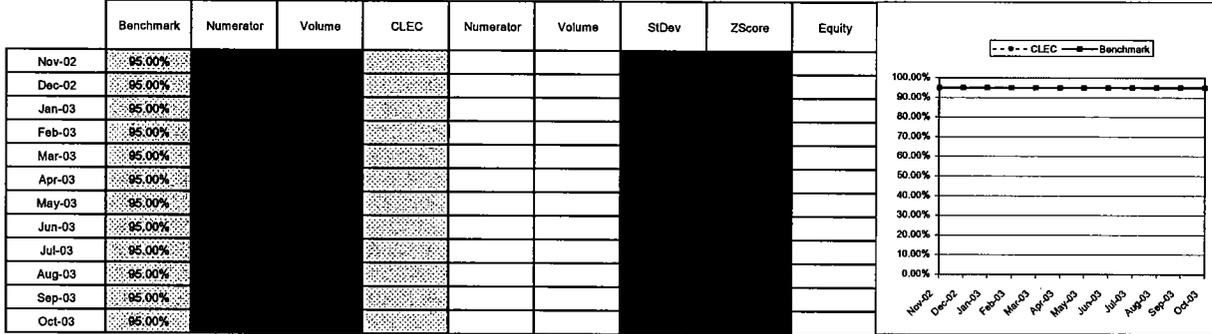
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.14.15.1 UCL-ND/EDI/KY (%)



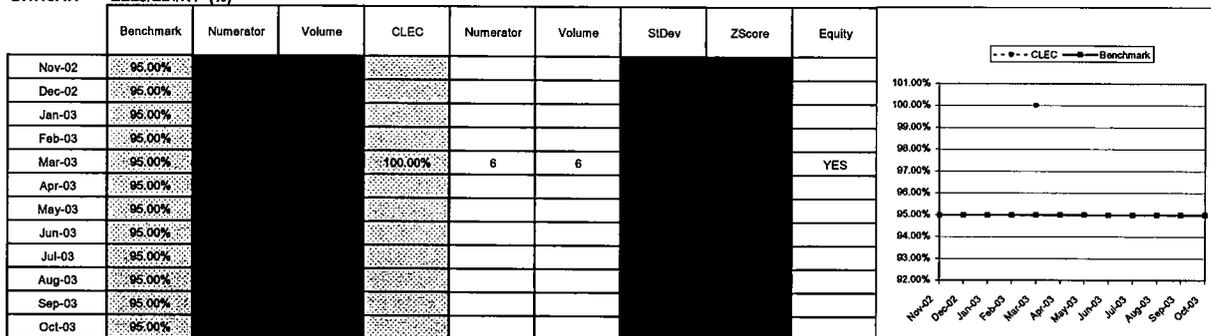
B.1.14.15.2 UCL-ND/TAG/KY (%)



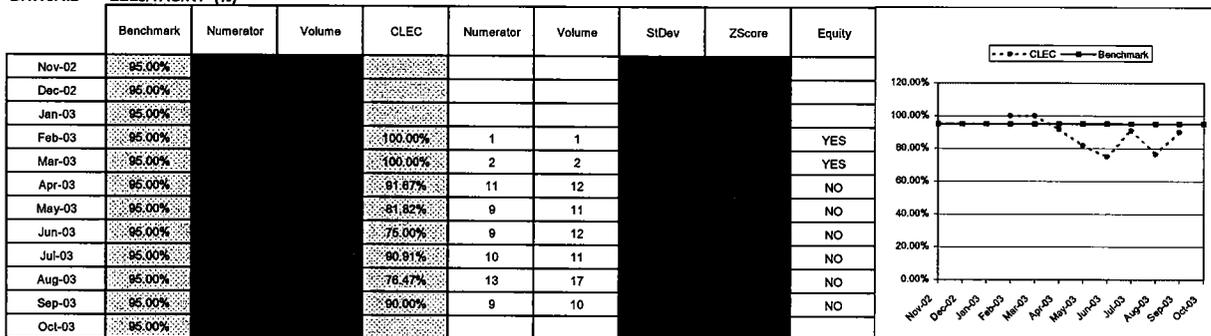
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.4.1 EELs/EDI/KY (%)



B.1.15.4.2 EELs/TAG/KY (%)

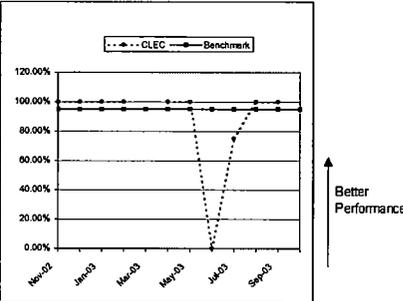


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

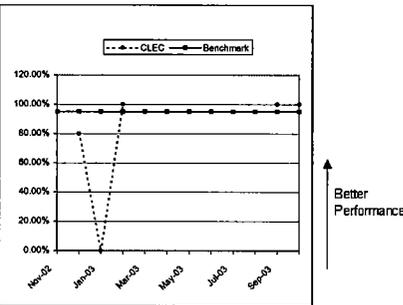
B.1.15.5.1 xDSL (ADSL, HDSL and UCL)EDI/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	3	3			YES
Dec-02	95.00%			100.00%	8	8			YES
Jan-03	95.00%			100.00%	2	2			YES
Feb-03	95.00%			100.00%	4	4			YES
Mar-03	95.00%								
Apr-03	95.00%			100.00%	2	2			YES
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%			0.00%	0	1			NO
Jul-03	95.00%			75.00%	3	4			NO
Aug-03	95.00%			100.00%	2	2			YES
Sep-03	95.00%			100.00%	4	4			YES
Oct-03	95.00%								



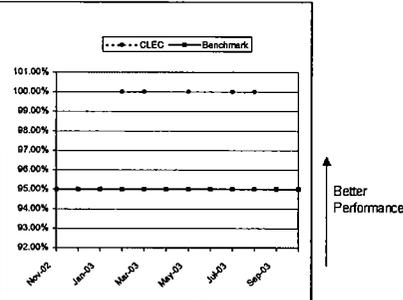
B.1.15.5.2 xDSL (ADSL, HDSL and UCL)TAG/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			80.00%	4	5			NO
Jan-03	95.00%			0.00%	0	3			NO
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%			100.00%	1	1			YES
Oct-03	95.00%			100.00%	2	2			YES



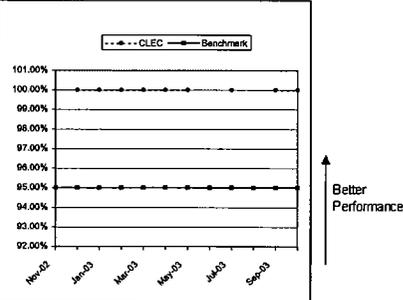
B.1.15.6.1 ISDN Loop (UDN, UDC)EDI/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%								
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%								
Jul-03	95.00%			100.00%	7	7			YES
Aug-03	95.00%			100.00%	3	3			YES
Sep-03	95.00%								
Oct-03	95.00%								



B.1.15.6.2 ISDN Loop (UDN, UDC)TAG/KY (%)

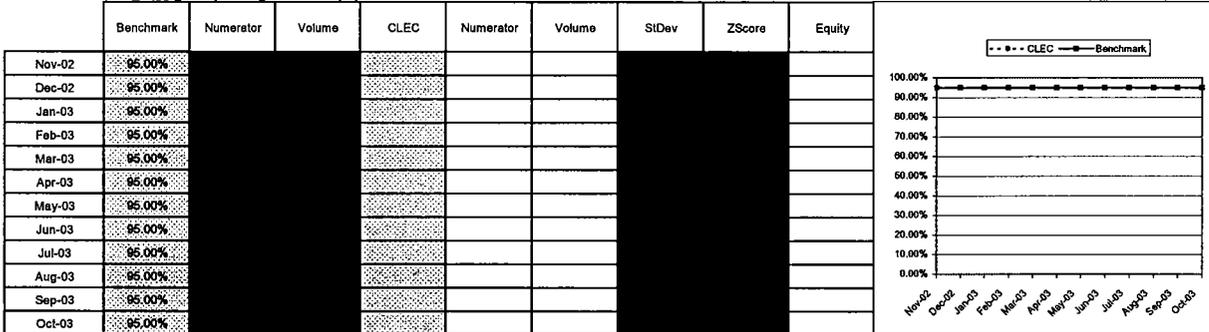
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	2	2			YES
Jan-03	95.00%			100.00%	1	1			YES
Feb-03	95.00%			100.00%	3	3			YES
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	28	28			YES
Jun-03	95.00%								
Jul-03	95.00%			100.00%	2	2			YES
Aug-03	95.00%								
Sep-03	95.00%			100.00%	4	4			YES
Oct-03	95.00%			100.00%	2	2			YES



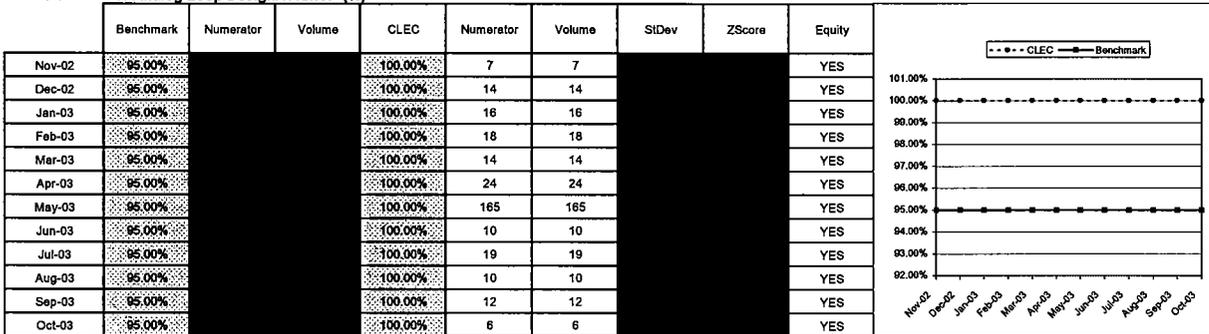
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.8.1 2W Analog Loop Design/EDI/KY (%)



B.1.15.8.2 2W Analog Loop Design/TAG/KY (%)



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.9.1 2W Analog Loop Non-Design/EDI/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								

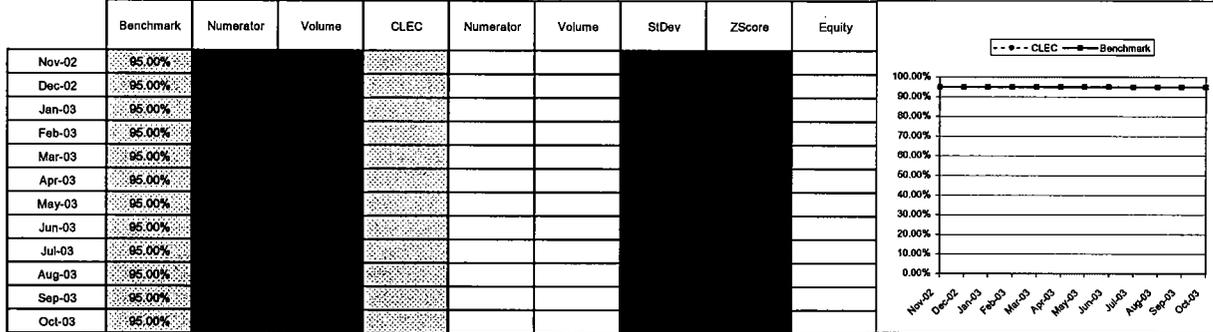
B.1.15.9.2 2W Analog Loop Non-Design/TAG/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			50.00%	1	2			NO
Dec-02	95.00%			100.00%	10	10			YES
Jan-03	95.00%			100.00%	5	5			YES
Feb-03	95.00%			100.00%	2	2			YES
Mar-03	95.00%			100.00%	3	3			YES
Apr-03	95.00%			100.00%	3	3			YES
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%			100.00%	4	4			YES
Jul-03	95.00%			100.00%	7	7			YES
Aug-03	95.00%			100.00%	4	4			YES
Sep-03	95.00%			100.00%	5	5			YES
Oct-03	95.00%			100.00%	6	6			YES

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.12.1 2W Analog Loop w/LNP Design/EDI/KY (%)



B.1.15.12.2 2W Analog Loop w/LNP Design/TAG/KY (%)



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.15.13.1 2W Analog Loop w/LNP Non-Design/EDI/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								

Legend: - - - CLEC — Benchmark

Y-axis: 0.00% to 100.00% in 10.00% increments.

X-axis: Nov-02, Dec-02, Jan-03, Feb-03, Mar-03, Apr-03, May-03, Jun-03, Jul-03, Aug-03, Sep-03, Oct-03.

Arrow: Better Performance (upward)

B.1.15.13.2 2W Analog Loop w/LNP Non-Design/TAG/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%			100.00%	2	2			YES
Sep-03	95.00%			100.00%	1	1			YES
Oct-03	95.00%								

Legend: - - - CLEC — Benchmark

Y-axis: 92.00% to 101.00% in 1.00% increments.

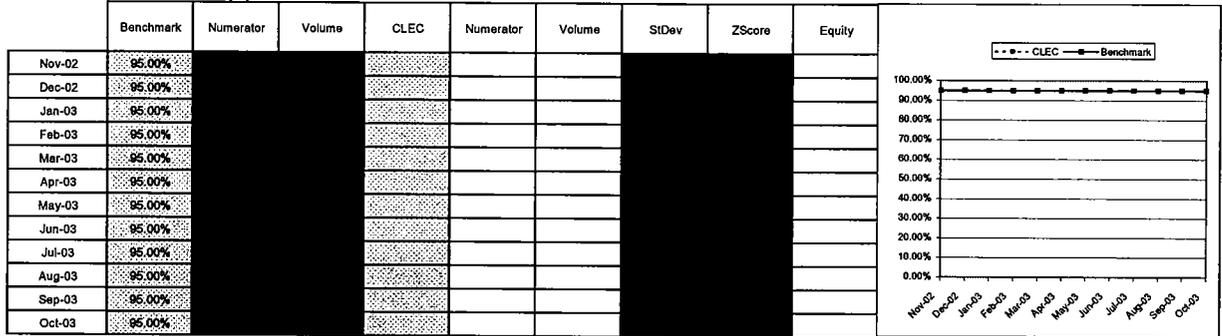
X-axis: Nov-02, Dec-02, Jan-03, Feb-03, Mar-03, Apr-03, May-03, Jun-03, Jul-03, Aug-03, Sep-03, Oct-03.

Arrow: Better Performance (upward)

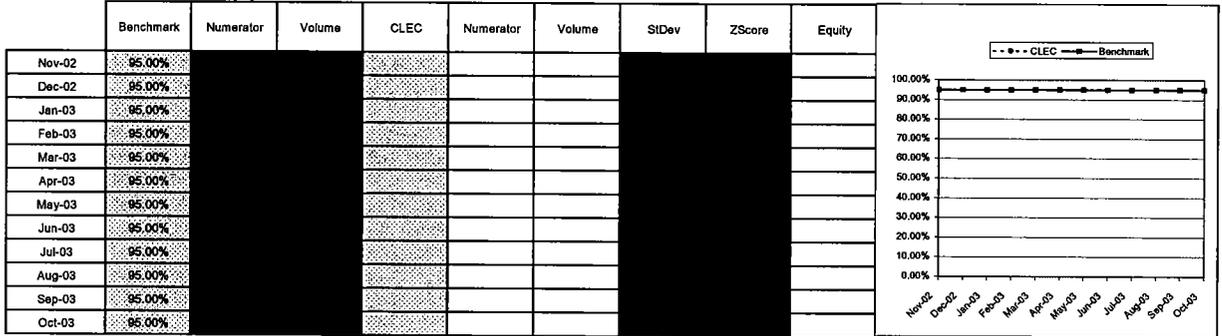
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

**B.1.15.15.1 UCL-ND/EDI/KY (%)**



**B.1.15.15.2 UCL-ND/TAG/KY (%)**



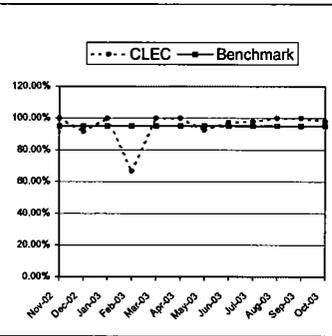
↑  
Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

B.1.16.4 EELs/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	7	7			YES
Dec-02	95.00%			91.67%	11	12			NO
Jan-03	95.00%			100.00%	3	3			YES
Feb-03	95.00%			66.67%	2	3			NO
Mar-03	95.00%			100.00%	31	31			YES
Apr-03	95.00%			100.00%	22	22			YES
May-03	95.00%			92.38%	97	105			NO
Jun-03	95.00%			97.90%	36	37			YES
Jul-03	95.00%			87.86%	48	49			YES
Aug-03	95.00%			100.00%	25	25			YES
Sep-03	95.00%			100.00%	24	24			YES
Oct-03	95.00%			98.15%	53	54			YES



Better Performance ↑  
↑ Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.16.5 xDSL (ADSL, HDSL and UCL)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	6	6			YES
Jan-03	95.00%			94.74%	18	19			NO
Feb-03	95.00%			94.44%	17	18			NO
Mar-03	95.00%			100.00%	3	3			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	6	6			YES
Jun-03	95.00%			100.00%	8	8			YES
Jul-03	95.00%			83.33%	5	6			NO
Aug-03	95.00%			100.00%	10	10			YES
Sep-03	95.00%			100.00%	21	21			YES
Oct-03	95.00%			100.00%	3	3			YES

Better  
Performance

B.1.16.6 ISDN Loop (UDN, UDC)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	2	2			YES
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%								
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%			100.00%	1	1			YES
Oct-03	95.00%								

Better  
Performance

B.1.16.8 2W Analog Loop Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	5	5			YES
Dec-02	95.00%			100.00%	14	14			YES
Jan-03	95.00%			100.00%	6	6			YES
Feb-03	95.00%			100.00%	3	3			YES
Mar-03	95.00%			97.60%	14	16			NO
Apr-03	95.00%			100.00%	11	11			YES
May-03	95.00%			100.00%	9	9			YES
Jun-03	95.00%			100.00%	3	3			YES
Jul-03	95.00%			100.00%	7	7			YES
Aug-03	95.00%			75.00%	3	4			NO
Sep-03	95.00%								
Oct-03	95.00%			100.00%	4	4			YES

Better  
Performance

Better  
Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.16.9 2W Analog Loop Non-Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	11	11			YES
Dec-02	95.00%			100.00%	14	14			YES
Jan-03	95.00%			100.00%	6	6			YES
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%								
Apr-03	95.00%			100.00%	6	6			YES
May-03	95.00%			100.00%	7	7			YES
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	13	13			YES
Aug-03	95.00%			100.00%	17	17			YES
Sep-03	95.00%			91.87%	11	12			NO
Oct-03	95.00%			98.00%	49	50			YES

Better Performance

Better Performance

B.1.16.12 2W Analog Loop w/LNP Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			100.00%	4	4			YES
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%			100.00%	2	2			YES
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								

Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

B.1.16.13 2W Analog Loop w/LNP Non-Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%			100.00%	2	2			YES
Oct-03	95.00%								

B.1.16.15 UCL-ND/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Mechanized

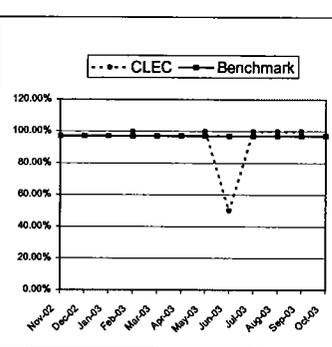
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.4

EELs/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%			100.00%	1	1			YES
Mar-03	97.00%								
Apr-03	97.00%								
May-03	97.00%			100.00%	3	3			YES
Jun-03	97.00%			50.00%	1	2			NO
Jul-03	97.00%			100.00%	1	1			YES
Aug-03	97.00%			100.00%	3	3			YES
Sep-03	97.00%			100.00%	1	1			YES
Oct-03	97.00%								



Better Performance ↑  
↑ Better Performance

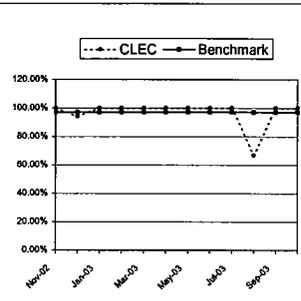
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

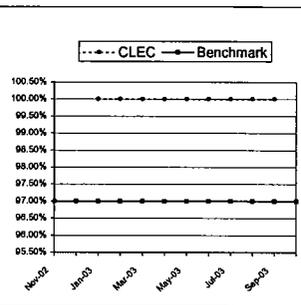
B.1.4.5 xDSL (ADSL, HDSL and UCL)KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%			100.00%	6	6			YES
Dec-02	97.00%			94.12%	16	17			NO
Jan-03	97.00%			100.00%	9	9			YES
Feb-03	97.00%			100.00%	6	6			YES
Mar-03	97.00%			100.00%	7	7			YES
Apr-03	97.00%			100.00%	1	1			YES
May-03	97.00%			100.00%	6	6			YES
Jun-03	97.00%			100.00%	10	10			YES
Jul-03	97.00%			100.00%	5	5			YES
Aug-03	97.00%			66.67%	2	3			NO
Sep-03	97.00%			100.00%	1	1			YES
Oct-03	97.00%			100.00%	1	1			YES



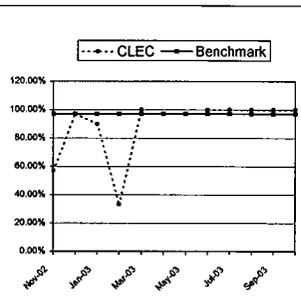
B.1.4.6 ISDN Loop (UDN, UDC)KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%			100.00%	2	2			YES
Feb-03	97.00%			100.00%	4	4			YES
Mar-03	97.00%			100.00%	7	7			YES
Apr-03	97.00%			100.00%	6	6			YES
May-03	97.00%			100.00%	4	4			YES
Jun-03	97.00%			100.00%	2	2			YES
Jul-03	97.00%			100.00%	7	7			YES
Aug-03	97.00%			100.00%	1	1			YES
Sep-03	97.00%			100.00%	1	1			YES
Oct-03	97.00%								



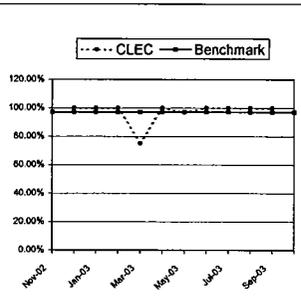
B.1.4.7 Line Sharing/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%			67.14%	4	7			NO
Dec-02	97.00%			97.06%	33	34			YES
Jan-03	97.00%			80.00%	83	70			NO
Feb-03	97.00%			83.33%	4	12			NO
Mar-03	97.00%			100.00%	1	1			YES
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%			100.00%	2	2			YES
Jul-03	97.00%			100.00%	2	2			YES
Aug-03	97.00%			100.00%	2	2			YES
Sep-03	97.00%			100.00%	1	1			YES
Oct-03	97.00%			100.00%	6	6			YES



B.1.4.8 2W Analog Loop Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%			100.00%	3	3			YES
Jan-03	97.00%			100.00%	1	1			YES
Feb-03	97.00%			100.00%	6	6			YES
Mar-03	97.00%			75.00%	3	4			NO
Apr-03	97.00%			100.00%	3	3			YES
May-03	97.00%			66.68%	31	32			NO
Jun-03	97.00%			100.00%	4	4			YES
Jul-03	97.00%			100.00%	8	8			YES
Aug-03	97.00%			100.00%	6	6			YES
Sep-03	97.00%			100.00%	3	3			YES
Oct-03	97.00%								



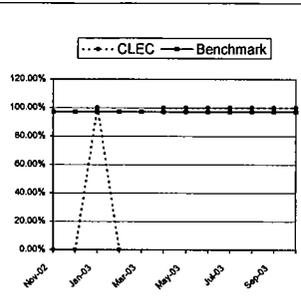
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.9 2W Analog Loop Non-Design/KY (%)

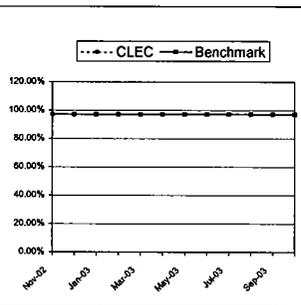
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%			0.00%	0	2			NO
Dec-02	97.00%			0.00%	0	1			NO
Jan-03	97.00%			100.00%	1	1			YES
Feb-03	97.00%			0.00%	0	1			NO
Mar-03	97.00%								
Apr-03	97.00%			100.00%	1	1			YES
May-03	97.00%			100.00%	3	3			YES
Jun-03	97.00%			100.00%	1	1			YES
Jul-03	97.00%			100.00%	3	3			YES
Aug-03	97.00%			100.00%	4	4			YES
Sep-03	97.00%			100.00%	1	1			YES
Oct-03	97.00%			100.00%	1	1			YES



Better Performance

B.1.4.10 2W Analog Loop w/INP Design/KY (%)

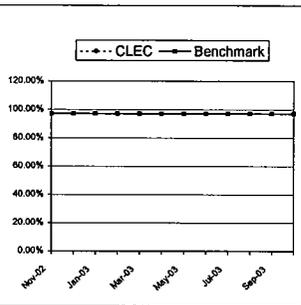
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%								
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%								
Jul-03	97.00%								
Aug-03	97.00%								
Sep-03	97.00%								
Oct-03	97.00%								



Better Performance

B.1.4.11 2W Analog Loop w/INP Non-Design/KY (%)

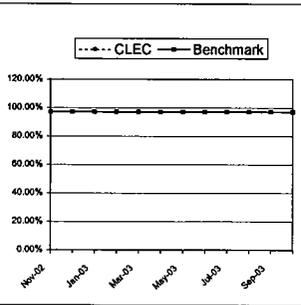
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%								
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%								
Jul-03	97.00%								
Aug-03	97.00%								
Sep-03	97.00%								
Oct-03	97.00%								



Better Performance

B.1.4.12 2W Analog Loop w/LNP Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%								
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%								
Jul-03	97.00%								
Aug-03	97.00%								
Sep-03	97.00%								
Oct-03	97.00%								



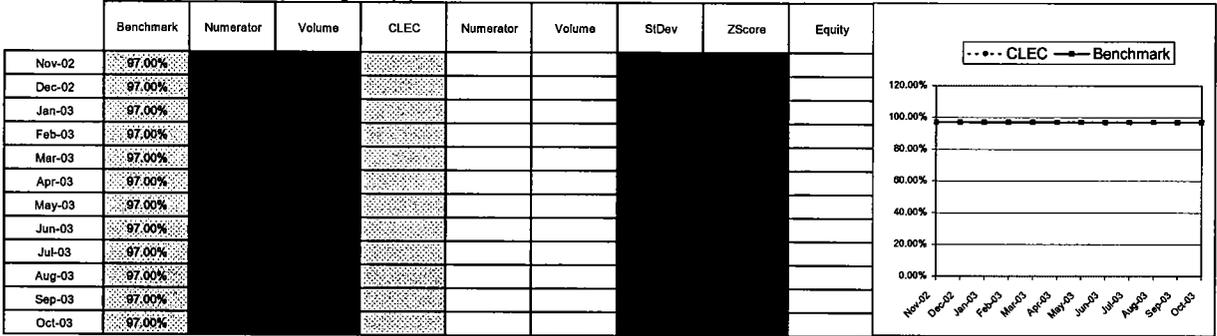
Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Mechanized

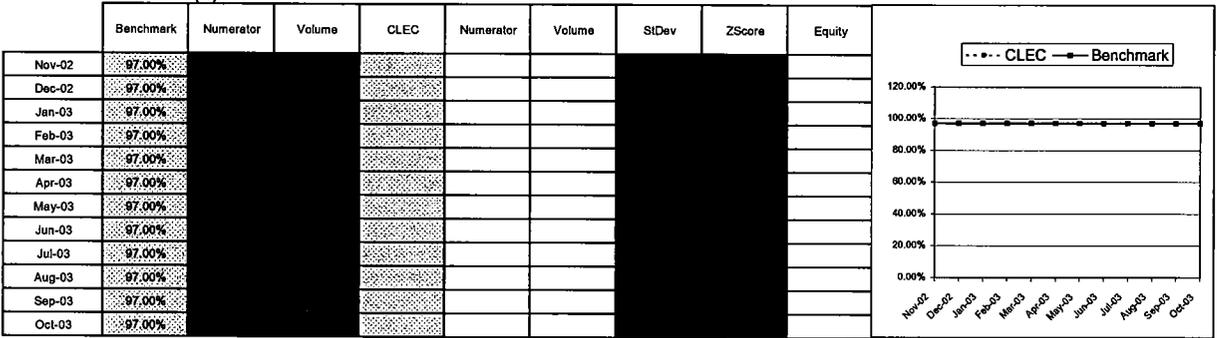
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator Indicates total number of CLEC reject notification Intervals within 1 hour for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.13 2W Analog Loop w/LNP Non-Design/KY (%)



B.1.4.15 UCL-ND/KY (%)



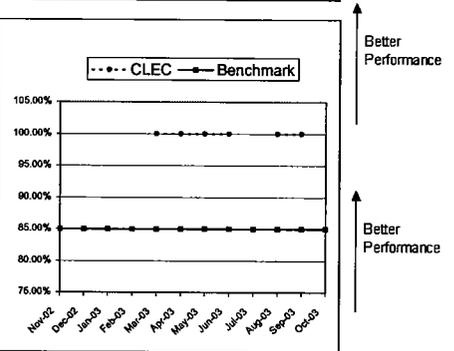
Better  
Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.4 EELs/KY (%)

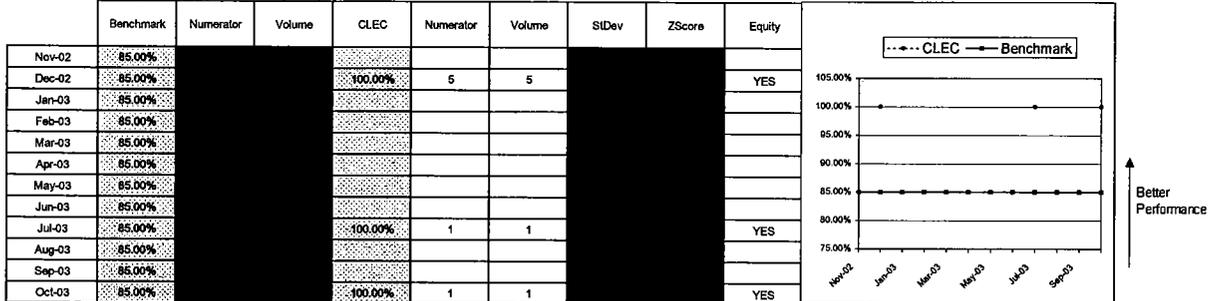
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%			100.00%	4	4			YES
Apr-03	85.00%			100.00%	7	7			YES
May-03	85.00%			100.00%	5	5			YES
Jun-03	85.00%			100.00%	3	3			YES
Jul-03	85.00%								
Aug-03	85.00%			100.00%	3	3			YES
Sep-03	85.00%			100.00%	2	2			YES
Oct-03	85.00%								



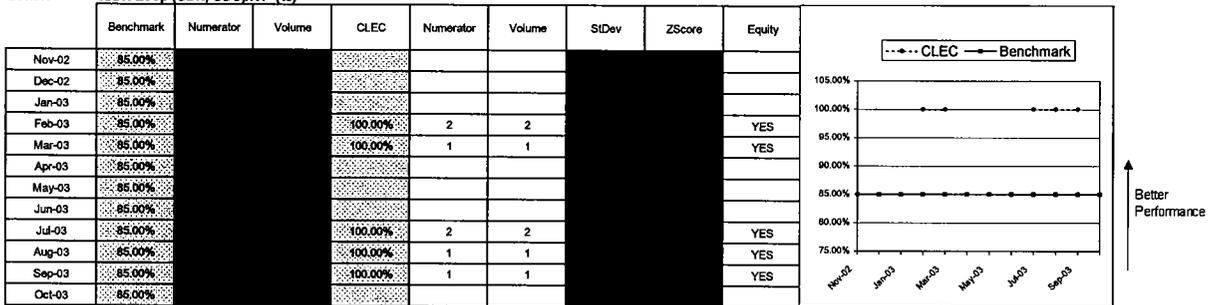
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

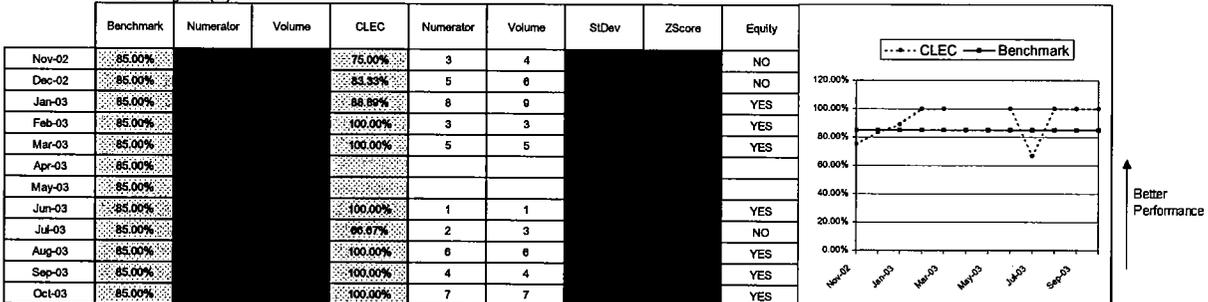
B.1.7.5 xDSL (ADSL, HDSL and UCL)KY (%)



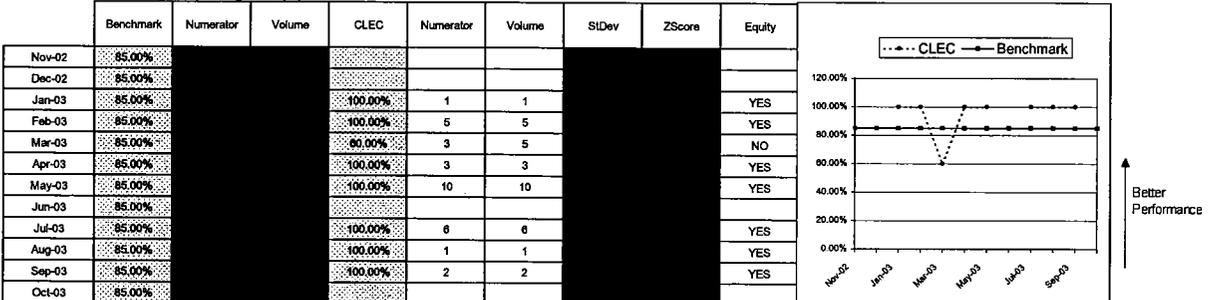
B.1.7.6 ISDN Loop (UDN, UDC)KY (%)



B.1.7.7 Line Sharing/KY (%)



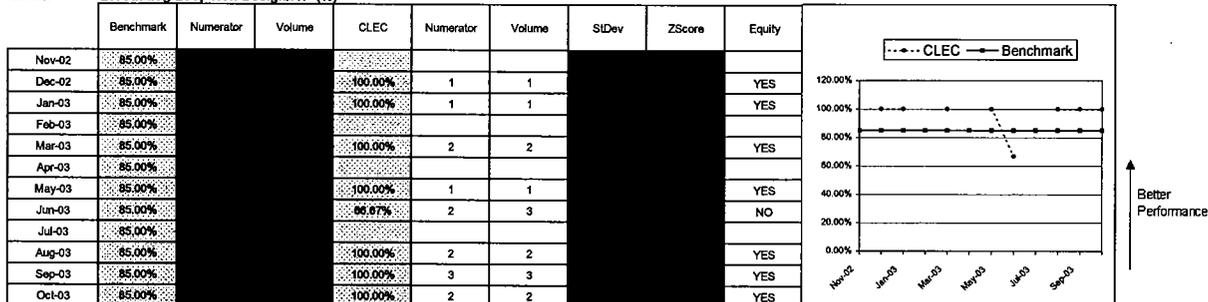
B.1.7.8 2W Analog Loop Design/KY (%)



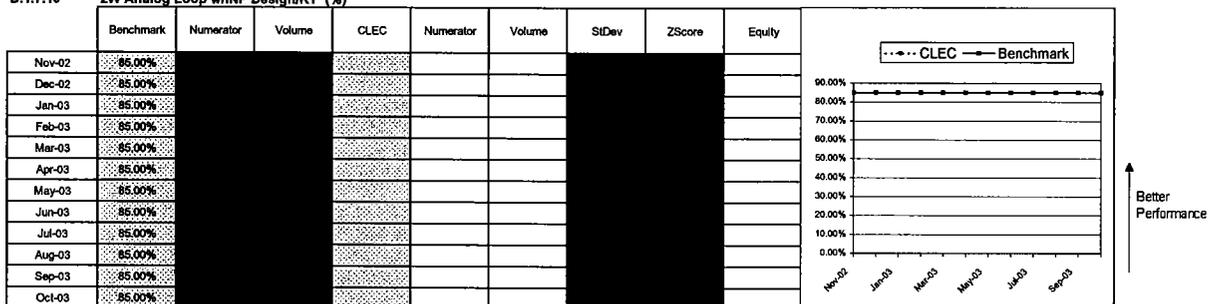
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

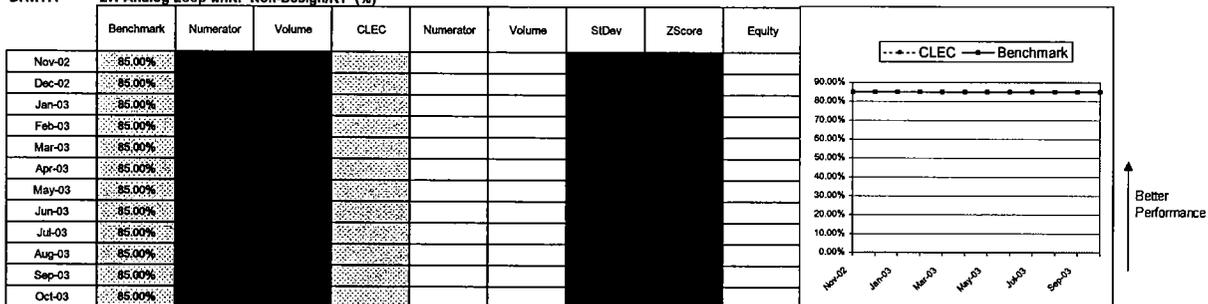
B.1.7.9 2W Analog Loop Non-Design/KY (%)



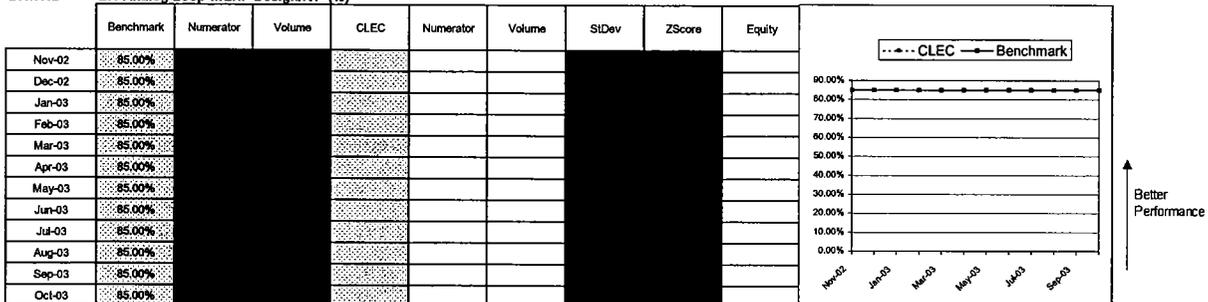
B.1.7.10 2W Analog Loop w/INP Design/KY (%)



B.1.7.11 2W Analog Loop w/INP Non-Design/KY (%)



B.1.7.12 2W Analog Loop w/LNP Design/KY (%)

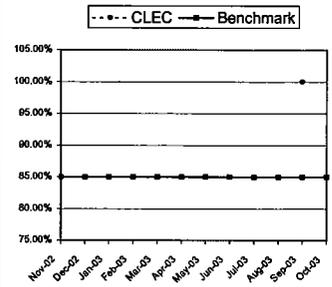


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 10 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.13 ZW Analog Loop w/LNP Non-Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%								
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%			100.00%	1	1			YES
Oct-03	85.00%								

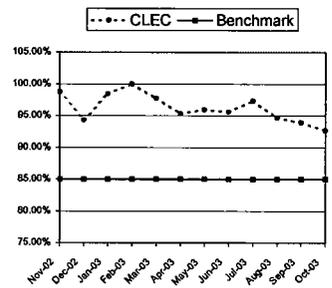


Better Performance

Better Performance

B.1.7.15 UCL-ND/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			98.73%	78	79			YES
Dec-02	85.00%			94.29%	66	70			YES
Jan-03	85.00%			98.43%	125	127			YES
Feb-03	85.00%			100.00%	64	64			YES
Mar-03	85.00%			97.73%	43	44			YES
Apr-03	85.00%			95.31%	203	213			YES
May-03	85.00%			95.90%	281	293			YES
Jun-03	85.00%			95.87%	734	768			YES
Jul-03	85.00%			97.30%	361	371			YES
Aug-03	85.00%			94.62%	176	186			YES
Sep-03	85.00%			93.90%	77	82			YES
Oct-03	85.00%			92.65%	63	68			YES



Better Performance

Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized

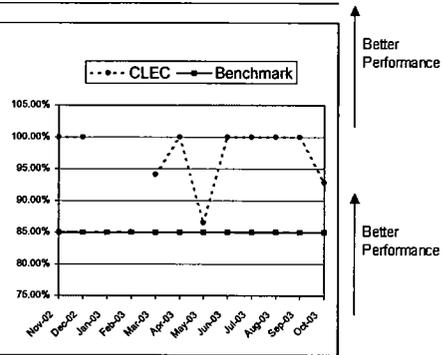
(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.4 EELs/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	3	3			YES
Dec-02	85.00%			100.00%	7	7			YES
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%			94.12%	16	17			YES
Apr-03	85.00%			100.00%	6	6			YES
May-03	85.00%			96.49%	64	74			YES
Jun-03	85.00%			100.00%	18	18			YES
Jul-03	85.00%			100.00%	7	7			YES
Aug-03	85.00%			100.00%	4	4			YES
Sep-03	85.00%			100.00%	7	7			YES
Oct-03	85.00%			92.86%	13	14			YES



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.5 xDSL (ADSL, HDSL and UCL)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%			100.00%	8	8			YES
Feb-03	85.00%			100.00%	1	1			YES
Mar-03	85.00%			100.00%	1	1			YES
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%			100.00%	1	1			YES
Jul-03	85.00%								
Aug-03	85.00%			100.00%	5	5			YES
Sep-03	85.00%			100.00%	11	11			YES
Oct-03	85.00%								

B.1.8.6 ISDN Loop (UDN, UDC)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%			100.00%	1	1			YES
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%			100.00%	1	1			YES
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%								
Oct-03	85.00%								

B.1.8.7 Line Sharing/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	5	5			YES
Dec-02	85.00%			100.00%	6	6			YES
Jan-03	85.00%			100.00%	6	6			YES
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%			100.00%	9	9			YES
Jun-03	85.00%			100.00%	8	8			YES
Jul-03	85.00%								
Aug-03	85.00%			100.00%	4	4			YES
Sep-03	85.00%								
Oct-03	85.00%			100.00%	1	1			YES

B.1.8.8 2W Analog Loop Design/KY (%)

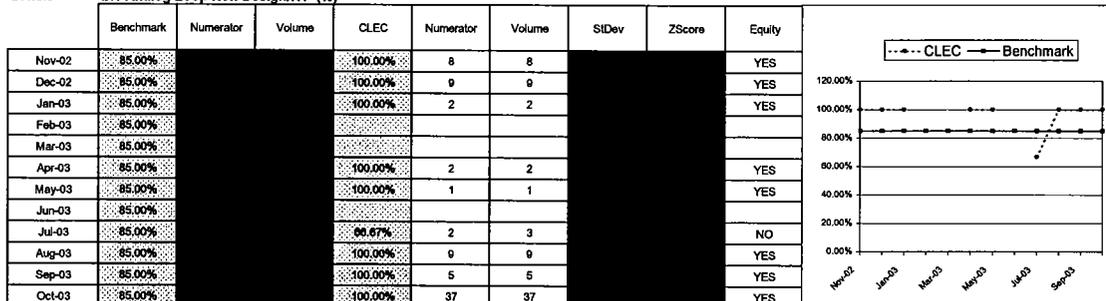
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	4	4			YES
Dec-02	85.00%			100.00%	7	7			YES
Jan-03	85.00%			100.00%	3	3			YES
Feb-03	85.00%								
Mar-03	85.00%			100.00%	8	8			YES
Apr-03	85.00%			100.00%	5	5			YES
May-03	85.00%			83.33%	5	6			NO
Jun-03	85.00%								
Jul-03	85.00%			100.00%	5	5			YES
Aug-03	85.00%			100.00%	2	2			YES
Sep-03	85.00%								
Oct-03	85.00%			100.00%	1	1			YES

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized

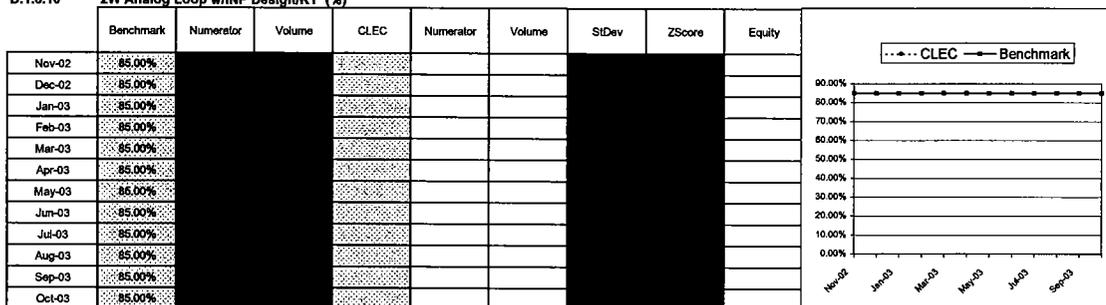
(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

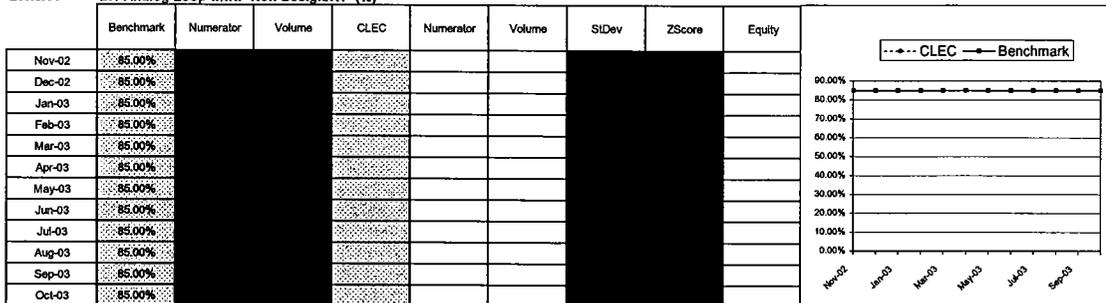
B.1.8.9 2W Analog Loop Non-Design/KY (%)



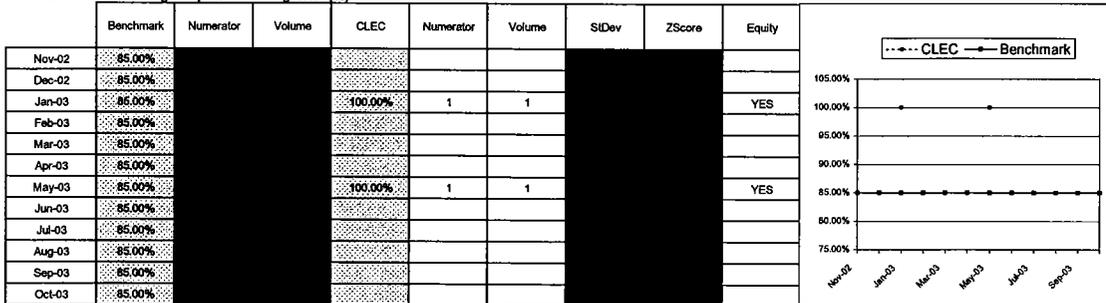
B.1.8.10 2W Analog Loop w/INP Design/KY (%)



B.1.8.11 2W Analog Loop w/INP Non-Design/KY (%)



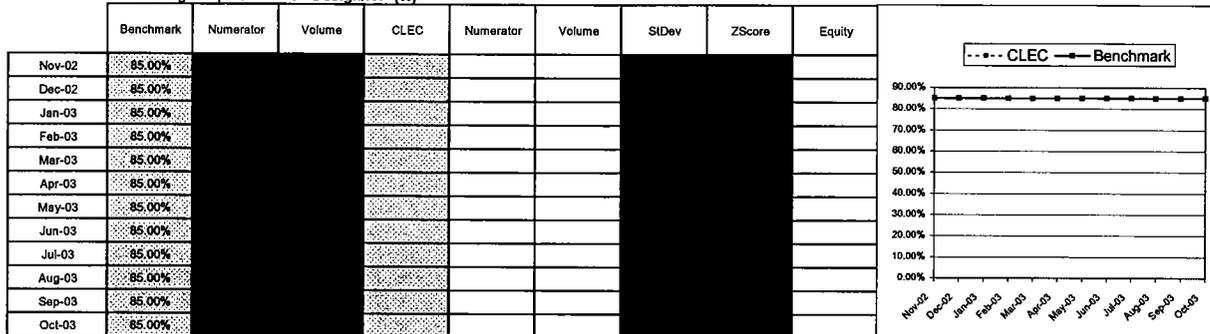
B.1.8.12 2W Analog Loop w/LNP Design/KY (%)



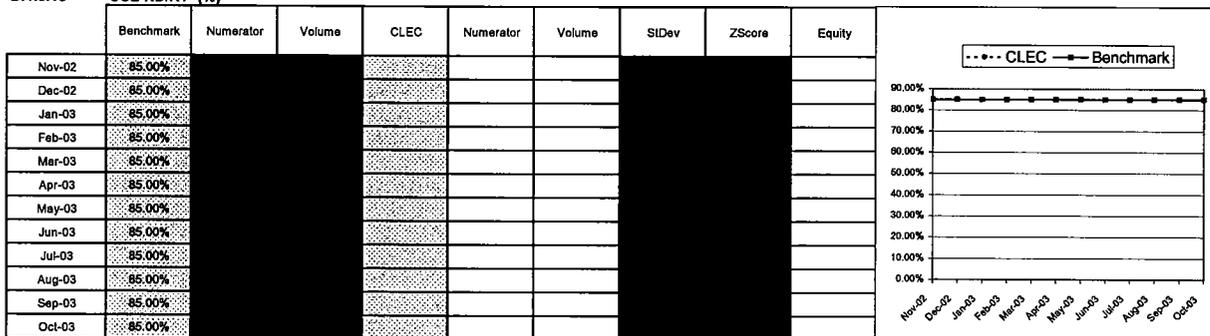
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Non-Mechanized  
(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.13 2W Analog Loop w/LNP Non-Design/KY (%)



B.1.8.15 UCL-ND/KY (%)



Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

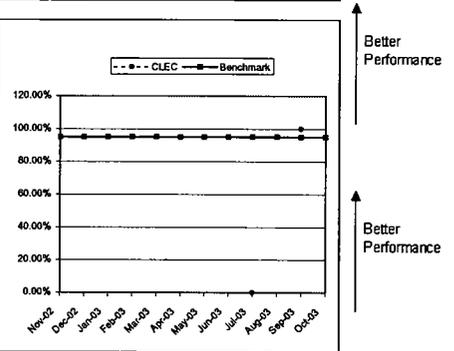
Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.4

EELs/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%			0.00%	0	1			NO
Aug-03	95.00%								
Sep-03	95.00%			100.00%	1	1			YES
Oct-03	95.00%								



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.5 xDSL (ADSL, HDSL and UCL)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	44	44			YES
Dec-02	95.00%			100.00%	71	71			YES
Jan-03	95.00%			100.00%	44	44			YES
Feb-03	95.00%			100.00%	25	25			YES
Mar-03	95.00%			100.00%	25	25			YES
Apr-03	95.00%			100.00%	20	20			YES
May-03	95.00%			93.33%	14	15			NO
Jun-03	95.00%			100.00%	22	22			YES
Jul-03	95.00%			100.00%	49	49			YES
Aug-03	95.00%			95.83%	23	24			YES
Sep-03	95.00%			100.00%	12	12			YES
Oct-03	95.00%			100.00%	24	24			YES

B.1.9.6 ISDN Loop (UDN, UDC)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	2	2			YES
Jan-03	95.00%			100.00%	28	28			YES
Feb-03	95.00%			100.00%	35	35			YES
Mar-03	95.00%			97.30%	36	37			YES
Apr-03	95.00%			97.87%	42	43			YES
May-03	95.00%			100.00%	34	34			YES
Jun-03	95.00%			100.00%	13	13			YES
Jul-03	95.00%			97.22%	35	36			YES
Aug-03	95.00%			100.00%	18	18			YES
Sep-03	95.00%			100.00%	14	14			YES
Oct-03	95.00%			100.00%	19	19			YES

B.1.9.8 2W Analog Loop Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	5	5			YES
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	21	21			YES
Jun-03	95.00%								
Jul-03	95.00%			50.00%	1	2			NO
Aug-03	95.00%			100.00%	4	4			YES
Sep-03	95.00%			100.00%	5	5			YES
Oct-03	95.00%								

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

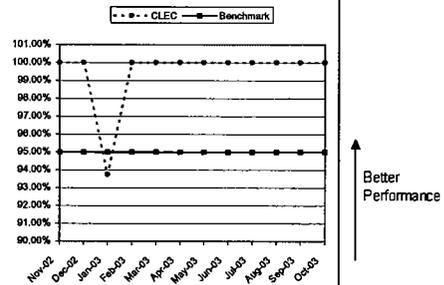
(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

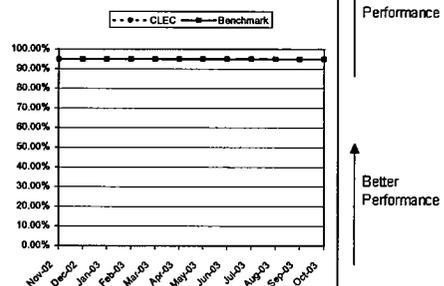
B.1.9.9 2W Analog Loop Non-Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	30	30			YES
Dec-02	95.00%			100.00%	30	30			YES
Jan-03	95.00%			89.75%	15	16			NO
Feb-03	95.00%			100.00%	14	14			YES
Mar-03	95.00%			100.00%	10	10			YES
Apr-03	95.00%			100.00%	12	12			YES
May-03	95.00%			100.00%	17	17			YES
Jun-03	95.00%			100.00%	22	22			YES
Jul-03	95.00%			100.00%	15	15			YES
Aug-03	95.00%			100.00%	40	40			YES
Sep-03	95.00%			100.00%	14	14			YES
Oct-03	95.00%			100.00%	14	14			YES



B.1.9.12 2W Analog Loop w/LNP Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



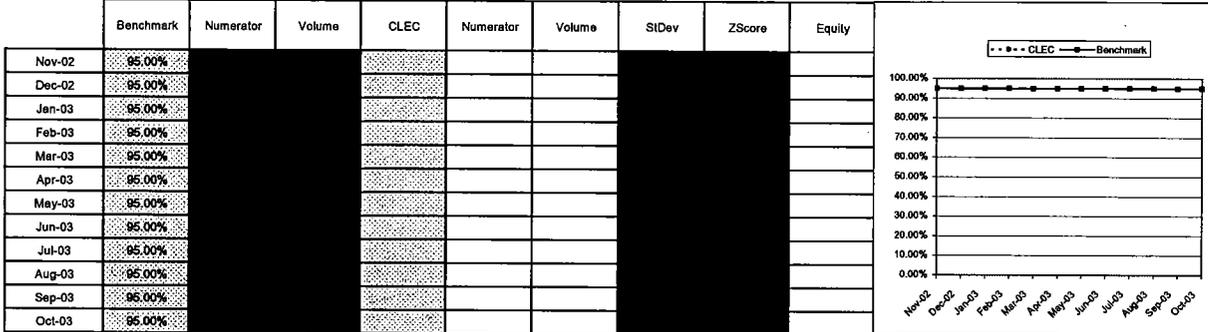
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

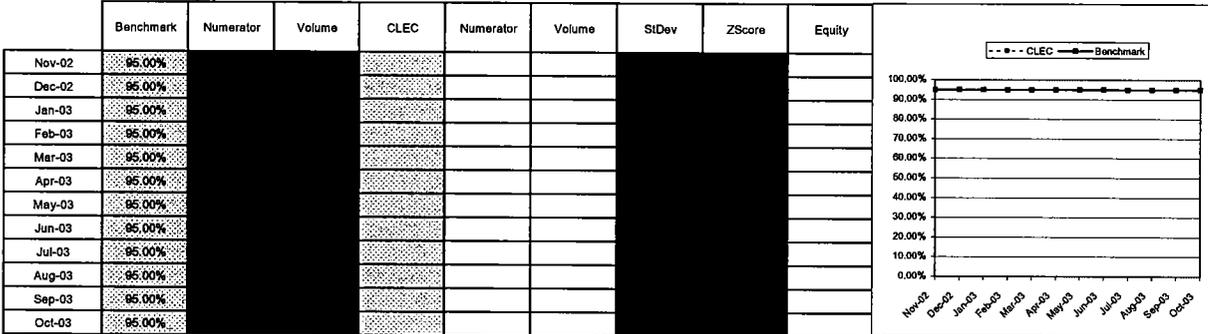
Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.13 2W Analog Loop w/LNP Non-Design/KY (%)



B.1.9.15 UCL-ND/KY (%)

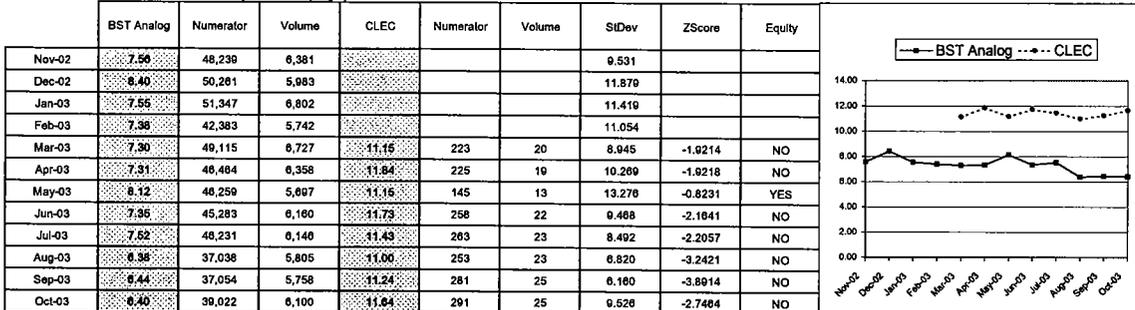


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval

(Interval Between Order Issuance and Completion)

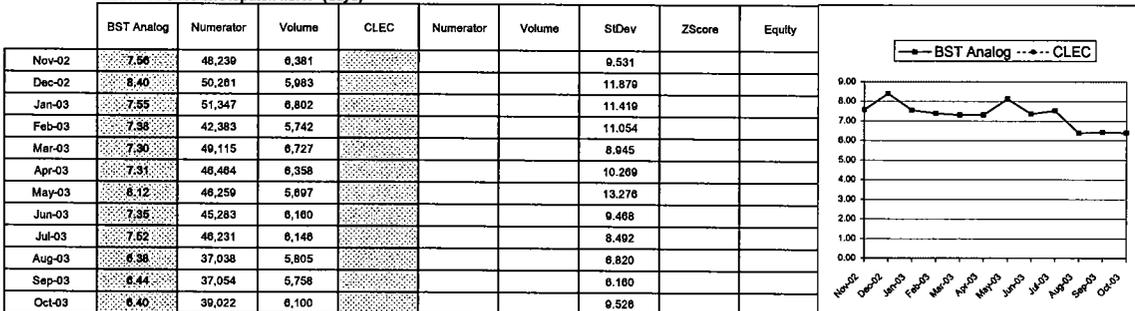
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.4.1.1 EELs<10 circuits/Dispatch/KY (days)



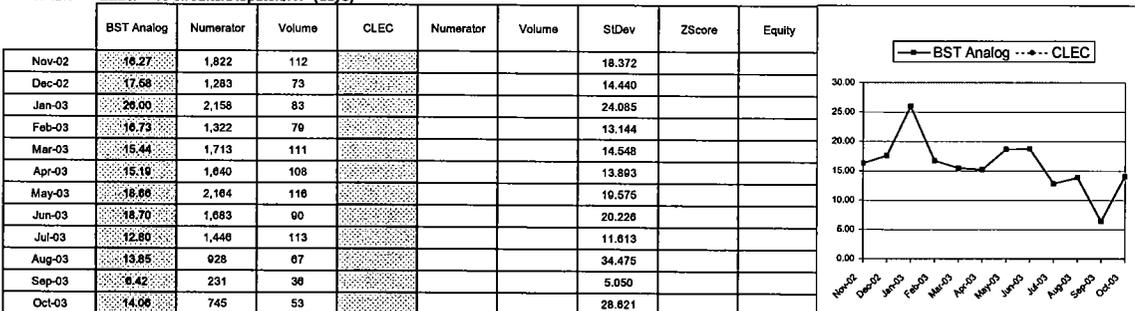
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.2.1.4.1.4 EELs<10 circuits/Dispatch In/KY (days)



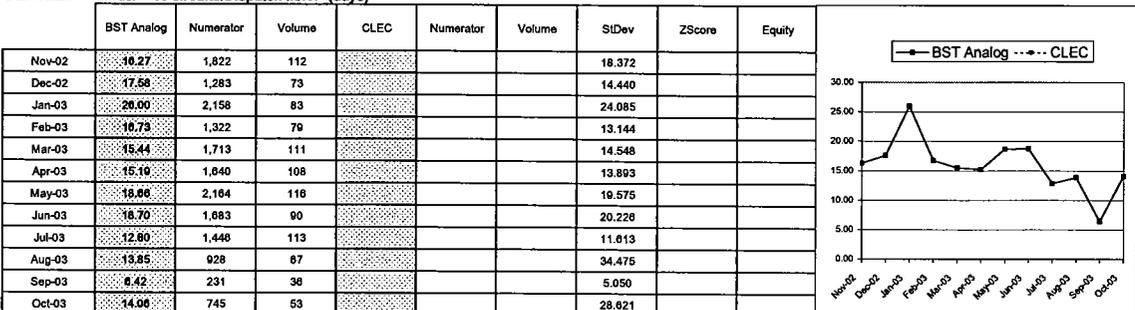
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.2.1.4.2.1 EELs>=10 circuits/Dispatch/KY (days)



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.2.1.4.2.4 EELs>=10 circuits/Dispatch In/KY (days)



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

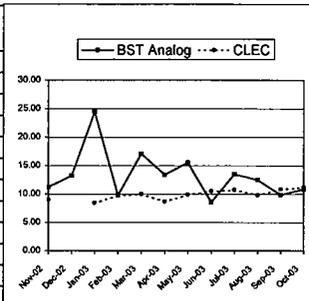
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.6.3.1 UNE ISDN/<6 circuits/Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.28	484	43	9.00	9	1	0.366	0.3503	YES
Dec-02	13.22	595	45				8.878		
Jan-03	24.43	708	29	8.43	59	7	38.289	0.9921	YES
Feb-03	9.78	284	27	9.70	97	10	3.630	0.0579	YES
Mar-03	17.10	687	39	10.00	100	10	23.477	0.8535	YES
Apr-03	13.35	854	49	8.87	104	12	9.308	1.5635	YES
May-03	15.49	387	25	9.87	148	15	11.237	1.5296	YES
Jun-03	8.53	145	17	10.50	42	4	5.318	-0.8870	YES
Jul-03	13.46	471	35	10.75	86	8	7.578	0.9115	YES
Aug-03	12.45	361	29	9.80	98	10	8.328	0.8673	YES
Sep-03	9.83	228	23	10.88	70	7	4.529	-0.5274	YES
Oct-03	10.85	217	20	11.20	56	5	6.150	-0.1138	YES

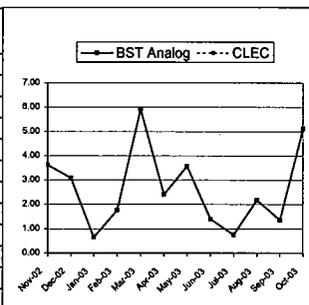


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.1.6.3.2 UNE ISDN/<6 circuits/Non-Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.82	72	20				5.084		
Dec-02	3.09	52	17				7.518		
Jan-03	0.65	11	17				0.872		
Feb-03	1.78	90	51				3.252		
Mar-03	5.92	213	38				19.290		
Apr-03	2.40	79	33				4.929		
May-03	3.56	78	22				6.115		
Jun-03	1.39	17	12				2.210		
Jul-03	0.74	13	18				0.555		
Aug-03	2.18	37	17				3.557		
Sep-03	1.35	22	16				2.249		
Oct-03	5.11	77	15				15.250		

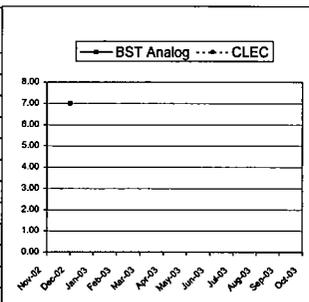


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.1.6.4.1 UNE ISDN/6-13 circuits/Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	7.00	7	1				0.000		
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

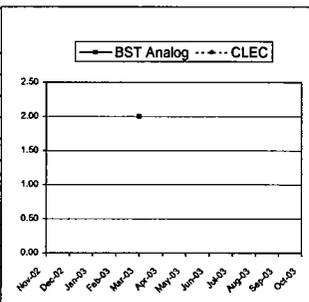


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.1.6.4.2 UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.00	4	2				0.000		
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Better Performance

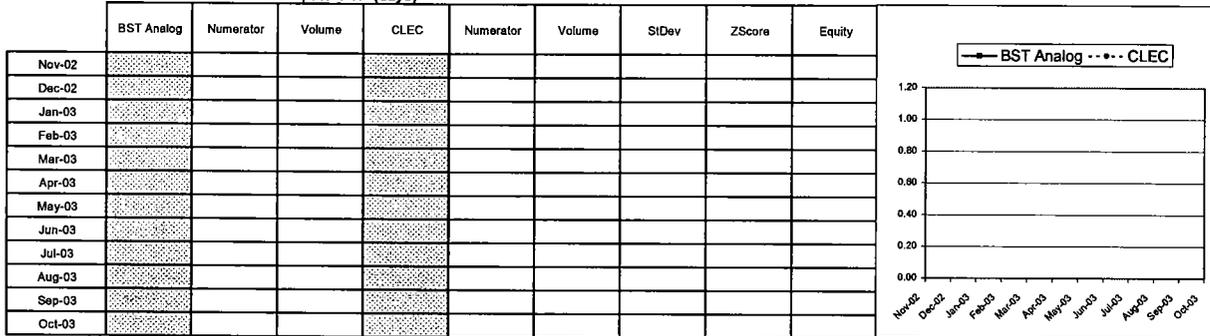
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval

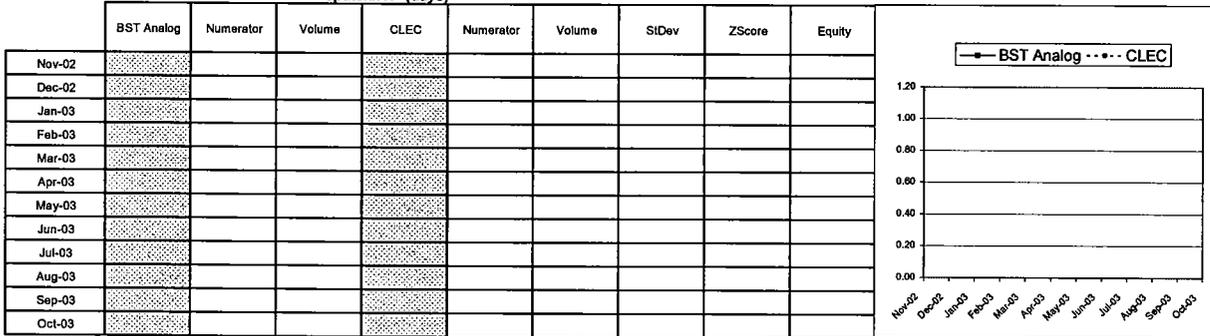
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.6.5.1 UNE ISDN/>=14 circuits/Dispatch/KY (days)



B.2.1.6.5.2 UNE ISDN/>=14 circuits/Non-Dispatch/KY (days)

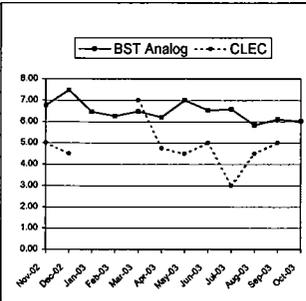


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval

(Interval Between Order Issuance and Completion)  
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	6.76	39,194	5,796	5.00	5	1	8.881	0.2030	YES
Dec-02	7.48	41,430	5,540	4.50	18	4	10.713	0.5558	YES
Jan-03	6.46	40,885	6,331				9.258		
Feb-03	6.26	33,136	5,290				8.964		
Mar-03	6.47	39,836	6,159	7.00	7	1	8.083	-0.0658	YES
Apr-03	6.20	35,786	5,772	4.75	19	4	8.690	0.3336	YES
May-03	6.99	36,350	5,201	4.50	9	2	11.914	0.2954	YES
Jun-03	6.53	37,357	5,724	5.00	5	1	8.162	0.1870	YES
Jul-03	6.58	37,482	5,699	3.00	3	1	6.720	0.5323	YES
Aug-03	5.83	32,121	5,510	4.60	18	4	5.515	0.4820	YES
Sep-03	6.10	33,388	5,468	5.00	5	1	5.523	0.1996	YES
Oct-03	6.00	34,373	5,725				9.386		

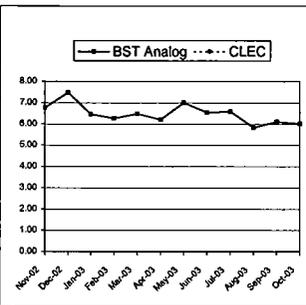


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	6.76	39,194	5,796				8.881		
Dec-02	7.48	41,430	5,540				10.713		
Jan-03	6.46	40,885	6,331				9.258		
Feb-03	6.26	33,136	5,290				8.964		
Mar-03	6.47	39,836	6,159				8.083		
Apr-03	6.20	35,786	5,772				8.690		
May-03	6.99	36,350	5,201				11.914		
Jun-03	6.53	37,357	5,724				8.162		
Jul-03	6.58	37,482	5,699				6.720		
Aug-03	5.83	32,121	5,510				5.515		
Sep-03	6.10	33,388	5,468				5.523		
Oct-03	6.00	34,373	5,725				9.386		

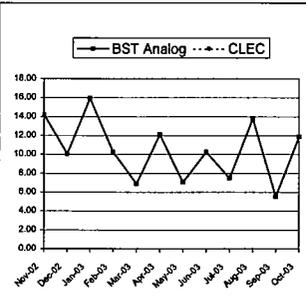


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.8.2.1 2W Analog Loop Design>=10 circuits/Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	14.21	554	39				20.840		
Dec-02	10.04	281	28				7.466		
Jan-03	15.94	446	28				18.269		
Feb-03	10.26	318	31				11.648		
Mar-03	8.88	371	54				6.992		
Apr-03	12.12	618	51				17.431		
May-03	7.06	353	50				9.013		
Jun-03	10.26	472	46				9.079		
Jul-03	7.47	441	59				9.153		
Aug-03	13.79	400	29				51.864		
Sep-03	5.53	177	32				4.040		
Oct-03	11.86	427	36				33.956		

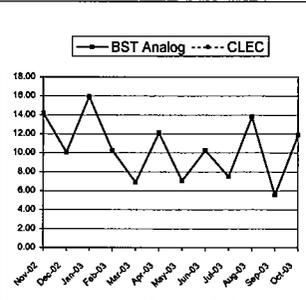


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.1.8.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	14.21	554	39				20.840		
Dec-02	10.04	281	28				7.466		
Jan-03	15.94	446	28				18.269		
Feb-03	10.26	318	31				11.648		
Mar-03	8.88	371	54				6.992		
Apr-03	12.12	618	51				17.431		
May-03	7.06	353	50				9.013		
Jun-03	10.26	472	46				9.079		
Jul-03	7.47	441	59				9.153		
Aug-03	13.79	400	29				51.864		
Sep-03	5.53	177	32				4.040		
Oct-03	11.86	427	36				33.956		



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

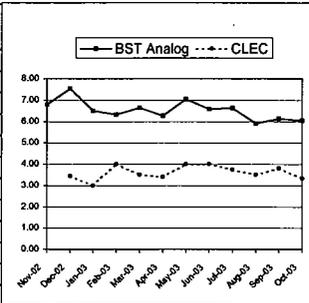
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Order Completion Interval**

(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

**B.2.1.9.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.79	38,827	5,716				8.710		
Dec-02	7.54	41,031	5,440	3.44	31	9	10.794	1.1380	YES
Jan-03	6.50	40,487	6,228	3.00	12	4	9.305	0.7530	YES
Feb-03	6.32	32,828	5,194	4.00	8	2	9.029	0.3833	YES
Mar-03	6.04	38,423	5,934	3.50	7	2	8.175	0.5438	YES
Apr-03	6.28	35,172	5,818	3.40	17	5	8.760	0.7290	YES
May-03	7.04	36,047	5,117	4.00	12	3	11.993	0.4396	YES
Jun-03	6.57	37,058	5,838	4.00	20	5	8.208	0.7006	YES
Jul-03	6.62	37,090	5,800	3.75	30	8	8.760	1.2012	YES
Aug-03	5.90	31,822	5,396	3.50	28	8	5.548	1.2212	YES
Sep-03	6.13	32,915	5,372	3.80	19	5	5.468	0.9515	YES
Oct-03	6.04	34,019	5,836	3.33	20	6	9.448	0.7003	YES

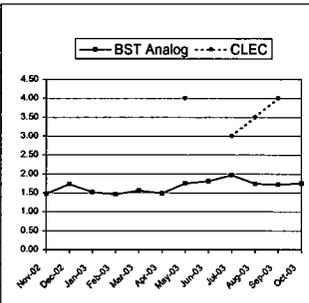


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.9.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.48	81,820	55,455				2.189		
Dec-02	1.73	97,817	56,888				1.896		
Jan-03	1.52	102,078	67,338				1.208		
Feb-03	1.45	74,895	51,521				1.671		
Mar-03	1.56	80,281	51,406				2.082		
Apr-03	1.48	86,123	58,149				2.488		
May-03	1.75	51,925	29,710	4.00	4	1	3.374	-0.8676	YES
Jun-03	1.80	52,219	29,007				2.165		
Jul-03	1.96	61,988	31,601	3.00	3	1	2.027	-0.5122	YES
Aug-03	1.73	55,240	31,848	3.50	14	4	1.590	-2.2201	NO
Sep-03	1.72	48,330	28,074	4.00	12	3	2.203	-1.7908	NO
Oct-03	1.74	49,653	28,509				3.028		

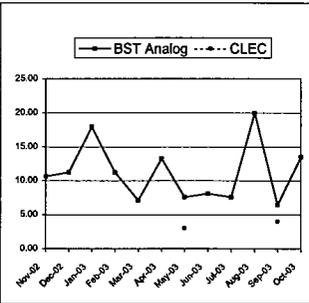


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.9.2.1 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.65	362	34				11.814		
Dec-02	11.24	236	21				8.086		
Jan-03	17.91	412	23				19.559		
Feb-03	11.29	304	27				12.177		
Mar-03	7.13	342	48				7.348		
Apr-03	13.26	504	38				19.378		
May-03	7.56	220	29	3.00	3	1	10.284	0.4385	YES
Jun-03	8.12	268	33				9.195		
Jul-03	7.57	358	47				9.450		
Aug-03	19.95	379	19				63.781		
Sep-03	6.43	135	21	4.00	8	2	4.081	0.8041	YES
Oct-03	13.48	364	27				36.207		

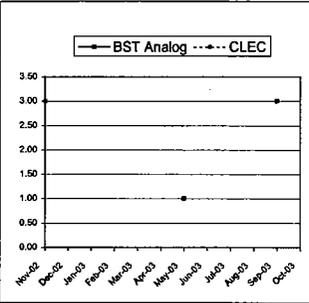


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.9.2.4 2W Analog Loop Non-Design>=10 circuits/Dispatch In/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.00	3	1				0.000		
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	1.00	1	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03	3.00	3	1				0.000		
Oct-03									



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

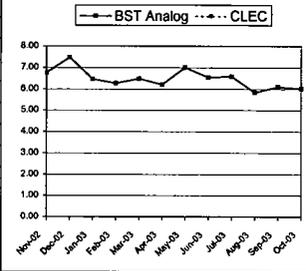
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Order Completion Interval**

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

**B.2.1.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.78	39,194	5,796				8.881		
Dec-02	7.48	41,430	5,540				10.713		
Jan-03	6.46	40,885	6,331				9.258		
Feb-03	6.26	33,136	5,290				8.964		
Mar-03	6.47	39,836	6,159				8.083		
Apr-03	6.20	35,786	5,772				8.690		
May-03	6.99	36,350	5,201				11.914		
Jun-03	6.53	37,357	5,724				8.162		
Jul-03	6.56	37,482	5,699				6.720		
Aug-03	5.83	32,121	5,510				5.515		
Sep-03	6.10	33,368	5,468				5.523		
Oct-03	6.00	34,373	5,725				9.386		

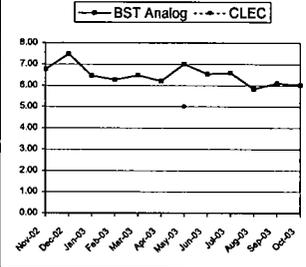


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.1.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.76	39,194	5,796				8.881		
Dec-02	7.48	41,430	5,540				10.713		
Jan-03	6.46	40,885	6,331				9.258		
Feb-03	6.26	33,136	5,290				8.964		
Mar-03	6.47	39,836	6,159				8.083		
Apr-03	6.20	35,786	5,772				8.690		
May-03	6.99	36,350	5,201	6.00	5	1	11.914	0.1669	YES
Jun-03	6.53	37,357	5,724				8.162		
Jul-03	6.56	37,482	5,699				6.720		
Aug-03	5.83	32,121	5,510				5.515		
Sep-03	6.10	33,368	5,468				5.523		
Oct-03	6.00	34,373	5,725				9.386		

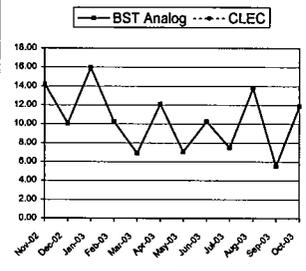


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.1.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.21	554	39				20.840		
Dec-02	10.04	281	28				7.466		
Jan-03	16.64	448	28				18.269		
Feb-03	10.26	318	31				11.648		
Mar-03	6.88	371	54				6.992		
Apr-03	12.12	618	51				17.431		
May-03	7.06	353	50				9.013		
Jun-03	10.26	472	46				9.079		
Jul-03	7.47	441	59				9.153		
Aug-03	13.79	400	29				51.864		
Sep-03	5.53	177	32				4.040		
Oct-03	11.86	427	36				33.959		

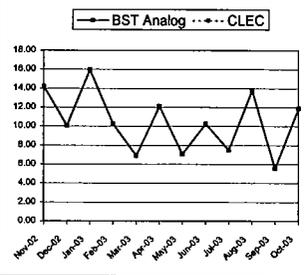


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.1.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.21	554	39				20.840		
Dec-02	10.04	281	28				7.466		
Jan-03	16.64	448	28				18.269		
Feb-03	10.26	318	31				11.648		
Mar-03	6.88	371	54				6.992		
Apr-03	12.12	618	51				17.431		
May-03	7.06	353	50				9.013		
Jun-03	10.26	472	46				9.079		
Jul-03	7.47	441	59				9.153		
Aug-03	13.79	400	29				51.864		
Sep-03	5.53	177	32				4.040		
Oct-03	11.86	427	36				33.959		



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

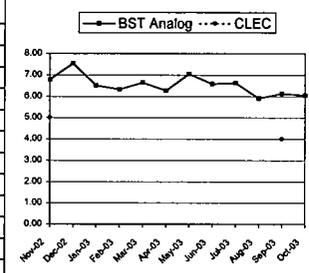
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Order Completion Interval**

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

**B.2.1.13.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.70	38,827	5,718	6.00	5	1	8.710	0.2058	YES
Dec-02	7.54	41,031	5,440				10.794		
Jan-03	6.50	40,497	6,226				9.305		
Feb-03	6.32	32,826	5,194				9.029		
Mar-03	6.64	39,423	5,934				8.175		
Apr-03	6.26	35,172	5,618				8.760		
May-03	7.04	36,047	5,117				11.993		
Jun-03	6.57	37,058	5,638				8.208		
Jul-03	6.62	37,090	5,800				6.760		
Aug-03	5.00	31,822	5,396				5.548		
Sep-03	6.13	32,915	5,372	4.00	4	1	5.468	0.3891	YES
Oct-03	6.04	34,019	5,636				9.448		

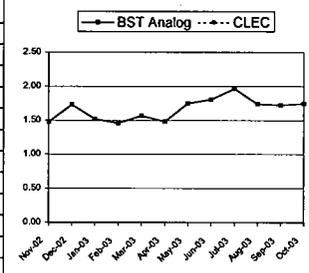


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.13.1.4 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.46	81,820	55,455				2.169		
Dec-02	1.73	97,817	56,686				1.896		
Jan-03	1.52	102,078	67,338				1.208		
Feb-03	1.46	74,895	51,521				1.671		
Mar-03	1.56	80,281	51,406				2.082		
Apr-03	1.48	88,123	58,149				2.488		
May-03	1.75	51,025	29,710				3.374		
Jun-03	1.80	52,219	29,007				2.165		
Jul-03	1.96	61,086	31,001				2.027		
Aug-03	1.73	55,240	31,848				1.560		
Sep-03	1.72	48,330	28,074				2.203		
Oct-03	1.74	49,853	28,509				3.028		

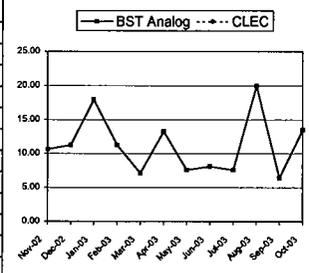


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.13.2.1 2W Analog Loop w/LNP Non-Design<=10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.65	362	34				11.814		
Dec-02	11.24	236	21				8.086		
Jan-03	17.81	412	23				19.559		
Feb-03	11.26	304	27				12.177		
Mar-03	7.13	342	48				7.348		
Apr-03	13.26	504	38				19.376		
May-03	7.56	220	29				10.284		
Jun-03	8.12	268	33				9.195		
Jul-03	7.57	356	47				6.450		
Aug-03	19.95	379	19				63.781		
Sep-03	6.43	135	21				4.081		
Oct-03	13.48	364	27				39.207		

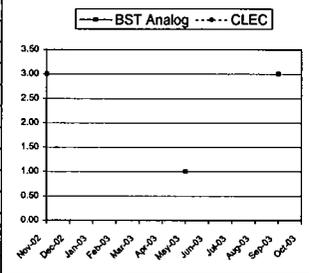


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.13.2.4 2W Analog Loop w/LNP Non-Design<=10 circuits/Dispatch In/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.00	3	1				0.000		
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	1.00	1	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03	3.00	3	1				0.000		
Oct-03									



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

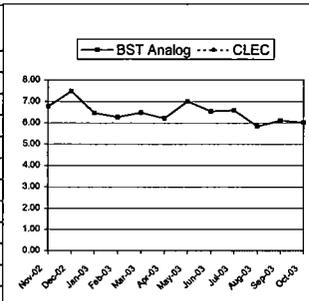
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Order Completion Interval**

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

**B.2.1.15.1.1 UCL-ND/<10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	6.76	39,194	5,796				8.881		
Dec-02	7.48	41,430	5,540				10.713		
Jan-03	6.46	40,885	6,331				9.258		
Feb-03	6.26	33,136	5,290				8.064		
Mar-03	6.47	38,836	6,159				8.083		
Apr-03	6.20	35,789	5,772				8.890		
May-03	6.99	36,350	5,201				11.914		
Jun-03	6.53	37,357	5,724				8.162		
Jul-03	6.58	37,482	5,699				6.720		
Aug-03	6.83	32,121	5,510				5.515		
Sep-03	6.10	33,368	5,488				5.523		
Oct-03	6.00	34,373	5,725				9.386		

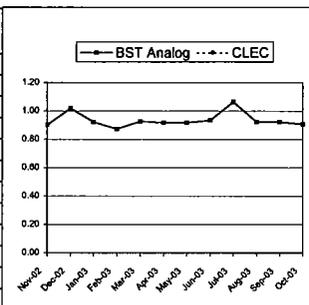


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

**B.2.1.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.90	108,878	120,767				1.604		
Dec-02	1.02	118,012	115,881				1.530		
Jan-03	0.92	125,447	136,201				1.049		
Feb-03	0.87	94,929	108,996				1.293		
Mar-03	0.93	99,513	107,570				1.581		
Apr-03	0.92	105,840	115,335				1.865		
May-03	0.92	104,263	113,742				1.851		
Jun-03	0.93	104,185	111,618				1.302		
Jul-03	1.06	118,383	111,350				1.414		
Aug-03	0.92	104,132	112,910				1.069		
Sep-03	0.92	100,183	108,845				1.296		
Oct-03	0.91	101,581	112,195				1.710		

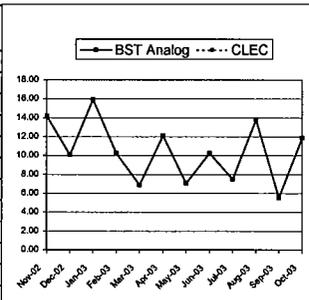


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

**B.2.1.15.2.1 UCL-ND/≥10 circuits/Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.21	554	39				20.840		
Dec-02	10.04	281	28				7.468		
Jan-03	15.94	446	28				18.269		
Feb-03	10.26	318	31				11.648		
Mar-03	6.88	371	54				6.992		
Apr-03	12.12	818	51				17.431		
May-03	7.06	353	50				9.013		
Jun-03	10.26	472	46				9.079		
Jul-03	7.47	441	59				9.153		
Aug-03	13.79	400	29				51.864		
Sep-03	5.63	177	32				4.040		
Oct-03	11.88	427	36				33.959		

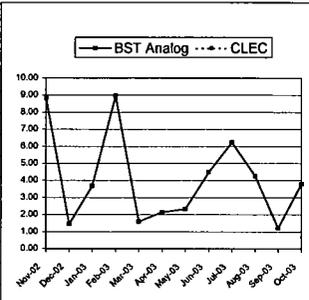


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

**B.2.1.15.2.2 UCL-ND/≥10 circuits/Non-Dispatch/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	8.82	97	11				13.925		
Dec-02	1.44	9	6				1.088		
Jan-03	3.67	56	16				3.959		
Feb-03	8.64	107	12				12.658		
Mar-03	1.90	24	15				1.100		
Apr-03	2.14	15	7				2.089		
May-03	2.32	49	21				2.752		
Jun-03	4.48	49	11				3.998		
Jul-03	6.21	87	14				11.884		
Aug-03	4.25	17	4				0.500		
Sep-03	1.19	8	7				1.120		
Oct-03	3.78	64	17				3.621		



Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

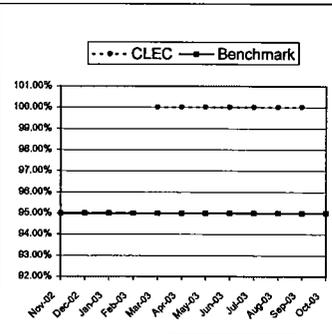
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.10.4 EELs/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	7	7			YES
Aug-03	95.00%			100.00%	7	7			YES
Sep-03	95.00%			100.00%	10	10			YES
Oct-03	95.00%								



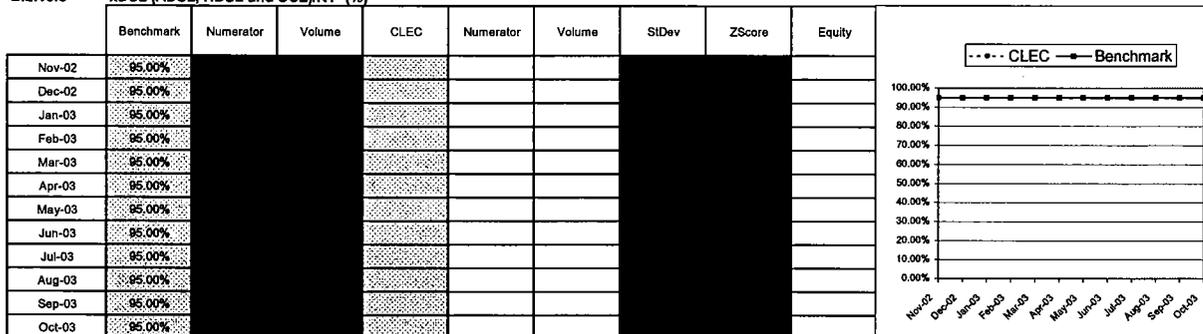
Better Performance ↑

Better Performance ↑

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Jeopardy Notice >= 48 hours - Mechanized**  
 (% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.  
 Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

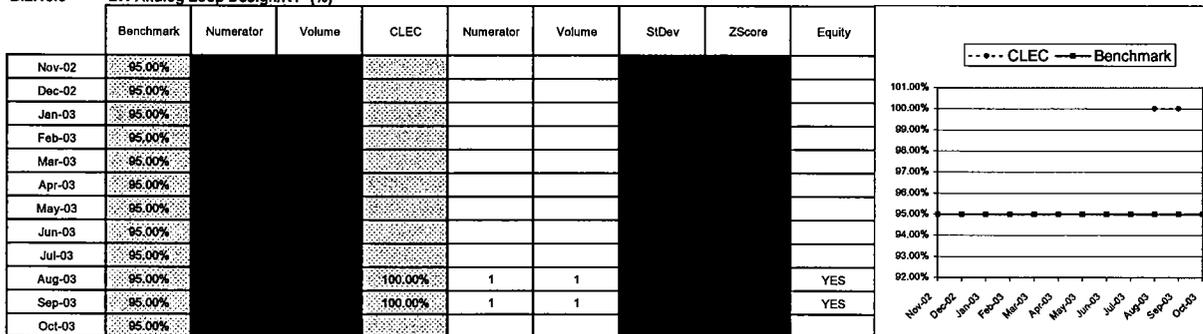
**B.2.10.5 xDSL (ADSL, HDSL and UCL)/KY (%)**



**B.2.10.6 UNE ISDN/KY (%)**



**B.2.10.8 2W Analog Loop Design/KY (%)**



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.10.9 2W Analog Loop Non-Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%			100.00%	2	2			YES

B.2.10.12 2W Analog Loop w/LNP Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								

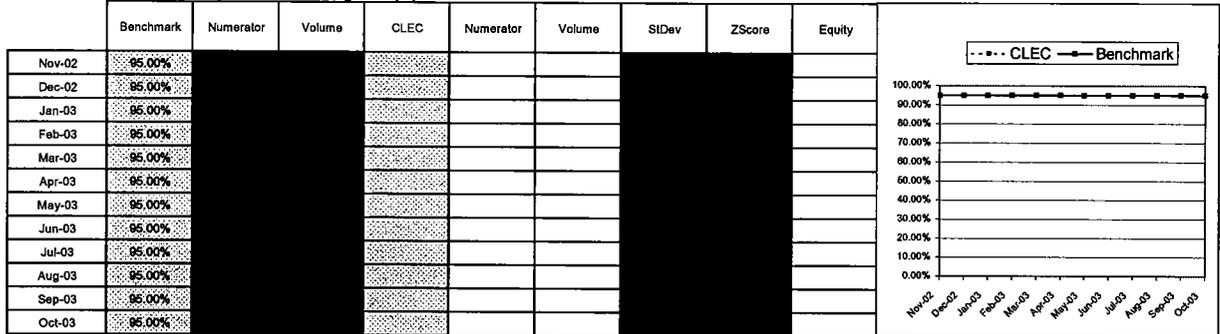
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

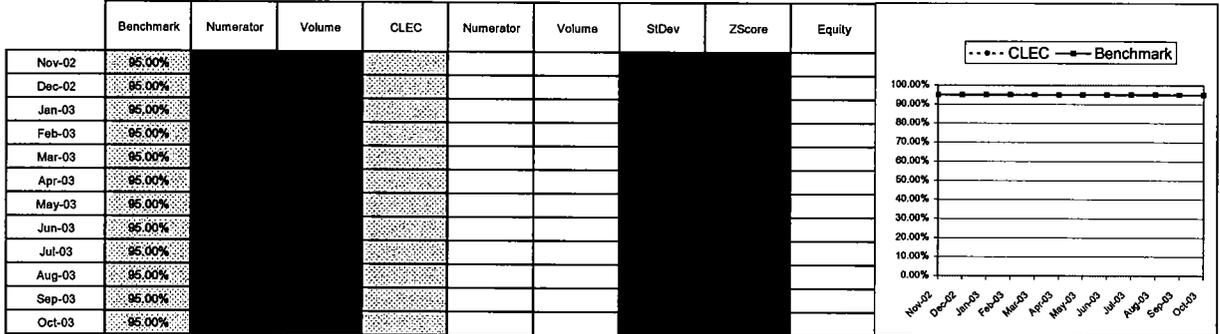
Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.10.13 2W Analog Loop w/LNP Non-Design/KY (%)



B.2.10.15 UCL-ND/KY (%)



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Coordinated Customers Conversions

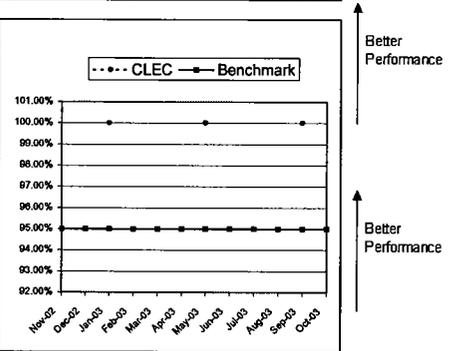
(% of Coordinated Time Intervals Worked to Cutover Loops (BST-CLEC) within 15 min)

Numerator Indicates total number of coordinated loop cutovers performed within 15 min for this disaggregation in the reporting period.

Volume Indicates the number of items cut for this disaggregation in the reporting period.

B.2.12.2 Loops with LNP/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			100.00%	4	4			YES
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%			100.00%	1	1			YES
Oct-03	95.00%								



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Hot Cuts > 15 minutes Early

(% of Hot Cuts Performed More Than 15 Minutes Before Scheduled Cut)

Numerator Indicates total number of hot cuts performed more than 15 minutes before scheduled cut in the reporting period.  
Volume Indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

B.2.13.1 Time-Specific SL1/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%			0.00%	0	1			YES
Oct-03	5.00%								

B.2.13.2 Time-Specific SL2/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								

B.2.13.3 Non-Time Specific SL1/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								

B.2.13.4 Non-Time Specific SL2/KY (%)

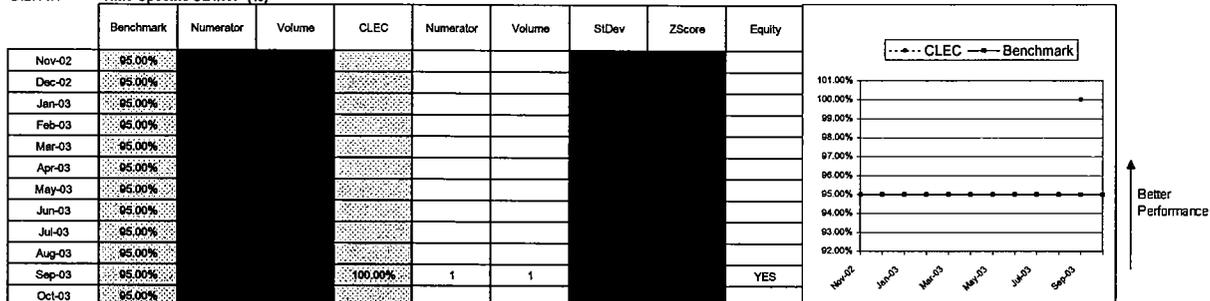
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%			0.00%	0	1			YES
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%			0.00%	0	1			YES
Jun-03	5.00%								
Jul-03	5.00%								
Aug-03	5.00%								
Sep-03	5.00%								
Oct-03	5.00%								

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Hot Cut Timeliness

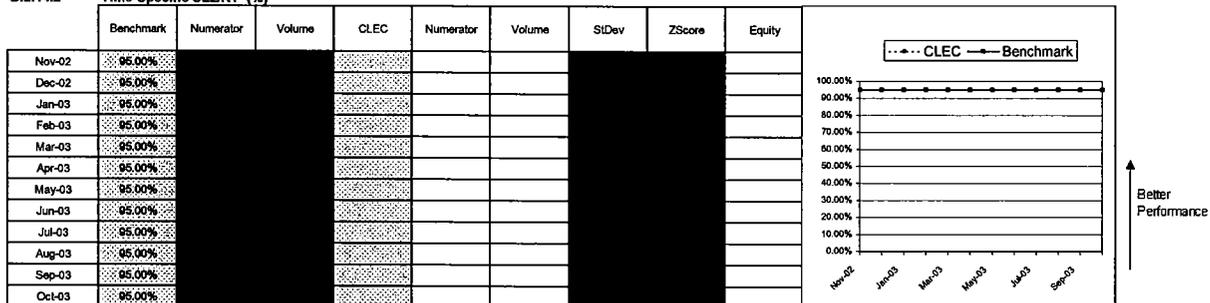
(% of Hot Cuts Performed within 15 Minutes of Scheduled Cut)

Numerator indicates total number of hot cuts performed within 15 minutes of scheduled cut in the reporting period.  
Volume indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

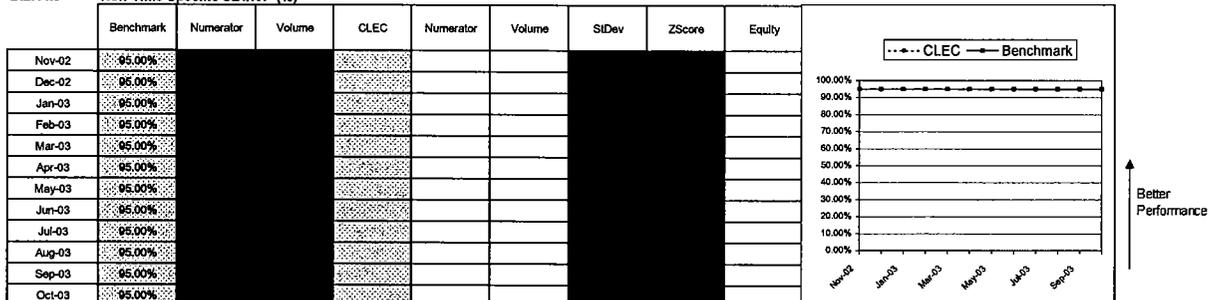
B.2.14.1 Time-Specific SL1/KY (%)



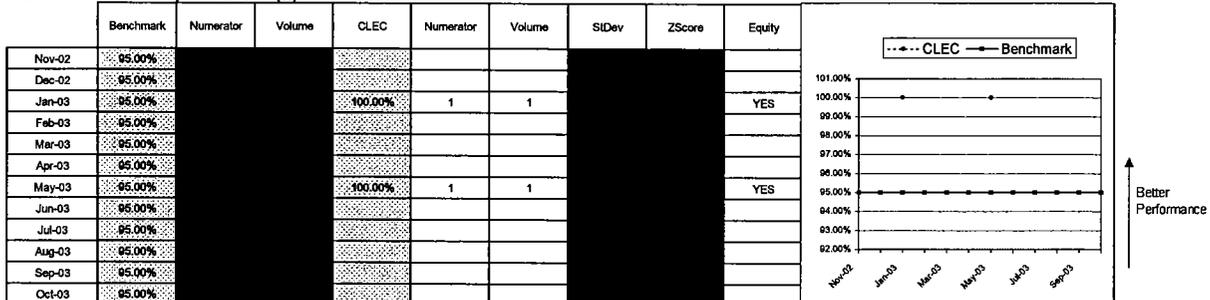
B.2.14.2 Time-Specific SL2/KY (%)



B.2.14.3 Non-Time Specific SL1/KY (%)



B.2.14.4 Non-Time Specific SL2/KY (%)

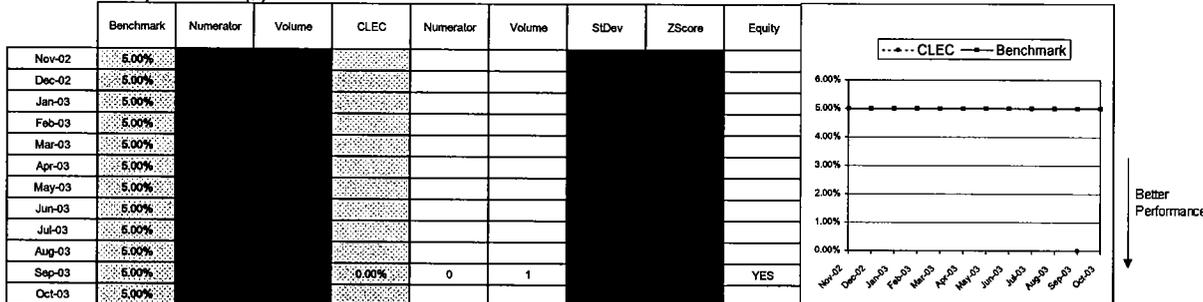


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Hot Cuts > 15 minutes Late

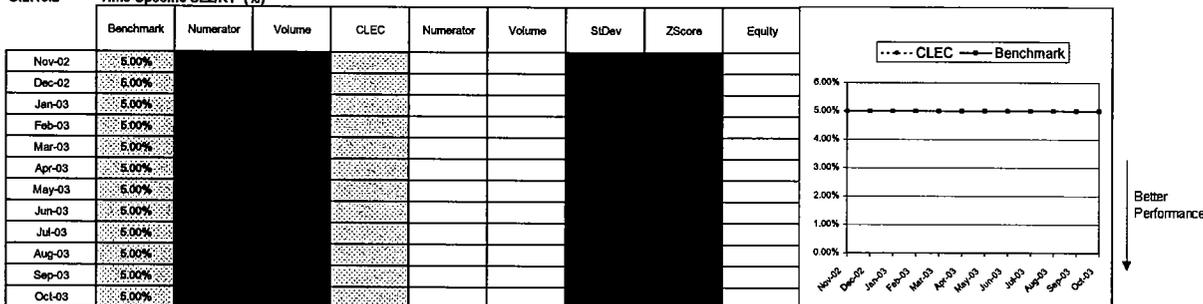
(% of Hot Cuts Performed More Than 15 Minutes After Scheduled Cut)

Numerator indicates total number of hot cuts performed more than 15 minutes after scheduled cut in the reporting period.  
Volume indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

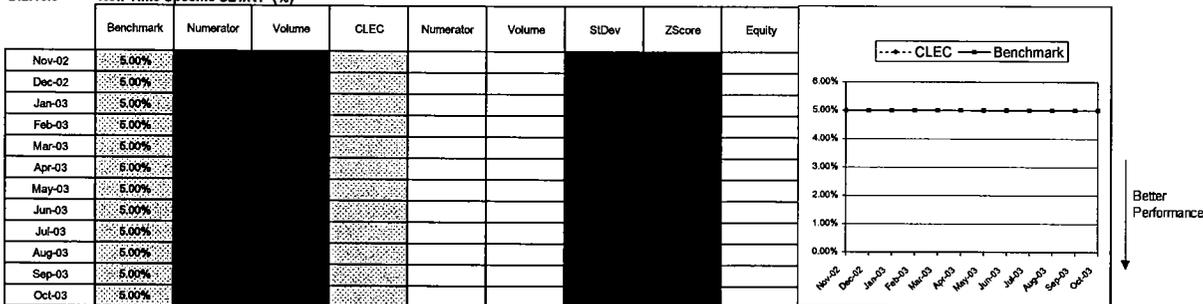
B.2.15.1 Time-Specific SL1/KY (%)



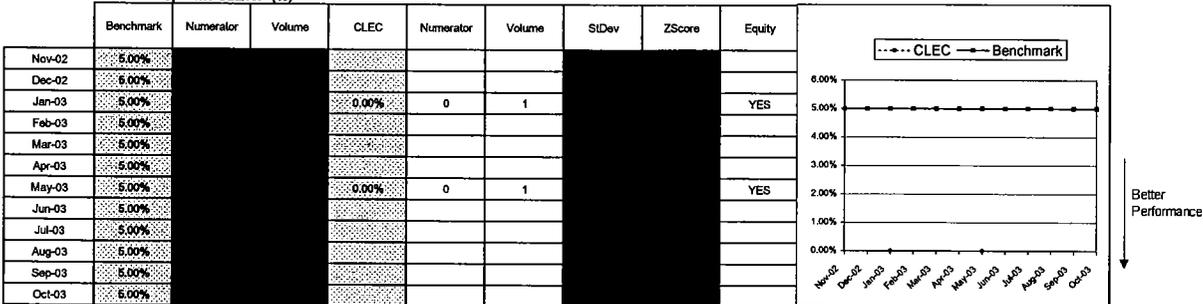
B.2.15.2 Time-Specific SL2/KY (%)



B.2.15.3 Non-Time Specific SL1/KY (%)



B.2.15.4 Non-Time Specific SL2/KY (%)

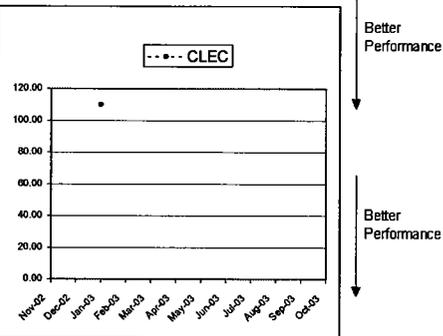


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Recovery Time - CCC

(Time between notification by BellSouth of a service outage found that can be isolated to the BellSouth side of the network)  
Numerator Indicates date and time trouble is closed by CLEC minus date and time the initial trouble is opened with BellSouth.  
Volume Indicates total number of troubles referred to BellSouth in the reporting period.

B.2.16.2 Loops with LNP/KY (minutes)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03				110.00	110	1			Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03									Diagnostic
Oct-03									Diagnostic



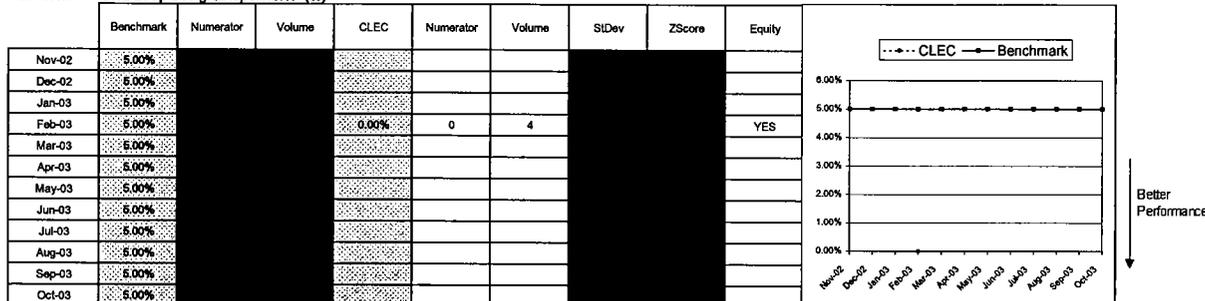
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 7 Days - Hot Cuts

(% of Trouble Reports Received within 7 Days of Hot Cut Service Order Completion)

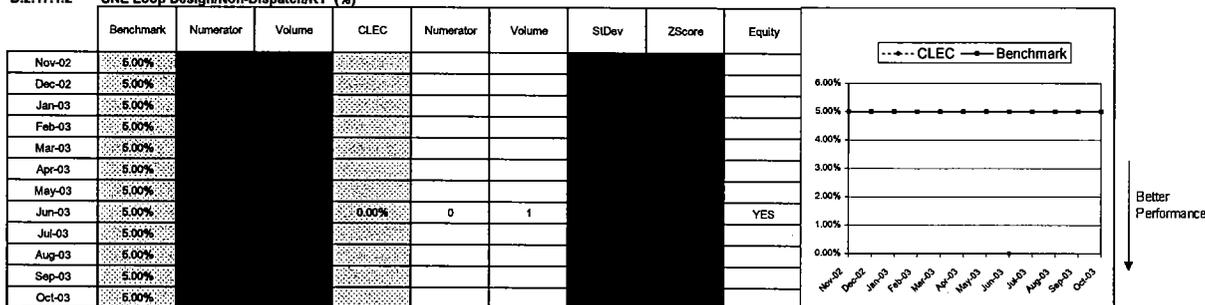
Numerator indicates total number of hot cut circuits with a trouble report within 7 days following service order completion.

Volume indicates total number of cut counts for this disaggregation in the previous reporting period.

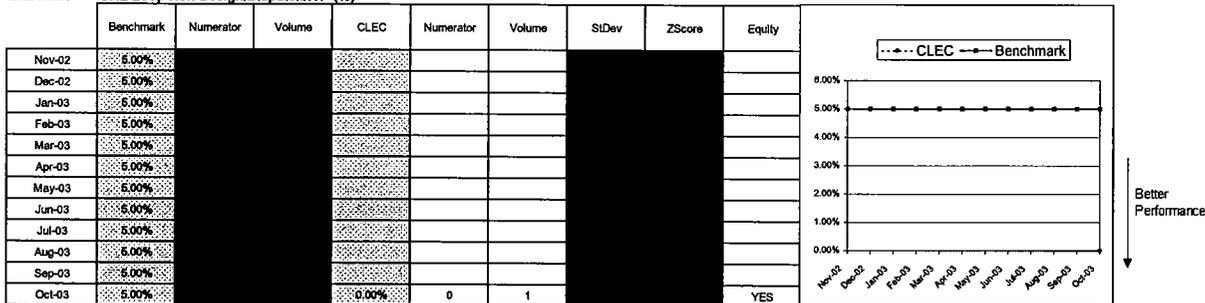
B.2.17.1.1 UNE Loop Design/Dispatch/KY (%)



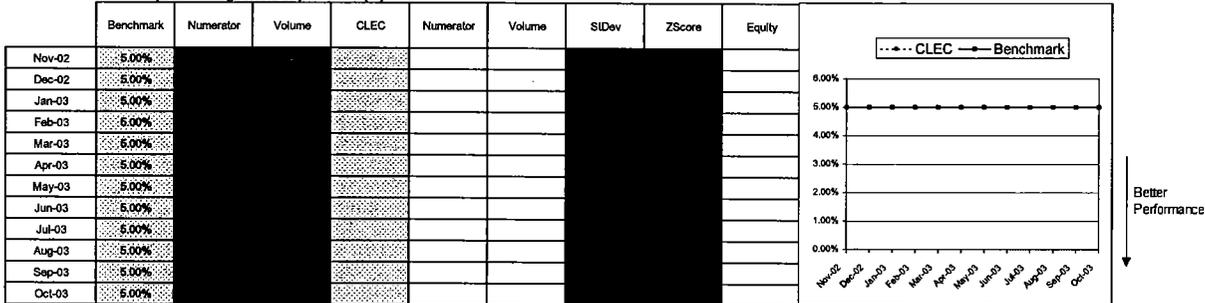
B.2.17.1.2 UNE Loop Design/Non-Dispatch/KY (%)



B.2.17.2.1 UNE Loop Non-Design/Dispatch/KY (%)



B.2.17.2.2 UNE Loop Non-Design/Non-Dispatch/KY (%)



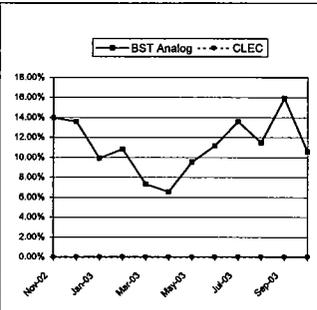
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
**(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.4.1.1 EELs<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	13.96%	1,002	7,179	0.00%	0	13		1.4509	YES
Dec-02	13.56%	917	6,752	0.00%	0	8		1.1206	YES
Jan-03	9.91%	754	7,607	0.00%	0	21		1.5179	YES
Feb-03	10.84%	698	6,440	0.00%	0	28		1.7742	YES
Mar-03	7.29%	562	7,704	0.00%	0	26		1.4280	YES
Apr-03	8.53%	475	7,278	0.00%	0	21		1.2092	YES
May-03	8.53%	622	6,529	0.00%	0	20		1.4490	YES
Jun-03	11.14%	806	7,236	0.00%	0	23		1.8953	YES
Jul-03	13.56%	942	6,934	0.00%	0	34		2.3083	YES
Aug-03	11.47%	841	7,329	0.00%	0	27		1.8874	YES
Sep-03	15.83%	1,128	7,081	0.00%	0	27		2.2578	YES
Oct-03	10.58%	806	7,615	0.00%	0	27		1.7846	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

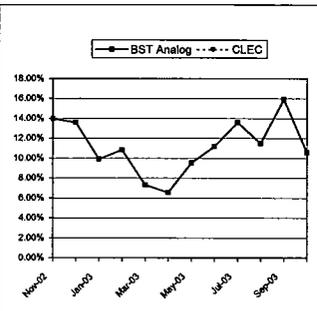


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**B.2.18.4.1.4 EELs<10 circuits/Dispatch In/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	13.96%	1,002	7,179						
Dec-02	13.56%	917	6,752						
Jan-03	9.91%	754	7,607						
Feb-03	10.84%	698	6,440						
Mar-03	7.29%	562	7,704						
Apr-03	8.53%	475	7,278						
May-03	8.53%	622	6,529						
Jun-03	11.14%	806	7,236						
Jul-03	13.56%	942	6,934						
Aug-03	11.47%	841	7,329						
Sep-03	15.83%	1,128	7,081						
Oct-03	10.58%	806	7,615						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

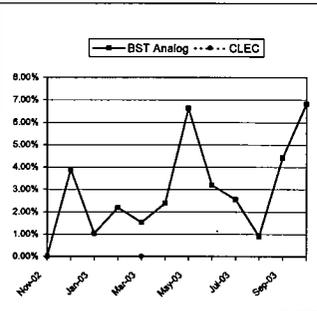


Better Performance

**B.2.18.4.2.1 EELs>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	122						
Dec-02	3.98%	4	103						
Jan-03	1.02%	1	98						
Feb-03	2.17%	2	92						
Mar-03	1.53%	2	131	0.00%	0	1		0.1240	YES
Apr-03	2.38%	3	126						
May-03	6.82%	9	136						
Jun-03	3.19%	3	94						
Jul-03	2.54%	3	118						
Aug-03	0.90%	1	111						
Sep-03	4.41%	3	68						
Oct-03	6.82%	6	88						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

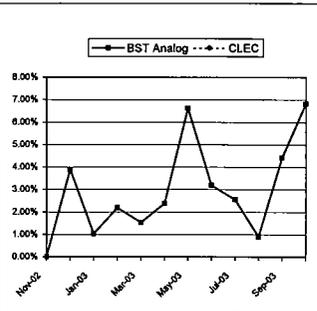


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**B.2.18.4.2.4 EELs>=10 circuits/Dispatch In/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	122						
Dec-02	3.98%	4	103						
Jan-03	1.02%	1	98						
Feb-03	2.17%	2	92						
Mar-03	1.53%	2	131						
Apr-03	2.38%	3	126						
May-03	6.82%	9	136						
Jun-03	3.19%	3	94						
Jul-03	2.54%	3	118						
Aug-03	0.90%	1	111						
Sep-03	4.41%	3	68						
Oct-03	6.82%	6	88						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



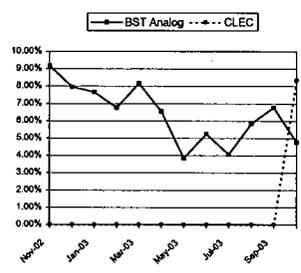
Better Performance

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
**(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.17%	62	676	0.00%	0	2		0.4487	YES
Dec-02	7.95%	85	1,069	0.00%	0	5		0.8557	YES
Jan-03	7.66%	68	888	0.00%	0	26		1.4473	YES
Feb-03	5.75%	58	859	0.00%	0	30		1.4488	YES
Mar-03	8.16%	67	821	0.00%	0	13		1.0664	YES
Apr-03	6.53%	64	980	0.00%	0	3		0.4571	YES
May-03	3.85%	38	988	0.00%	0	4		0.3992	YES
Jun-03	5.24%	57	1,087	0.00%	0	3		0.4069	YES
Jul-03	4.07%	44	1,082	0.00%	0	4		0.4110	YES
Aug-03	5.82%	77	1,322	0.00%	0	3		0.4303	YES
Sep-03	6.77%	81	1,198	0.00%	0	2		0.3809	YES
Oct-03	4.76%	63	1,323	8.33%	1	12		-0.5783	YES

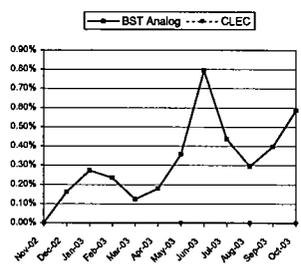


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	1,225						
Dec-02	0.16%	3	1,853						
Jan-03	0.27%	5	1,834						
Feb-03	0.23%	4	1,708						
Mar-03	0.12%	2	1,638						
Apr-03	0.16%	3	1,682						
May-03	0.36%	6	1,681	0.00%	0	1		0.0598	YES
Jun-03	0.76%	13	1,637						
Jul-03	0.43%	7	1,612						
Aug-03	0.29%	6	2,045	0.00%	0	1		0.0542	YES
Sep-03	0.40%	7	1,763						
Oct-03	0.56%	13	2,217	0.00%	0	2		0.1088	YES

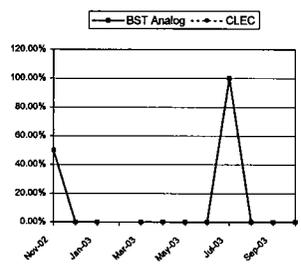


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	50.00%	1	2						
Dec-02	0.00%	0	1						
Jan-03	0.00%	0	2						
Feb-03	0.00%	0	3						
Mar-03	0.00%	0	1						
Apr-03	0.00%	0	1						
May-03	0.00%	0	1						
Jun-03	0.00%	0	2						
Jul-03	100.00%	1	1						
Aug-03	0.00%	0	4						
Sep-03	0.00%	0	6						
Oct-03	0.00%	0	5						

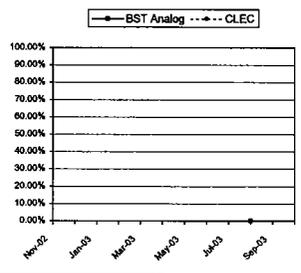


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03	0.00%	0	1						
Sep-03									
Oct-03									



Better Performance

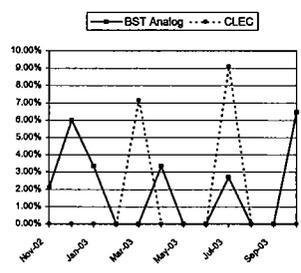
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.6.1.1 UNE ISDN/<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.08%	1	48	0.00%	0	3		0.2451	YES
Dec-02	6.00%	3	50	0.00%	0	1		0.2502	YES
Jan-03	3.33%	1	30	0.00%	0	10		0.5085	YES
Feb-03	0.00%	0	27	0.00%	0	11			YES
Mar-03	0.00%	0	41	7.14%	1	14			NO
Apr-03	3.33%	2	60	0.00%	0	14		0.6250	YES
May-03	0.00%	0	26	0.00%	0	16			YES
Jun-03	0.00%	0	17	0.00%	0	4			YES
Jul-03	2.70%	1	37	0.00%	1	11		-1.1471	YES
Aug-03	0.00%	0	35	0.00%	0	14			YES
Sep-03	0.00%	0	27	0.00%	0	8			YES
Oct-03	6.45%	2	31	0.00%	0	8		0.6822	YES

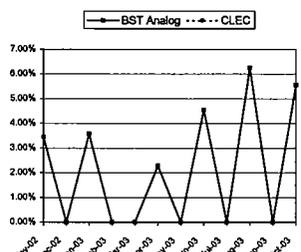


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.18.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.45%	1	29						
Dec-02	0.00%	0	22						
Jan-03	3.57%	1	28						
Feb-03	0.00%	0	57						
Mar-03	0.00%	0	53						
Apr-03	2.27%	1	44						
May-03	0.00%	0	30						
Jun-03	4.55%	1	22						
Jul-03	0.00%	0	24						
Aug-03	8.25%	2	32						
Sep-03	0.00%	0	24						
Oct-03	6.66%	1	18						

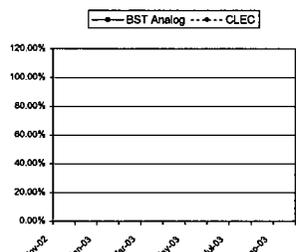


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.18.6.2.1 UNE ISDN/>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

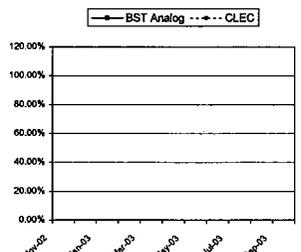


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.18.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Better Performance

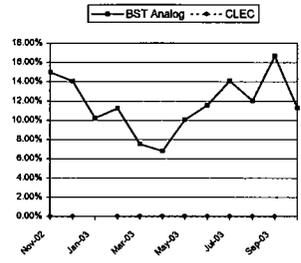
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/KY (%)**

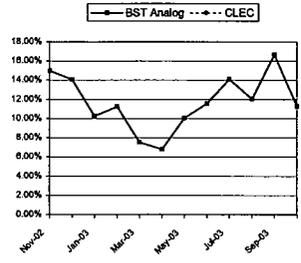
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.98%	982	6,554	0.00%	0	1		0.4198	YES
Dec-02	14.05%	883	6,283	0.00%	0	4		0.8085	YES
Jan-03	10.24%	729	7,119						
Feb-03	11.24%	871	5,971	0.00%	0	2		0.5031	YES
Mar-03	7.49%	533	7,115	0.00%	0	1		0.2845	YES
Apr-03	8.78%	451	6,653	0.00%	0	5		0.8028	YES
May-03	10.04%	602	5,999	0.00%	0	3		0.5783	YES
Jun-03	11.57%	785	6,783	0.00%	0	4		0.7233	YES
Jul-03	14.07%	911	6,475	0.00%	0	2		0.5722	YES
Aug-03	12.02%	822	6,838	0.00%	0	4		0.7391	YES
Sep-03	10.68%	1,109	6,650	0.00%	0	2		0.6326	YES
Oct-03	11.28%	789	7,007						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/KY (%)**

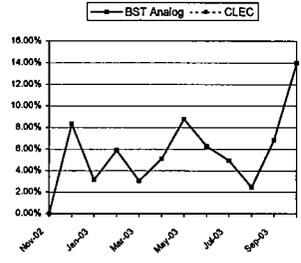
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.98%	982	6,554						
Dec-02	14.05%	883	6,283						
Jan-03	10.24%	729	7,119						
Feb-03	11.24%	871	5,971						
Mar-03	7.49%	533	7,115						
Apr-03	8.78%	451	6,653						
May-03	10.04%	602	5,999						
Jun-03	11.57%	785	6,783						
Jul-03	14.07%	911	6,475						
Aug-03	12.02%	822	6,838						
Sep-03	10.68%	1,109	6,650						
Oct-03	11.28%	789	7,007						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.2.1 2W Analog Loop Design>=10 circuits/Dispatch/KY (%)**

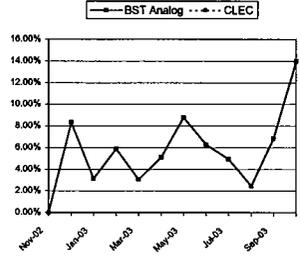
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	42						
Dec-02	8.33%	3	36						
Jan-03	3.13%	1	32						
Feb-03	5.68%	2	34						
Mar-03	3.03%	2	66						
Apr-03	5.08%	3	59						
May-03	8.77%	5	57						
Jun-03	6.25%	3	48						
Jul-03	4.92%	3	61						
Aug-03	2.44%	1	41						
Sep-03	6.62%	3	44						
Oct-03	13.95%	6	43						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	42						
Dec-02	8.33%	3	36						
Jan-03	3.13%	1	32						
Feb-03	5.68%	2	34						
Mar-03	3.03%	2	66						
Apr-03	5.08%	3	59						
May-03	8.77%	5	57						
Jun-03	6.25%	3	48						
Jul-03	4.92%	3	61						
Aug-03	2.44%	1	41						
Sep-03	6.62%	3	44						
Oct-03	13.95%	6	43						



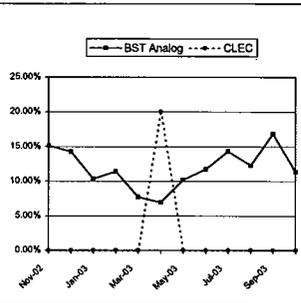
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
**(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	15.11%	978	6,473	0.00%	0	1		0.4218	YES
Dec-02	14.24%	880	6,180	0.00%	0	11		1.3502	YES
Jan-03	10.39%	728	7,011	0.00%	0	5		0.7597	YES
Feb-03	11.37%	688	5,875	0.00%	0	3		0.8202	YES
Mar-03	7.71%	531	6,888	0.00%	0	4		0.5778	YES
Apr-03	6.94%	451	6,499	20.00%	1	5		-1.1488	YES
May-03	10.18%	802	5,913	0.00%	0	6		0.8243	YES
Jun-03	11.09%	783	6,898	0.00%	0	6		0.8910	YES
Jul-03	14.29%	911	6,376	0.00%	0	9		1.2240	YES
Aug-03	12.25%	821	6,704	0.00%	0	10		1.1805	YES
Sep-03	16.85%	1,103	6,547	0.00%	0	6		1.1021	YES
Oct-03	11.99%	785	6,909	0.00%	0	7		0.9488	YES

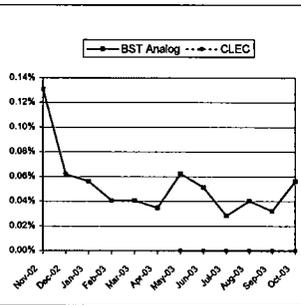


Better Performance ↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.13%	83	63,483						
Dec-02	0.06%	40	64,819						
Jan-03	0.08%	43	78,594						
Feb-03	0.04%	24	59,065						
Mar-03	0.04%	24	59,102						
Apr-03	0.03%	23	68,681						
May-03	0.00%	24	38,562	0.00%	0	2		0.0353	YES
Jun-03	0.05%	19	37,210	0.00%	0	2		0.0320	YES
Jul-03	0.03%	11	39,249	0.00%	0	1		0.0167	YES
Aug-03	0.04%	18	40,021	0.00%	0	5		0.0447	YES
Sep-03	0.03%	11	34,383	0.00%	0	3		0.0310	YES
Oct-03	0.06%	19	33,939	0.00%	0	1		0.0237	YES

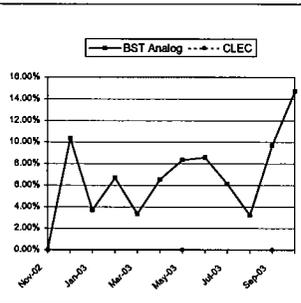


Better Performance ↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	37						
Dec-02	10.34%	3	29						
Jan-03	5.70%	1	27						
Feb-03	9.07%	2	30						
Mar-03	3.33%	2	60						
Apr-03	5.52%	3	46						
May-03	9.33%	3	38	0.00%	0	1		0.2974	YES
Jun-03	6.67%	3	35						
Jul-03	6.12%	3	49						
Aug-03	3.23%	1	31						
Sep-03	9.88%	3	31	0.00%	0	3		0.5414	YES
Oct-03	14.71%	5	34						

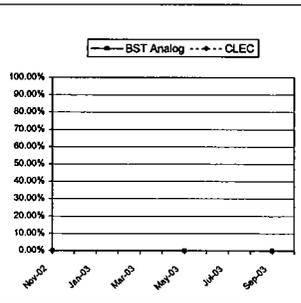


Better Performance ↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	1						
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.00%	0	1						
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.00%	0	3						
Oct-03									



Better Performance ↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.08%	982	6,554						
Dec-02	14.05%	883	6,283						
Jan-03	10.24%	729	7,119	0.00%	0	1		0.3377	YES
Feb-03	11.24%	671	5,971						
Mar-03	7.49%	533	7,115						
Apr-03	6.78%	451	6,653						
May-03	10.04%	602	5,999						
Jun-03	11.57%	785	6,783						
Jul-03	14.07%	911	6,475						
Aug-03	12.02%	822	6,838						
Sep-03	16.66%	1,109	6,650						
Oct-03	11.28%	789	7,007						

Better Performance ↓

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.08%	982	6,554						
Dec-02	14.05%	883	6,283						
Jan-03	10.24%	729	7,119						
Feb-03	11.24%	671	5,971						
Mar-03	7.49%	533	7,115						
Apr-03	6.78%	451	6,653						
May-03	10.04%	602	5,999	0.00%	0	1		0.3340	YES
Jun-03	11.57%	785	6,783						
Jul-03	14.07%	911	6,475						
Aug-03	12.02%	822	6,838						
Sep-03	16.66%	1,109	6,650						
Oct-03	11.28%	789	7,007						

Better Performance ↓

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	42						
Dec-02	6.33%	3	36						
Jan-03	3.13%	1	32						
Feb-03	5.66%	2	34						
Mar-03	3.03%	2	66						
Apr-03	5.08%	3	59						
May-03	6.77%	5	57						
Jun-03	6.25%	3	48						
Jul-03	4.62%	3	61						
Aug-03	2.44%	1	41						
Sep-03	6.82%	3	44						
Oct-03	13.95%	6	43						

Better Performance ↓

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	42						
Dec-02	6.33%	3	36						
Jan-03	3.13%	1	32						
Feb-03	5.66%	2	34						
Mar-03	3.03%	2	66						
Apr-03	5.08%	3	59						
May-03	6.77%	5	57						
Jun-03	6.25%	3	48						
Jul-03	4.62%	3	61						
Aug-03	2.44%	1	41						
Sep-03	6.82%	3	44						
Oct-03	13.95%	6	43						

Better Performance ↓

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

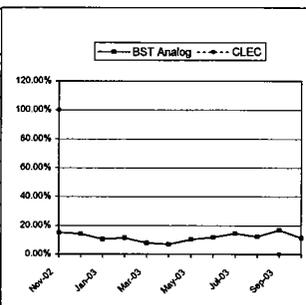
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

B.2.18.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	15.11%	978	6,473	100.00%	1	1		-2.3702	NO
Dec-02	14.24%	880	6,180						
Jan-03	10.36%	726	7,011						
Feb-03	11.37%	668	5,875						
Mar-03	7.71%	531	6,888						
Apr-03	6.94%	451	6,499						
May-03	10.18%	602	5,913						
Jun-03	11.66%	783	6,696						
Jul-03	14.20%	911	6,376						
Aug-03	12.25%	821	6,704						
Sep-03	18.85%	1,103	6,547	0.00%	0	1		0.4501	YES
Oct-03	11.36%	785	6,909						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

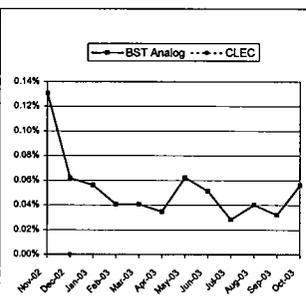


Better Performance

B.2.18.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.13%	83	63,463						
Dec-02	0.06%	40	64,819	0.00%	0	1		0.0248	YES
Jan-03	0.06%	43	78,564						
Feb-03	0.04%	24	59,065						
Mar-03	0.04%	24	56,102						
Apr-03	0.03%	23	66,061						
May-03	0.06%	24	38,562						
Jun-03	0.05%	19	37,210						
Jul-03	0.03%	11	39,249						
Aug-03	0.04%	18	40,021						
Sep-03	0.03%	11	34,363						
Oct-03	0.06%	19	33,939						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

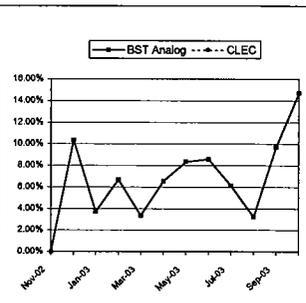


Better Performance

B.2.18.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	37						
Dec-02	10.34%	3	29						
Jan-03	3.70%	1	27						
Feb-03	5.67%	2	30						
Mar-03	3.33%	2	60						
Apr-03	6.62%	3	46						
May-03	8.33%	3	36						
Jun-03	8.67%	3	35						
Jul-03	6.12%	3	49						
Aug-03	3.23%	1	31						
Sep-03	9.88%	3	31						
Oct-03	14.71%	5	34						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

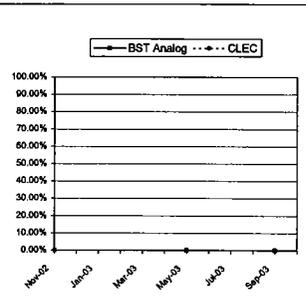


Better Performance

B.2.18.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	1						
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.00%	0	1						
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.00%	0	3						
Oct-03									

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



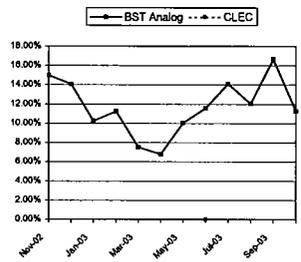
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**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.15.1.1 UCL-ND<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.98%	682	6,554						
Dec-02	14.05%	883	6,283						
Jan-03	10.24%	720	7,119						
Feb-03	11.24%	671	5,971						
Mar-03	7.49%	533	7,115						
Apr-03	6.78%	451	6,653						
May-03	10.04%	602	5,999						
Jun-03	11.57%	785	6,783	0.00%	0	1		0.3817	YES
Jul-03	14.07%	911	6,475						
Aug-03	12.02%	822	6,838						
Sep-03	16.66%	1,109	6,650						
Oct-03	11.20%	780	7,007						

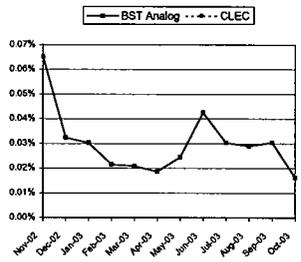


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

**B.2.18.15.1.2 UCL-ND<10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.07%	84	128,809						
Dec-02	0.03%	40	124,027						
Jan-03	0.03%	44	145,504						
Feb-03	0.02%	25	116,587						
Mar-03	0.02%	24	115,314						
Apr-03	0.02%	23	123,901						
May-03	0.02%	30	122,843						
Jun-03	0.04%	51	110,874						
Jul-03	0.03%	36	119,058						
Aug-03	0.03%	35	121,134						
Sep-03	0.03%	35	115,181						
Oct-03	0.02%	19	117,682						

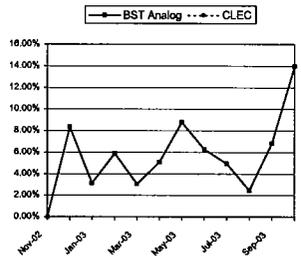


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

**B.2.18.15.2.1 UCL-ND/>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	42						
Dec-02	6.33%	3	36						
Jan-03	3.13%	1	32						
Feb-03	5.88%	2	34						
Mar-03	3.03%	2	66						
Apr-03	5.08%	3	59						
May-03	6.77%	5	57						
Jun-03	6.25%	3	48						
Jul-03	4.92%	3	61						
Aug-03	2.44%	1	41						
Sep-03	8.82%	3	44						
Oct-03	13.65%	6	43						

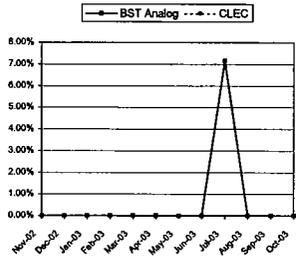


Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

**B.2.18.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	11						
Dec-02	0.00%	0	6						
Jan-03	0.00%	0	16						
Feb-03	0.00%	0	13						
Mar-03	0.00%	0	15						
Apr-03	0.00%	0	7						
May-03	0.00%	0	21						
Jun-03	0.00%	0	11						
Jul-03	7.14%	1	14						
Aug-03	0.00%	0	4						
Sep-03	0.00%	0	10						
Oct-03	0.00%	0	17						



Better Performance ↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

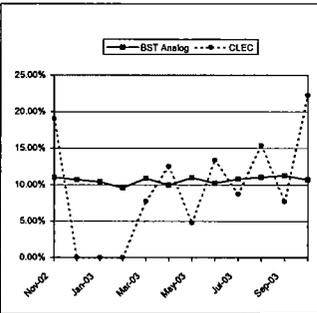
Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.4.1.1 EELs/<10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.00%	854	7,768	10.05%	4	21			
Dec-02	10.70%	788	7,179	0.00%	0	13			
Jan-03	10.40%	702	6,752	0.00%	0	8			
Feb-03	9.56%	727	7,607	0.00%	0	21			
Mar-03	10.84%	698	6,440	7.60%	2	26			
Apr-03	9.96%	767	7,704	12.50%	3	24			
May-03	10.96%	798	7,278	4.76%	1	21			
Jun-03	10.21%	672	6,581	13.93%	2	15			
Jul-03	10.78%	780	7,238	8.70%	2	23			
Aug-03	11.05%	786	6,934	15.38%	4	26			
Sep-03	11.27%	826	7,329	7.69%	2	26			
Oct-03	10.88%	756	7,081	22.22%	6	27			

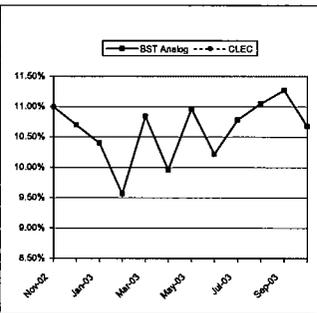
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.19.4.1.4 EELs/<10 circuits/Dispatch In/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.00%	854	7,768						
Dec-02	10.70%	788	7,179						
Jan-03	10.40%	702	6,752						
Feb-03	9.56%	727	7,607						
Mar-03	10.84%	698	6,440						
Apr-03	9.96%	767	7,704						
May-03	10.96%	798	7,278						
Jun-03	10.21%	672	6,581						
Jul-03	10.78%	780	7,238						
Aug-03	11.05%	786	6,934						
Sep-03	11.27%	826	7,329						
Oct-03	10.88%	756	7,081						

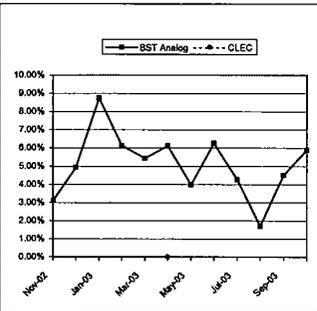
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.19.4.2.1 EELs/>=10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.10%	4	129						
Dec-02	4.92%	6	122						
Jan-03	8.74%	9	103						
Feb-03	6.12%	6	98						
Mar-03	5.43%	5	92						
Apr-03	6.11%	8	131	0.00%	0	1		0.2541	YES
May-03	3.97%	5	126						
Jun-03	6.25%	9	144						
Jul-03	4.26%	4	94						
Aug-03	1.89%	2	118						
Sep-03	4.50%	5	111						
Oct-03	5.88%	4	68						

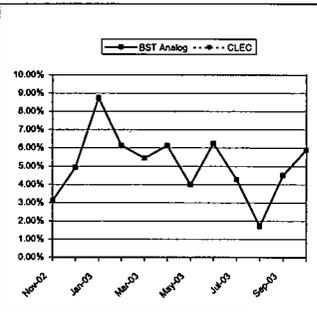
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



B.2.19.4.2.4 EELs/>=10 circuits/Dispatch In/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.10%	4	129						
Dec-02	4.92%	6	122						
Jan-03	8.74%	9	103						
Feb-03	6.12%	6	98						
Mar-03	5.43%	5	92						
Apr-03	6.11%	8	131						
May-03	3.97%	5	126						
Jun-03	6.25%	9	144						
Jul-03	4.26%	4	94						
Aug-03	1.89%	2	118						
Sep-03	4.50%	5	111						
Oct-03	5.88%	4	68						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



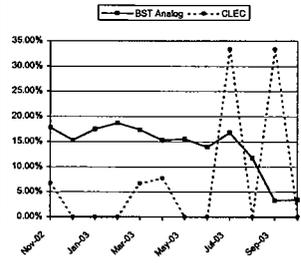
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.5.1.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	17.77%	139	782	6.67%	1	15		1.1147	YES
Dec-02	15.24%	103	678	0.00%	0	2		0.5987	YES
Jan-03	17.49%	187	1,069	0.00%	0	5		1.0272	YES
Feb-03	16.69%	168	888	0.00%	0	28		2.4099	YES
Mar-03	17.35%	149	859	6.67%	2	30		1.5185	YES
Apr-03	16.23%	125	821	7.69%	1	13		0.7501	YES
May-03	15.51%	152	980	0.00%	0	3		0.7410	YES
Jun-03	13.94%	138	990	0.00%	0	4		0.8033	YES
Jul-03	16.74%	182	1,087	33.33%	1	3		-0.7888	YES
Aug-03	11.74%	127	1,082	0.00%	0	4		0.7280	YES
Sep-03	3.33%	44	1,322	33.33%	1	3		-2.8940	NO
Oct-03	3.43%	41	1,198	0.00%	0	2		0.2862	YES

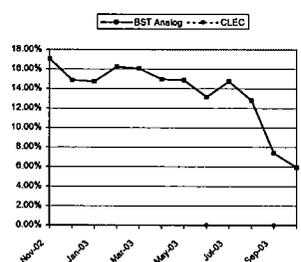


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.19.5.1.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	17.06%	239	1,401						
Dec-02	14.88%	182	1,225						
Jan-03	14.73%	273	1,853						
Feb-03	16.25%	298	1,834						
Mar-03	16.04%	274	1,708						
Apr-03	14.98%	245	1,638						
May-03	14.88%	250	1,682						
Jun-03	13.13%	221	1,683	0.00%	0	1		0.3887	YES
Jul-03	14.72%	241	1,637						
Aug-03	12.78%	206	1,612						
Sep-03	7.38%	151	2,045	0.00%	0	1		0.2823	YES
Oct-03	5.90%	104	1,783						

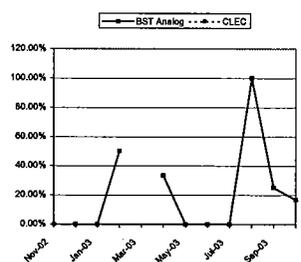


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.19.5.2.1 xDSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	0.00%	0	2						
Dec-02	0.00%	0	2						
Jan-03	0.00%	0	1						
Feb-03	50.00%	1	2						
Mar-03									
Apr-03	33.33%	1	3						
May-03	0.00%	0	1						
Jun-03	0.00%	0	1						
Jul-03	0.00%	0	2						
Aug-03	100.00%	1	1						
Sep-03	25.00%	1	4						
Oct-03	18.87%	1	6						

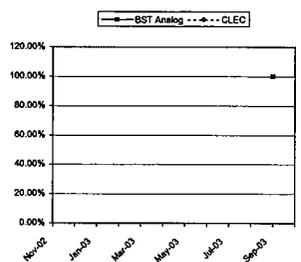


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.19.5.2.2 xDSL (ADSL, HDSL and UCLY>=10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	100.00%	1	1						
Oct-03									



Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

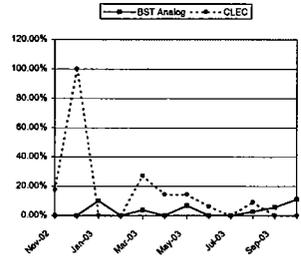
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.6.1.1 UNE ISDN/<10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	0.00%	0	43	17.65%	3	17			NO
Dec-02	0.00%	0	48	100.00%	3	3			NO
Jan-03	10.00%	5	50	0.00%	0	1		0.3300	YES
Feb-03	0.00%	0	30	0.00%	0	10			YES
Mar-03	3.70%	1	27	27.27%	3	11		-3.4890	NO
Apr-03	0.00%	0	41	14.20%	2	14			NO
May-03	6.67%	4	60	14.20%	2	14		-1.0291	YES
Jun-03	0.00%	0	32	6.25%	1	16			NO
Jul-03	0.00%	0	17	0.00%	0	4			YES
Aug-03	2.70%	1	37	6.09%	1	11		-1.1471	YES
Sep-03	6.71%	2	35	0.00%	0	14		0.7785	YES
Oct-03	11.11%	3	27	0.00%	0	8		0.8783	YES

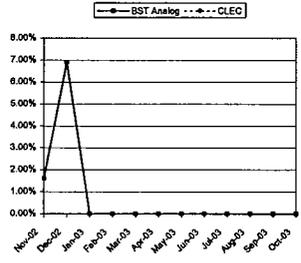


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.19.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	1.61%	1	62						
Dec-02	6.90%	2	29						
Jan-03	0.00%	0	22						
Feb-03	0.00%	0	28						
Mar-03	0.00%	0	57						
Apr-03	0.00%	0	53						
May-03	0.00%	0	44						
Jun-03	0.00%	0	30						
Jul-03	0.00%	0	22						
Aug-03	0.00%	0	24						
Sep-03	0.00%	0	32						
Oct-03	0.00%	0	24						

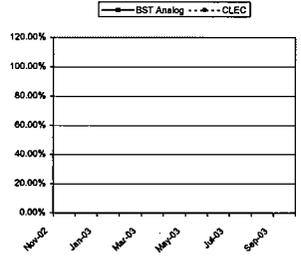


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.19.6.2.1 UNE ISDN/>=10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

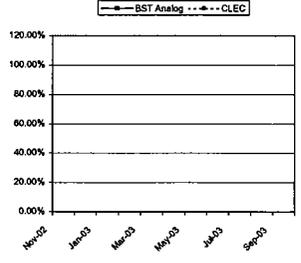


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.19.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

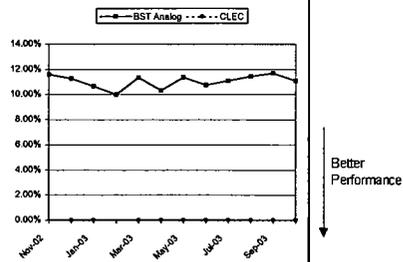
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.50%	815	7,029						
Dec-02	11.20%	738	6,554	0.00%	0	1		0.3502	YES
Jan-03	10.05%	860	8,283	0.00%	0	4		0.6902	YES
Feb-03	9.97%	710	7,119						
Mar-03	11.32%	878	5,971	0.00%	0	2		0.5052	YES
Apr-03	10.32%	734	7,115	0.00%	0	1		0.3391	YES
May-03	11.30%	750	6,653	0.00%	0	5		0.8003	YES
Jun-03	10.70%	648	6,025	0.00%	0	3		0.6011	YES
Jul-03	11.07%	751	6,783	0.00%	0	4		0.7055	YES
Aug-03	11.43%	740	6,475	0.00%	0	2		0.5079	YES
Sep-03	11.68%	700	6,838	0.00%	0	4		0.7273	YES
Oct-03	11.07%	730	6,650	0.00%	0	2		0.4988	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

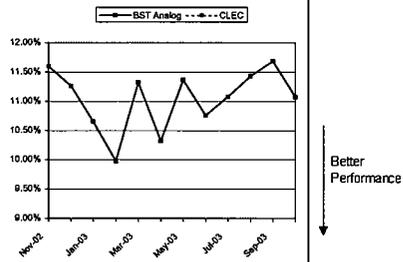


Better Performance

B.2.19.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.50%	815	7,029						
Dec-02	11.20%	738	6,554						
Jan-03	10.05%	860	8,283						
Feb-03	9.97%	710	7,119						
Mar-03	11.32%	878	5,971						
Apr-03	10.32%	734	7,115						
May-03	11.30%	750	6,653						
Jun-03	10.70%	648	6,025						
Jul-03	11.07%	751	6,783						
Aug-03	11.43%	740	6,475						
Sep-03	11.68%	700	6,838						
Oct-03	11.07%	730	6,650						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

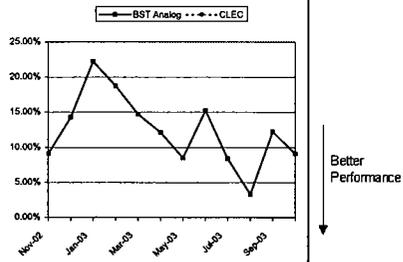


Better Performance

B.2.19.8.2.1 2W Analog Loop Design>=10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.09%	4	44						
Dec-02	14.20%	6	42						
Jan-03	22.22%	8	36						
Feb-03	18.75%	6	32						
Mar-03	14.71%	5	34						
Apr-03	12.12%	8	66						
May-03	8.47%	5	59						
Jun-03	16.26%	9	56						
Jul-03	5.33%	4	48						
Aug-03	3.28%	2	61						
Sep-03	12.20%	5	41						
Oct-03	9.09%	4	44						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

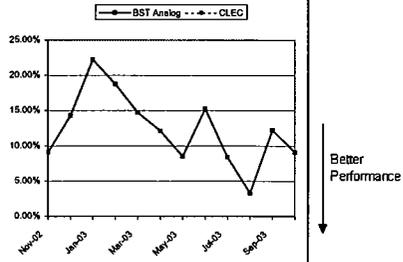


Better Performance

B.2.19.8.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.09%	4	44						
Dec-02	14.20%	6	42						
Jan-03	22.22%	8	36						
Feb-03	18.75%	6	32						
Mar-03	14.71%	5	34						
Apr-03	12.12%	8	66						
May-03	8.47%	5	59						
Jun-03	16.26%	9	56						
Jul-03	5.33%	4	48						
Aug-03	3.28%	2	61						
Sep-03	12.20%	5	41						
Oct-03	9.09%	4	44						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Better Performance

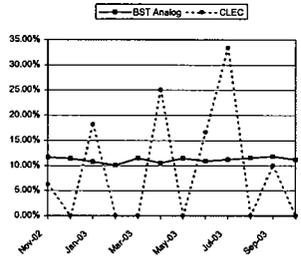
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.9.1.1 ZW Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	11.65%	805	6,912	0.25%	1	16		0.6721	YES
Dec-02	11.34%	734	6,473	0.00%	0	1		0.3578	YES
Jan-03	10.71%	662	6,180	18.18%	2	11		-0.8004	YES
Feb-03	10.03%	703	7,011	0.00%	0	5		0.7462	YES
Mar-03	11.44%	672	5,875	0.00%	0	3		0.6223	YES
Apr-03	10.47%	721	6,888	25.00%	1	4		-0.0491	YES
May-03	11.45%	744	6,499	0.00%	0	5		0.8037	YES
Jun-03	10.89%	646	5,937	16.67%	1	6		-0.4549	YES
Jul-03	11.20%	750	6,696	33.33%	2	6		-1.7182	NO
Aug-03	11.51%	734	6,378	0.00%	0	9		1.0813	YES
Sep-03	11.83%	793	6,704	10.00%	1	10		0.1789	YES
Oct-03	11.17%	731	6,547	0.00%	0	6		0.8680	YES

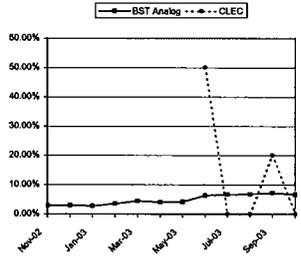


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.9.1.4 ZW Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	2.99%	2,191	73,311						
Dec-02	2.92%	1,852	63,463						
Jan-03	2.67%	1,732	64,819						
Feb-03	3.43%	2,628	76,564						
Mar-03	4.44%	2,621	59,085						
Apr-03	3.99%	2,360	59,102						
May-03	4.13%	2,755	66,861						
Jun-03	6.30%	2,431	38,604	50.00%	1	2		-2.5443	NO
Jul-03	6.66%	2,480	37,210	0.00%	0	2		0.3779	YES
Aug-03	6.71%	2,634	36,249	0.00%	0	1		0.2862	YES
Sep-03	7.21%	2,885	40,021	20.00%	1	5		-1.1058	YES
Oct-03	6.65%	2,286	34,363	0.00%	0	3		0.4624	YES

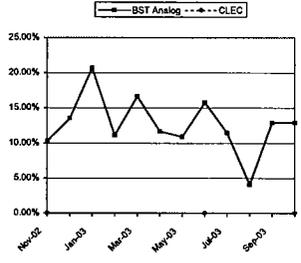


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.9.2.1 ZW Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	10.26%	4	39	0.00%	0	1		0.3338	YES
Dec-02	13.51%	5	37						
Jan-03	20.69%	6	29						
Feb-03	11.11%	3	27						
Mar-03	16.67%	5	30						
Apr-03	11.67%	7	60						
May-03	10.67%	5	46						
Jun-03	15.79%	6	38	0.00%	0	1		0.4274	YES
Jul-03	11.43%	4	35						
Aug-03	4.08%	2	49						
Sep-03	12.90%	4	31						
Oct-03	12.90%	4	31	0.00%	0	3		0.6368	YES

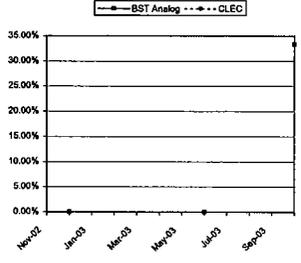


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.19.9.2.4 ZW Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	1						
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	0.00%	0	1						
Jul-03									
Aug-03									
Sep-03									
Oct-03	33.33%	1	3						



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

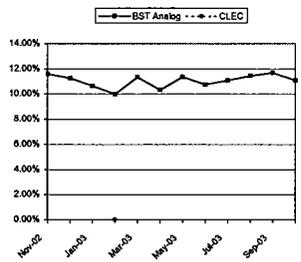
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Provisioning Troubles within 30 Days**

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

**B.2.19.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.50%	815	7,029						
Dec-02	11.20%	738	6,554						
Jan-03	10.05%	660	6,283						
Feb-03	9.07%	710	7,119	0.00%	0	1		0.3328	YES
Mar-03	11.32%	678	5,971						
Apr-03	10.32%	734	7,115						
May-03	11.30%	756	6,653						
Jun-03	10.78%	648	6,025						
Jul-03	11.07%	751	6,783						
Aug-03	11.43%	740	6,475						
Sep-03	11.68%	799	6,838						
Oct-03	11.07%	736	6,650						

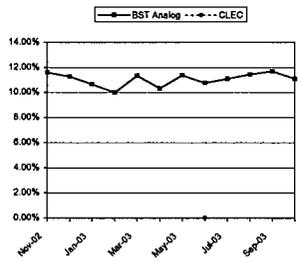


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.19.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.50%	815	7,029						
Dec-02	11.20%	738	6,554						
Jan-03	10.05%	669	6,283						
Feb-03	9.07%	710	7,119						
Mar-03	11.32%	676	5,971						
Apr-03	10.32%	734	7,115						
May-03	11.30%	756	6,653						
Jun-03	10.78%	648	6,025	0.00%	0	1		0.3471	YES
Jul-03	11.07%	751	6,783						
Aug-03	11.43%	740	6,475						
Sep-03	11.68%	799	6,838						
Oct-03	11.07%	736	6,650						

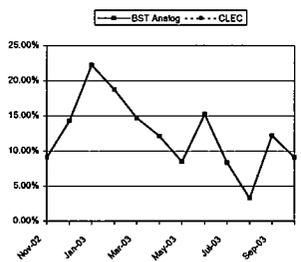


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.19.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.09%	4	44						
Dec-02	14.20%	6	42						
Jan-03	22.22%	8	36						
Feb-03	18.75%	6	32						
Mar-03	14.71%	5	34						
Apr-03	12.12%	8	66						
May-03	8.47%	5	59						
Jun-03	15.28%	9	59						
Jul-03	8.33%	4	48						
Aug-03	3.28%	2	61						
Sep-03	12.20%	5	41						
Oct-03	9.09%	4	44						

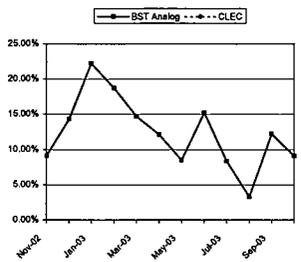


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.19.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.09%	4	44						
Dec-02	14.20%	6	42						
Jan-03	22.22%	8	36						
Feb-03	18.75%	6	32						
Mar-03	14.71%	5	34						
Apr-03	12.12%	8	66						
May-03	8.47%	5	59						
Jun-03	15.28%	9	59						
Jul-03	8.33%	4	48						
Aug-03	3.28%	2	61						
Sep-03	12.20%	5	41						
Oct-03	9.09%	4	44						



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

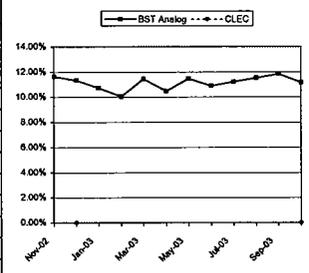
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**% Provisioning Troubles within 30 Days**

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

**B.2.19.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.65%	805	6,912						
Dec-02	11.34%	734	6,473	0.00%	0	1		0.3576	YES
Jan-03	10.71%	692	6,180						
Feb-03	10.03%	703	7,011						
Mar-03	11.44%	672	5,875						
Apr-03	10.47%	721	6,888						
May-03	11.45%	744	6,499						
Jun-03	10.88%	646	5,937						
Jul-03	11.20%	750	6,696						
Aug-03	11.61%	734	6,376						
Sep-03	11.93%	763	6,704						
Oct-03	11.17%	731	6,547	0.00%	0	1		0.3545	YES

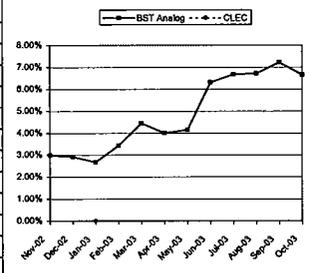


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.19.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.99%	2,191	73,311						
Dec-02	2.02%	1,852	63,463						
Jan-03	2.67%	1,732	64,819	0.00%	0	1		0.1657	YES
Feb-03	3.43%	2,628	76,564						
Mar-03	4.44%	2,621	59,065						
Apr-03	3.99%	2,360	59,102						
May-03	4.13%	2,755	66,661						
Jun-03	6.30%	2,431	38,604						
Jul-03	6.66%	2,480	37,210						
Aug-03	6.71%	2,634	39,249						
Sep-03	7.21%	2,885	40,021						
Oct-03	6.65%	2,286	34,363						

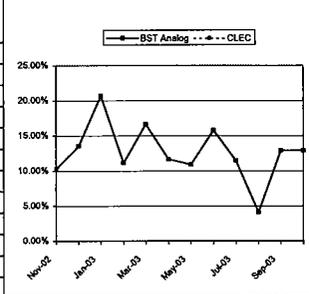


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.19.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.28%	4	39						
Dec-02	13.51%	5	37						
Jan-03	20.69%	6	29						
Feb-03	13.11%	3	27						
Mar-03	19.67%	5	30						
Apr-03	11.67%	7	60						
May-03	10.67%	5	48						
Jun-03	16.79%	6	38						
Jul-03	11.43%	4	35						
Aug-03	4.08%	2	49						
Sep-03	12.90%	4	31						
Oct-03	12.90%	4	31						

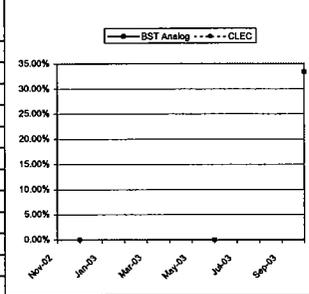


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.19.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	1						
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	0.00%	0	1						
Jul-03									
Aug-03									
Sep-03									
Oct-03	33.33%	1	3						



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

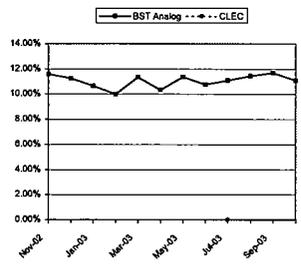
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.19.15.1.1 UCL-ND/<10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	11.56%	815	7,029						
Dec-02	11.26%	738	6,554						
Jan-03	10.65%	660	6,283						
Feb-03	9.97%	710	7,119						
Mar-03	11.32%	678	5,971						
Apr-03	10.32%	734	7,115						
May-03	11.39%	756	6,653						
Jun-03	10.78%	648	6,025						
Jul-03	11.07%	751	6,783	0.00%	0	1		0.3528	YES
Aug-03	11.43%	740	6,475						
Sep-03	11.68%	790	6,838						
Oct-03	11.07%	736	6,650						

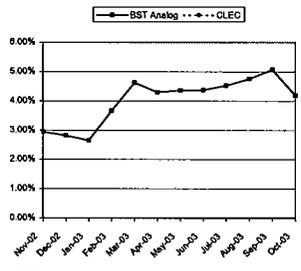


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.19.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.94%	4,211	142,991						
Dec-02	2.80%	3,612	128,809						
Jan-03	2.64%	3,280	124,027						
Feb-03	3.95%	5,316	145,504						
Mar-03	4.82%	5,383	116,587						
Apr-03	4.20%	4,946	115,314						
May-03	4.30%	5,400	123,901						
Jun-03	4.37%	5,366	122,779						
Jul-03	4.52%	5,422	119,874						
Aug-03	4.75%	5,651	119,058						
Sep-03	5.06%	6,130	121,134						
Oct-03	4.16%	4,813	115,181						

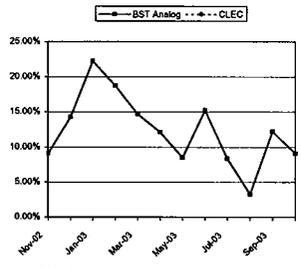


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.19.15.2.1 UCL-ND/>=10 circuits/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	9.09%	4	44						
Dec-02	14.20%	6	42						
Jan-03	22.22%	8	36						
Feb-03	18.75%	6	32						
Mar-03	14.71%	5	34						
Apr-03	12.12%	8	66						
May-03	8.47%	5	59						
Jun-03	15.25%	9	59						
Jul-03	8.33%	4	48						
Aug-03	3.28%	2	61						
Sep-03	12.20%	5	41						
Oct-03	9.09%	4	44						

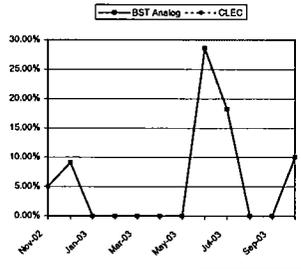


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.19.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%	1	20						
Dec-02	9.09%	1	11						
Jan-03	0.00%	0	6						
Feb-03	0.00%	0	18						
Mar-03	0.00%	0	13						
Apr-03	0.00%	0	15						
May-03	0.00%	0	7						
Jun-03	28.57%	6	21						
Jul-03	18.18%	2	11						
Aug-03	0.00%	0	14						
Sep-03	0.00%	0	4						
Oct-03	10.00%	1	10						



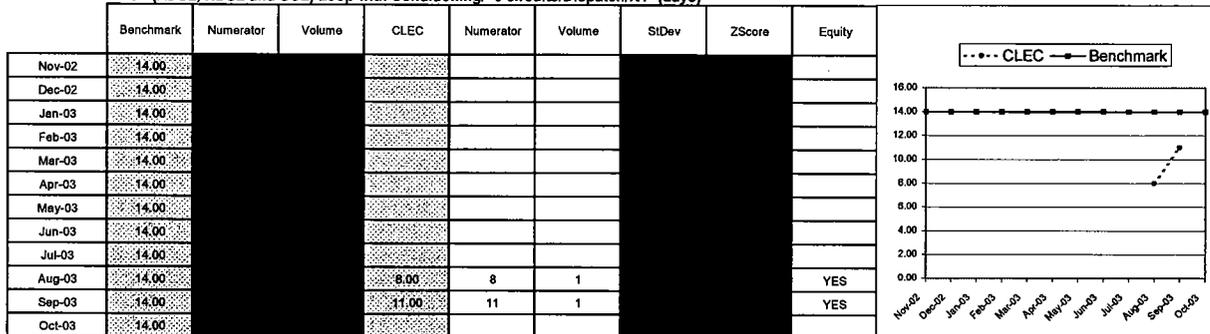
Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

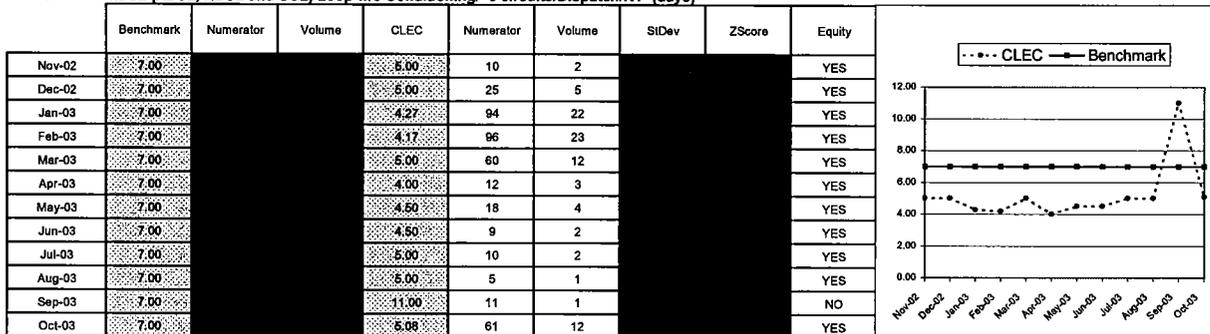
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval within X days  
(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals in the reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.2.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/KY (days)



B.2.2.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/KY (days)

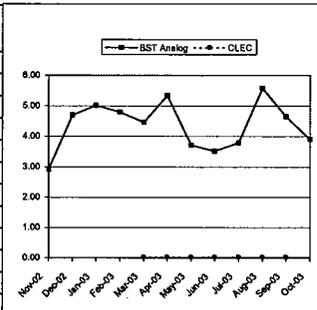


**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Average Completion Notice Interval - Mechanized**  
 (Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.  
 Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.4.1.1 EELs<10 circuits/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.92	20,847	7,150				19.252		
Dec-02	4.70	31,529	6,712				25.189		
Jan-03	5.01	37,064	7,580				21.448		
Feb-03	4.79	31,188	6,505				36.630		
Mar-03	4.45	34,648	7,777	0.02	0	1	31.206	0.1422	YES
Apr-03	5.34	39,252	7,347	0.02	0	2	36.521	0.2062	YES
May-03	3.71	24,393	6,580	0.02	0	3	23.779	0.2888	YES
Jun-03	3.51	25,404	7,235	0.02	0	3	25.726	0.2352	YES
Jul-03	3.78	26,233	6,934	0.02	0	7	23.204	0.4293	YES
Aug-03	5.58	40,862	7,329	0.02	0	8	129.893	0.1210	YES
Sep-03	4.95	32,891	7,081	0.02	0	11	32.507	0.4719	YES
Oct-03	3.89	29,657	7,815				18.847		

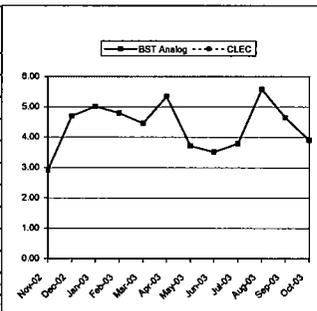


Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.21.4.1.4 EELs<10 circuits/Dispatch In/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.92	20,847	7,150				19.252		
Dec-02	4.70	31,529	6,712				25.189		
Jan-03	5.01	37,064	7,580				21.448		
Feb-03	4.79	31,188	6,505				36.630		
Mar-03	4.45	34,648	7,777				31.206		
Apr-03	5.34	39,252	7,347				36.521		
May-03	3.71	24,393	6,580				23.779		
Jun-03	3.51	25,404	7,235				25.726		
Jul-03	3.78	26,233	6,934				23.204		
Aug-03	5.58	40,862	7,329				129.893		
Sep-03	4.95	32,891	7,081				32.507		
Oct-03	3.89	29,657	7,815				18.847		

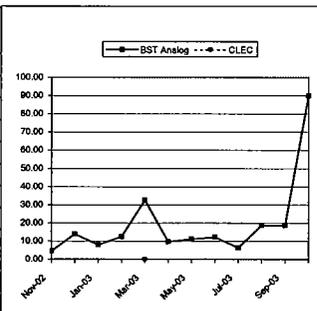


Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.21.4.2.1 EELs>=10 circuits/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.84	557	120				17.389		
Dec-02	13.75	1,389	101				34.513		
Jan-03	7.91	787	97				24.598		
Feb-03	12.44	1,207	97				38.935		
Mar-03	32.56	4,530	139	0.02	0	1	160.778	0.2019	YES
Apr-03	9.58	1,285	132				37.513		
May-03	10.96	1,578	144				31.737		
Jun-03	12.14	1,141	94				37.258		
Jul-03	6.26	741	118				24.822		
Aug-03	18.53	2,057	111				80.027		
Sep-03	18.48	1,257	88				55.018		
Oct-03	89.83	7,905	88				344.375		

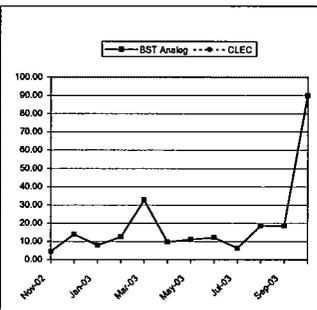


Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.21.4.2.4 EELs>=10 circuits/Dispatch In/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.84	557	120				17.389		
Dec-02	13.75	1,389	101				34.513		
Jan-03	7.91	787	97				24.598		
Feb-03	12.44	1,207	97				38.935		
Mar-03	32.56	4,530	139				160.778		
Apr-03	9.58	1,285	132				37.513		
May-03	10.96	1,578	144				31.737		
Jun-03	12.14	1,141	94				37.258		
Jul-03	6.26	741	118				24.822		
Aug-03	18.53	2,057	111				80.027		
Sep-03	18.48	1,257	88				55.018		
Oct-03	89.83	7,905	88				344.375		



Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

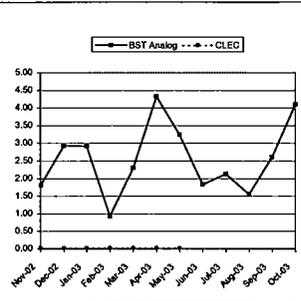
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.5.1.1 xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.80	1,208	670	0.02	0	1	11.561	0.1544	YES
Dec-02	2.93	3,128	1,066	0.02	0	5	14.528	0.4777	YES
Jan-03	2.91	2,580	887	0.02	0	14	15.882	0.6761	YES
Feb-03	0.93	801	863	0.02	0	24	6.224	0.7078	YES
Mar-03	2.90	1,893	824	0.02	0	7	13.403	0.4484	YES
Apr-03	4.32	4,247	982	0.02	0	2	18.026	0.3267	YES
May-03	3.24	3,205	990	0.02	0	1	14.970	0.2150	YES
Jun-03	1.53	1,068	1,087				9.134		
Jul-03	2.13	2,302	1,082				18.821		
Aug-03	1.55	2,044	1,322				9.825		
Sep-03	2.81	3,117	1,198				15.003		
Oct-03	4.10	5,429	1,323				19.850		

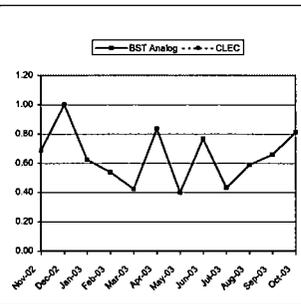


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.21.5.1.2 xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.66	839	1,223				5.768		
Dec-02	1.00	1,849	1,851				8.100		
Jan-03	0.62	1,141	1,832				4.941		
Feb-03	0.54	920	1,711				3.956		
Mar-03	0.42	894	1,639				2.852		
Apr-03	0.33	1,404	1,682				9.919		
May-03	0.40	670	1,883				2.381		
Jun-03	0.77	1,254	1,637				5.765		
Jul-03	0.43	864	1,612				2.260		
Aug-03	0.59	1,201	2,045				5.458		
Sep-03	0.88	1,161	1,763				7.668		
Oct-03	0.81	1,784	2,217				10.103		

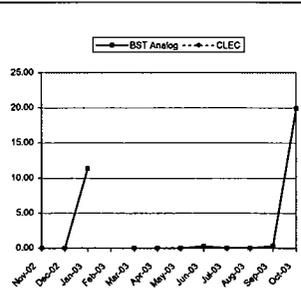


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.21.5.2.1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.02	0	2				0.000		
Dec-02	0.02	0	1				0.000		
Jan-03	11.33	23	2				16.004		
Feb-03	0.02	0	3				0.000		
Mar-03	0.02	0	1				0.000		
Apr-03	0.02	0	1				0.000		
May-03	0.02	0	1				0.000		
Jun-03	0.27	1	2				0.354		
Jul-03	0.02	0	1				0.000		
Aug-03	0.02	0	4				0.000		
Sep-03	0.31	2	6				0.721		
Oct-03	16.61	100	5				44.483		

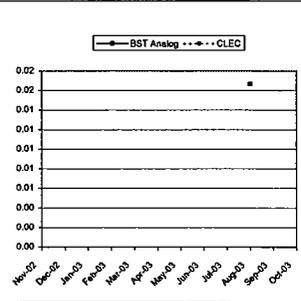


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.21.5.2.2 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03	0.02	0	1				0.000		
Sep-03									
Oct-03									



Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

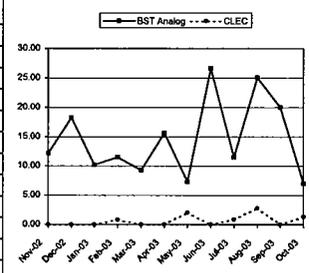
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.6.1.1 UNE ISDN/<10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.16	572	47	0.02	0	3	16.751	1.2175	YES
Dec-02	16.24	912	50	0.02	0	1	32.251	0.5565	YES
Jan-03	10.16	305	30	0.02	0	10	17.631	1.5778	YES
Feb-03	11.50	357	31	0.81	9	11	24.035	1.2683	YES
Mar-03	9.25	388	42	0.02	0	13	10.558	2.7544	YES
Apr-03	15.85	1,095	70	0.02	0	14	24.211	2.2051	YES
May-03	7.32	234	32	2.02	30	15	10.388	1.6317	YES
Jun-03	20.64	453	17	0.02	0	4	30.401	1.5760	YES
Jul-03	11.50	425	37	0.88	10	11	17.502	1.7876	YES
Aug-03	25.05	877	35	2.79	39	14	51.123	1.3772	YES
Sep-03	10.98	539	27	0.02	0	8	28.895	1.7162	YES
Oct-03	8.95	215	31	1.30	9	7	14.313	0.9428	YES

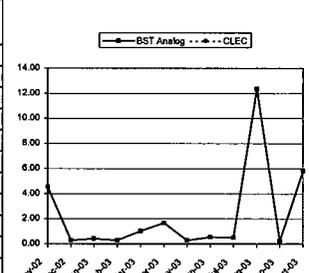


Better Performance ↓

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.21.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.53	131	20				14.237		
Dec-02	0.28	6	22				0.148		
Jan-03	0.42	12	28				0.907		
Feb-03	0.28	16	57				0.155		
Mar-03	1.02	54	53				4.019		
Apr-03	1.08	74	44				7.167		
May-03	0.29	9	30				0.321		
Jun-03	0.53	12	22				1.006		
Jul-03	0.51	12	24				0.970		
Aug-03	12.39	395	32				40.380		
Sep-03	0.24	6	24				0.134		
Oct-03	5.82	105	18				21.351		

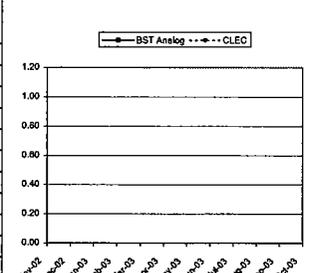


Better Performance ↓

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.21.6.2.1 UNE ISDN/>=10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

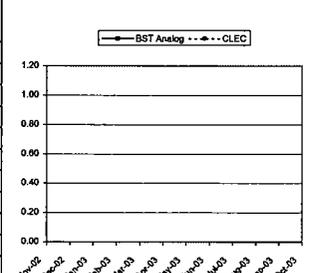


Better Performance ↓

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.21.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Better Performance ↓

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Average Completion Notice Interval - Mechanized**

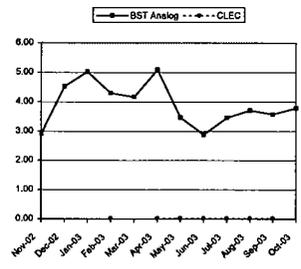
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.91	18,984	6,531				19.820		
Dec-02	4.52	28,210	6,246				25.522		
Jan-03	5.02	35,820	7,099				21.512		
Feb-03	4.29	25,770	6,011	0.02	0	2	32.120	0.1880	YES
Mar-03	4.16	29,798	7,156				26.933		
Apr-03	5.08	33,984	6,684	0.02	0	2	35.082	0.2041	YES
May-03	3.46	20,840	6,025	0.02	0	2	22.356	0.2177	YES
Jun-03	2.88	19,500	6,782	0.02	0	3	16.927	0.2924	YES
Jul-03	3.46	22,381	6,475	0.02	0	2	20.307	0.2395	YES
Aug-03	3.70	25,289	6,838	0.02	0	3	20.489	0.3112	YES
Sep-03	3.57	23,756	6,650	0.02	0	2	21.833	0.2324	YES
Oct-03	3.78	26,501	7,007				19.317		

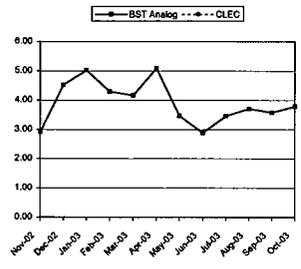


Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.91	18,984	6,531				19.820		
Dec-02	4.52	28,210	6,246				25.522		
Jan-03	5.02	35,820	7,099				21.512		
Feb-03	4.29	25,770	6,011				32.120		
Mar-03	4.16	29,798	7,156				26.933		
Apr-03	5.08	33,984	6,684				35.082		
May-03	3.46	20,840	6,025				22.356		
Jun-03	2.88	19,500	6,782				16.927		
Jul-03	3.46	22,381	6,475				20.307		
Aug-03	3.70	25,289	6,838				20.489		
Sep-03	3.57	23,756	6,650				21.833		
Oct-03	3.78	26,501	7,007				19.317		

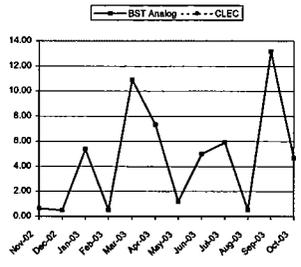


Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.8.2.1 2W Analog Loop Design>=10 circuits/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.84	27	42				4.030		
Dec-02	0.48	17	35				2.535		
Jan-03	5.37	172	32				29.168		
Feb-03	0.50	17	34				2.865		
Mar-03	10.90	752	69				38.204		
Apr-03	7.33	440	60				28.478		
May-03	1.20	71	59				4.538		
Jun-03	4.97	239	48				17.986		
Jul-03	5.89	359	61				23.630		
Aug-03	0.50	20	41				2.941		
Sep-03	13.17	580	44				55.871		
Oct-03	4.06	200	43				15.110		

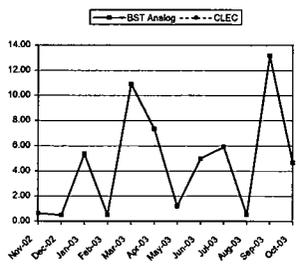


Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.8.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.84	27	42				4.030		
Dec-02	0.48	17	35				2.535		
Jan-03	5.37	172	32				29.168		
Feb-03	0.50	17	34				2.865		
Mar-03	10.90	752	69				38.204		
Apr-03	7.33	440	60				28.478		
May-03	1.20	71	59				4.538		
Jun-03	4.97	239	48				17.986		
Jul-03	5.89	359	61				23.630		
Aug-03	0.50	20	41				2.941		
Sep-03	13.17	580	44				55.871		
Oct-03	4.06	200	43				15.110		



Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

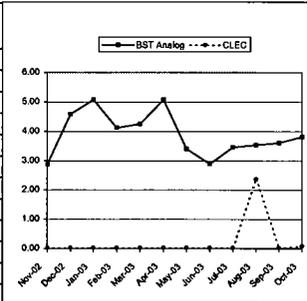
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.9.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	2.88	18,478	6,451	0.02	0	1	19.681	0.1448	YES
Dec-02	4.58	28,152	6,148	0.02	0	11	25.722	0.5879	YES
Jan-03	5.08	35,512	6,991	0.02	0	5	21.868	0.5224	YES
Feb-03	4.11	24,312	5,014	0.02	0	3	31.905	0.2222	YES
Mar-03	4.24	29,391	6,929	0.02	0	4	27.322	0.3092	YES
Apr-03	5.07	33,099	6,528	0.02	0	4	34.859	0.2890	YES
May-03	3.39	20,148	5,937	0.02	0	6	22.033	0.3752	YES
Jun-03	2.89	19,333	6,695	0.02	0	8	16.994	0.4138	YES
Jul-03	3.45	21,997	6,376	0.02	0	6	20.330	0.5063	YES
Aug-03	3.53	23,884	6,704	2.39	24	10	19.611	0.1887	YES
Sep-03	3.81	23,811	6,547	0.02	0	8	21.783	0.4035	YES
Oct-03	3.81	20,355	6,909	0.07	0	7	19.426	0.5095	YES

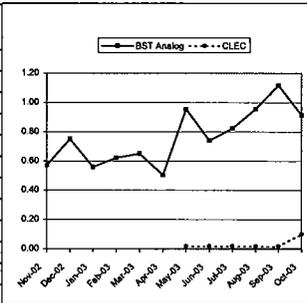


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.9.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.57	38,183	63,340				5.832		
Dec-02	0.75	48,523	64,707				11.073		
Jan-03	0.58	42,855	76,478				8.848		
Feb-03	0.62	36,779	59,162				8.224		
Mar-03	0.65	38,398	50,107				9.640		
Apr-03	0.50	33,547	66,812				5.840		
May-03	0.95	36,849	38,600	0.02	0	2	13.565	0.0976	YES
Jun-03	0.74	27,471	37,208	0.02	0	2	6.557	0.1556	YES
Jul-03	0.82	32,230	39,248	0.02	0	1	10.851	0.0755	YES
Aug-03	0.95	38,189	40,021	0.02	0	5	9.644	0.2174	YES
Sep-03	1.12	38,383	34,382	0.02	0	3	13.106	0.1454	YES
Oct-03	0.91	30,989	33,937	0.10	0	1	10.868	0.0762	YES

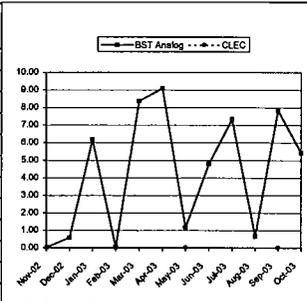


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.9.2.1 2W Analog Loop Non-Design>=10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.02	1	37				0.003		
Dec-02	0.58	16	28				2.834		
Jan-03	0.16	168	27				31.781		
Feb-03	0.04	1	30				0.113		
Mar-03	8.37	519	62				28.363		
Apr-03	9.10	418	48				32.258		
May-03	1.19	44	38	0.02	0	1	3.838	0.2953	YES
Jun-03	4.79	168	35				17.659		
Jul-03	7.33	359	49				26.215		
Aug-03	0.85	20	31				3.361		
Sep-03	7.85	243	31	0.02	0	3	20.969	0.4320	YES
Oct-03	5.43	185	34				16.818		

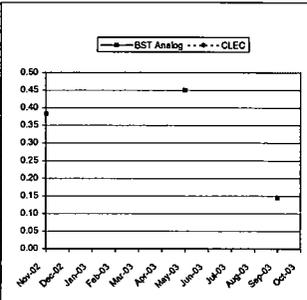


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.9.2.4 2W Analog Loop Non-Design>=10 circuits/Dispatch In/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.38	0	1				0.000		
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.45	0	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.14	0	3				0.118		
Oct-03									



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Average Completion Notice Interval - Mechanized**

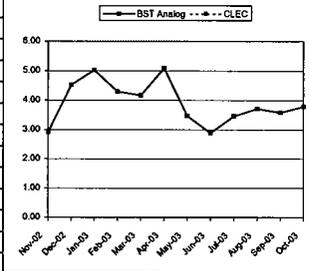
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.91	18,984	6,531				19.820		
Dec-02	4.52	28,210	6,246				25.522		
Jan-03	5.02	35,820	7,099				21.512		
Feb-03	4.29	25,770	6,011				32.120		
Mar-03	4.10	29,798	7,156				26.933		
Apr-03	5.08	33,984	6,884				35.082		
May-03	3.46	20,840	6,025				22.356		
Jun-03	2.88	19,500	6,782				16.927		
Jul-03	3.46	22,381	6,475				20.307		
Aug-03	3.70	25,289	6,838				20.489		
Sep-03	3.57	23,756	6,850				21.633		
Oct-03	3.78	26,501	7,007				19.317		

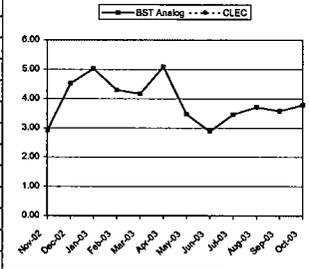


Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.91	18,984	6,531				19.820		
Dec-02	4.52	28,210	6,246				25.522		
Jan-03	5.02	35,820	7,099				21.512		
Feb-03	4.29	25,770	6,011				32.120		
Mar-03	4.10	29,798	7,156				26.933		
Apr-03	5.08	33,984	6,884				35.082		
May-03	3.46	20,840	6,025				22.356		
Jun-03	2.88	19,500	6,782				16.927		
Jul-03	3.46	22,381	6,475				20.307		
Aug-03	3.70	25,289	6,838				20.489		
Sep-03	3.57	23,756	6,850				21.633		
Oct-03	3.78	26,501	7,007				19.317		

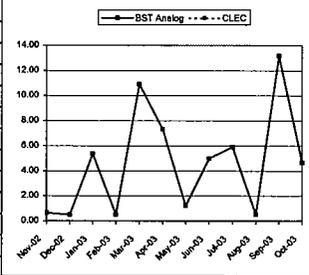


Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.64	27	42				4.030		
Dec-02	0.48	17	35				2.535		
Jan-03	5.37	172	32				29.168		
Feb-03	0.50	17	34				2.685		
Mar-03	10.90	752	69				38.204		
Apr-03	7.33	440	60				28.478		
May-03	1.20	71	59				4.538		
Jun-03	4.97	239	48				17.668		
Jul-03	5.69	359	61				23.630		
Aug-03	0.50	20	41				2.941		
Sep-03	13.17	580	44				55.871		
Oct-03	4.66	200	43				15.110		

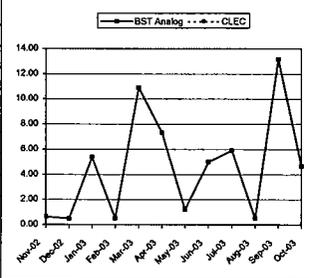


Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.64	27	42				4.030		
Dec-02	0.48	17	35				2.535		
Jan-03	5.37	172	32				29.168		
Feb-03	0.50	17	34				2.685		
Mar-03	10.90	752	69				38.204		
Apr-03	7.33	440	60				28.478		
May-03	1.20	71	59				4.538		
Jun-03	4.97	239	48				17.668		
Jul-03	5.69	359	61				23.630		
Aug-03	0.50	20	41				2.941		
Sep-03	13.17	580	44				55.871		
Oct-03	4.66	200	43				15.110		



Better Performance ↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized

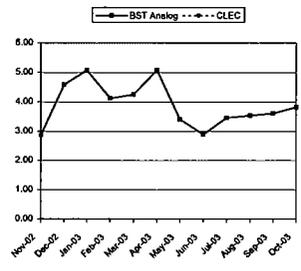
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.21.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.80	18,478	6,451				19.061		
Dec-02	4.58	28,152	6,148				25.722		
Jan-03	5.08	35,512	6,991				21.668		
Feb-03	4.11	24,312	5,914				31.905		
Mar-03	4.24	29,391	6,929				27.322		
Apr-03	6.07	33,099	6,528				34.959		
May-03	3.39	20,148	5,937				22.033		
Jun-03	2.99	19,333	6,695				16.994		
Jul-03	3.45	21,997	6,376				20.330		
Aug-03	3.53	23,884	6,704				19.611		
Sep-03	3.61	23,611	6,547				21.783		
Oct-03	3.81	26,355	6,909				19.428		

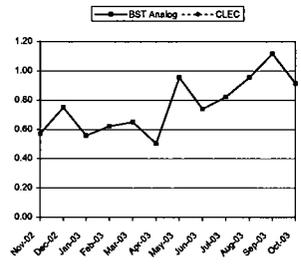


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.57	36,183	63,340				5.832		
Dec-02	0.75	48,523	64,707				11.073		
Jan-03	0.58	42,855	78,478				8.848		
Feb-03	0.62	36,779	56,162				8.224		
Mar-03	0.65	38,368	56,107				9.640		
Apr-03	0.59	33,547	66,612				5.640		
May-03	0.95	36,849	38,600				13.595		
Jun-03	0.74	27,471	37,208				6.557		
Jul-03	0.62	32,230	39,248				10.651		
Aug-03	0.95	38,189	40,021				9.644		
Sep-03	1.12	38,383	34,382				13.106		
Oct-03	0.91	30,989	33,937				10.886		

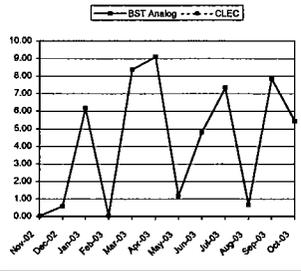


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.02	1	37				0.803		
Dec-02	0.38	16	28				2.834		
Jan-03	0.16	166	27				31.781		
Feb-03	0.04	1	30				0.113		
Mar-03	8.37	519	82				28.383		
Apr-03	9.10	418	46				32.258		
May-03	1.16	44	38				3.836		
Jun-03	4.79	188	35				17.659		
Jul-03	7.33	359	49				26.215		
Aug-03	0.65	20	31				3.381		
Sep-03	7.85	243	31				29.969		
Oct-03	5.43	165	34				16.818		

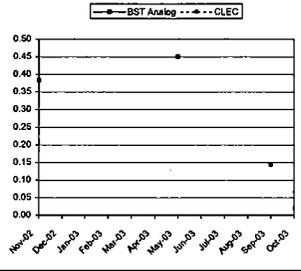


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.21.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.98	0	1				0.000		
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.45	0	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03	0.14	0	3				0.118		
Oct-03									



Better Performance

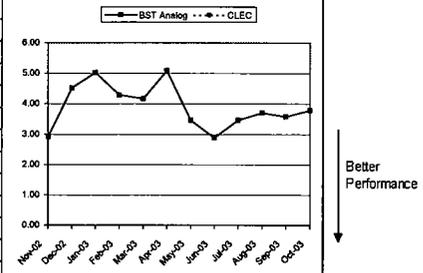
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Average Completion Notice Interval - Mechanized**  
 (Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.  
 Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.15.1.1 UCL-ND/<10 circuits/Dispatch/KY (hours)**

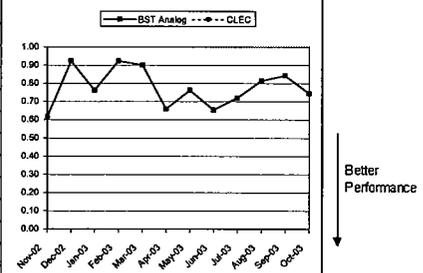
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	2.91	18,084	6,531				19.820		
Dec-02	4.52	28,210	8,248				25.522		
Jan-03	5.02	35,620	7,099				21.512		
Feb-03	4.29	25,770	8,011				32.120		
Mar-03	4.16	26,798	7,158				26.933		
Apr-03	5.08	33,964	8,684				35.082		
May-03	3.46	20,840	8,025				22.356		
Jun-03	2.88	19,500	6,782				16.927		
Jul-03	3.46	22,381	6,475				20.307		
Aug-03	3.70	25,289	6,838				20.489		
Sep-03	3.57	23,756	6,650				21.633		
Oct-03	3.78	26,501	7,007				19.317		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.2.21.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/KY (hours)**

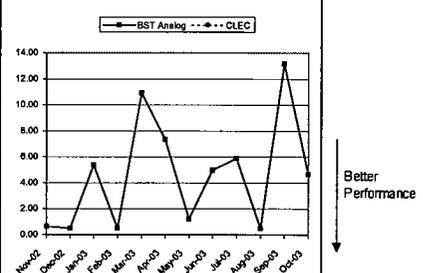
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.92	76,135	128,515				5.366		
Dec-02	0.92	114,169	123,673				12.250		
Jan-03	0.76	110,379	145,049				8.853		
Feb-03	0.92	107,764	118,806				12.872		
Mar-03	0.90	103,851	115,378				11.633		
Apr-03	0.99	81,559	123,888				7.191		
May-03	0.76	93,387	122,661				9.260		
Jun-03	0.85	78,181	119,866				6.127		
Jul-03	0.72	85,471	118,859				8.512		
Aug-03	0.81	96,898	121,119				8.368		
Sep-03	0.84	96,919	115,002				11.026		
Oct-03	0.74	87,500	117,562				7.839		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.2.21.15.2.1 UCL-ND/≥10 circuits/Dispatch/KY (hours)**

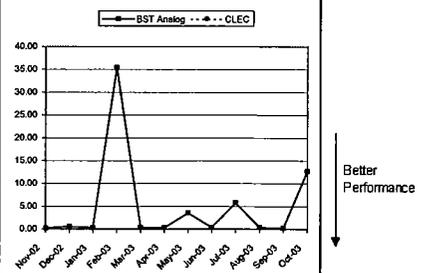
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.64	27	42				4.030		
Dec-02	0.46	17	35				2.535		
Jan-03	5.37	172	32				29.168		
Feb-03	0.59	17	34				2.865		
Mar-03	10.90	752	69				38.204		
Apr-03	7.33	440	60				28.478		
May-03	1.20	71	59				4.536		
Jun-03	4.97	239	48				17.986		
Jul-03	5.89	359	61				23.630		
Aug-03	0.50	20	41				2.941		
Sep-03	13.17	580	44				55.871		
Oct-03	4.68	200	43				15.110		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.2.21.15.2.2 UCL-ND/≥10 circuits/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.22	2	11				0.161		
Dec-02	0.54	3	6				0.483		
Jan-03	0.29	5	16				0.108		
Feb-03	35.36	495	14				108.544		
Mar-03	0.34	5	15				0.128		
Apr-03	0.29	2	7				0.154		
May-03	3.53	74	21				14.308		
Jun-03	0.35	4	11				0.175		
Jul-03	5.72	80	14				16.865		
Aug-03	0.34	1	4				0.131		
Sep-03	0.25	2	10				0.143		
Oct-03	12.67	215	17				31.516		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

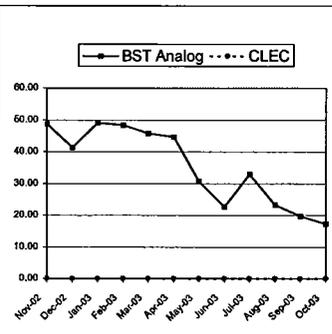
(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.4.1.1 EELs<10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.77	5,999	123	0.00	0	0	77.207		YES
Dec-02	41.34	5,498	133	0.00	0	0	64.107		YES
Jan-03	49.06	5,789	118	0.00	0	0	70.623		YES
Feb-03	48.33	6,186	128	0.00	0	0	75.013		YES
Mar-03	45.76	3,295	72	0.00	0	0	75.739		YES
Apr-03	44.63	2,901	65	0.00	0	0	86.701		YES
May-03	30.68	2,332	76	0.00	0	0	65.844		YES
Jun-03	22.65	2,129	94	0.00	0	0	46.321		YES
Jul-03	32.87	2,695	82	0.00	0	0	71.350		YES
Aug-03	23.22	2,693	116	0.00	0	0	47.744		YES
Sep-03	19.72	1,755	89	0.00	0	0	22.744		YES
Oct-03	17.24	1,414	82	0.00	0	0	22.661		YES

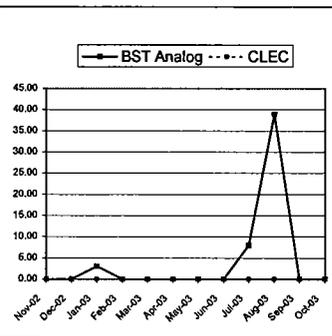


Better Performance  
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Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.2.3.4.1.2 EELs<10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	3.00	3	1	0.00	0	0	0.000		YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	8.00	8	1	0.00	0	0	0.000		YES
Aug-03	39.00	39	1	0.00	0	0	0.000		YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES



Better Performance  
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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

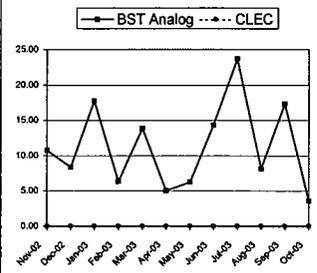
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Held Orders**

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

**B.2.3.4.1.3 EELs<10 circuits/Other/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.76	228	21	0.00	0	0	12.284		YES
Dec-02	8.36	276	33	0.00	0	0	14.073		YES
Jan-03	17.77	231	13	0.00	0	0	31.207		YES
Feb-03	8.31	82	13	0.00	0	0	4.553		YES
Mar-03	13.90	139	10	0.00	0	0	8.736		YES
Apr-03	5.00	45	9	0.00	0	0	4.444		YES
May-03	6.22	112	18	0.00	0	0	9.239		YES
Jun-03	14.33	301	21	0.00	0	0	8.523		YES
Jul-03	23.69	379	16	0.00	0	0	23.488		YES
Aug-03	8.14	179	22	0.00	0	0	10.772		YES
Sep-03	17.33	104	6	0.00	0	0	28.703		YES
Oct-03	9.59	97	27	0.00	0	0	8.876		YES

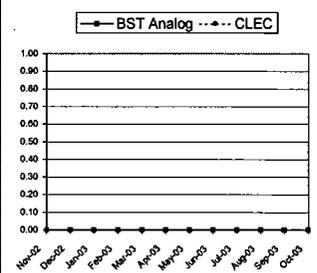


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.3.4.2.1 EELs>=10 circuits/Facility/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

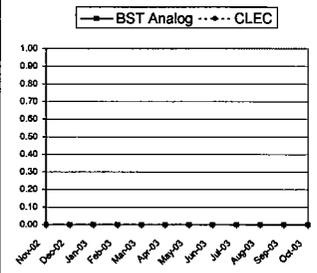


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.3.4.2.2 EELs>=10 circuits/Equipment/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

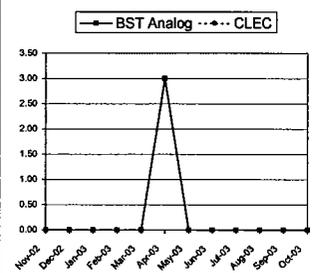


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.3.4.2.3 EELs>=10 circuits/Other/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	3.00	12	4				0.000		
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

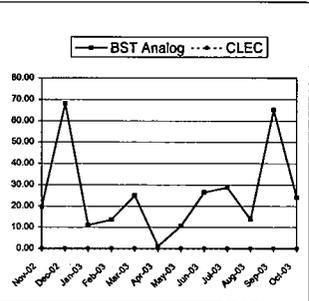
(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.5.1.1 xDSL (ADSL, HDSL and UCL)<10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.84	216	11	0.00	0	0	40.438		YES
Dec-02	98.00	204	3	0.00	0	0	89.772		YES
Jan-03	10.89	174	16	0.00	0	0	8.906		YES
Feb-03	19.45	148	11	0.00	0	0	18.232		YES
Mar-03	24.89	224	9	0.00	0	0	18.275		YES
Apr-03	1.00	1	1	0.00	0	0	0.000		YES
May-03	10.87	32	3	0.00	0	0	13.279		YES
Jun-03	26.40	132	5	0.00	0	0	6.731		YES
Jul-03	26.57	200	7	0.00	0	0	30.713		YES
Aug-03	13.84	150	11	0.00	0	0	9.124		YES
Sep-03	85.00	85	1	0.00	0	0	0.000		YES
Oct-03	24.00	120	5	0.00	0	0	40.417		YES

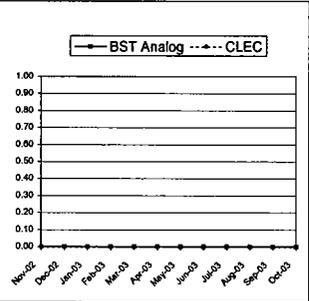


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.3.5.1.2 xDSL (ADSL, HDSL and UCL)<10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES

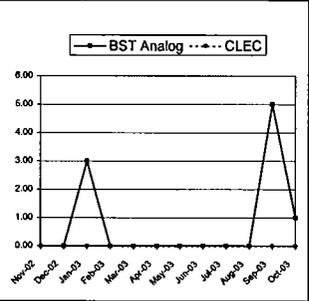


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.3.5.1.3 xDSL (ADSL, HDSL and UCL)<10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	3.00	3	1	0.00	0	0	0.000		YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	5.00	5	1	0.00	0	0	0.000		YES
Oct-03	1.00	1	1	0.00	0	0	0.000		YES

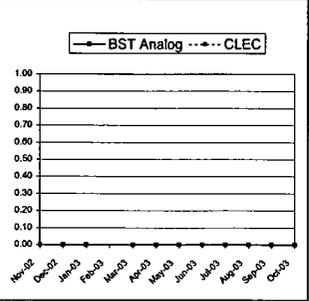


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.3.5.2.1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

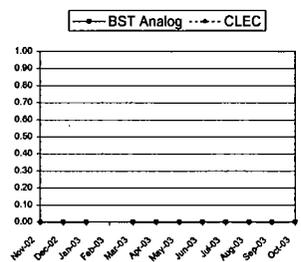
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Provisioning**  
**Held Orders**

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

**B.2.3.5.2.2 xDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

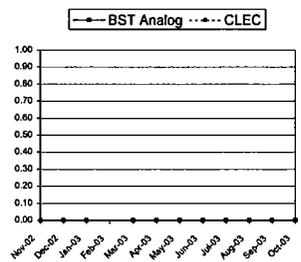


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.3.5.2.3 xDSL (ADSL, HDSL and UCL)>=10 circuits/Other/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

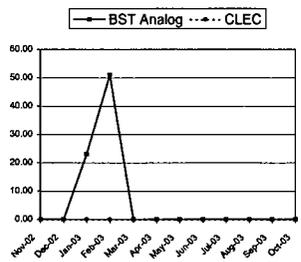


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.3.6.1.1 UNE ISDN<10 circuits/Facility/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	23.00	23	1	0.00	0	0	0.000		YES
Feb-03	51.00	51	1	0.00	0	0	0.000		YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES

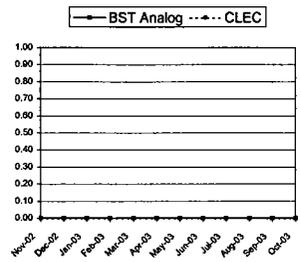


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.3.6.1.2 UNE ISDN<10 circuits/Equipment/KY (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES



Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

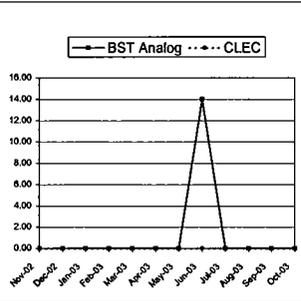
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.6.1.3 UNE ISDN<10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	14.00	14	1	0.00	0	0	0.000		YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES

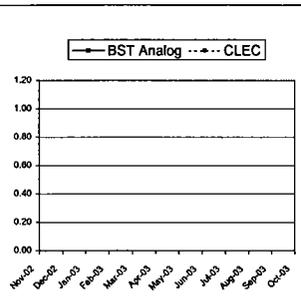


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.3.6.2.1 UNE ISDN>=10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

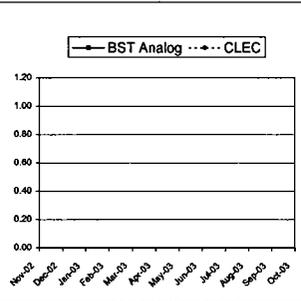


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.3.6.2.2 UNE ISDN>=10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

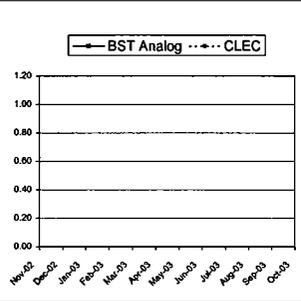


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.3.6.2.3 UNE ISDN>=10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

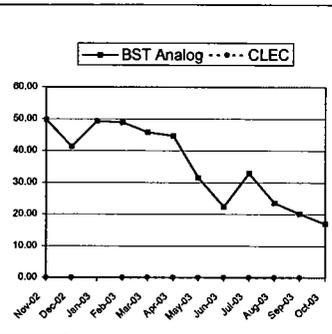
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.8.1.1 2W Analog Loop Design/<10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	49.76	5,872	118	0.00	0	0	78.422		YES
Dec-02	41.31	5,412	131	0.00	0	0	64.594		YES
Jan-03	49.28	5,766	117				70.885		
Feb-03	48.85	6,106	125	0.00	0	0	75.789	YES	
Mar-03	45.76	3,295	72	0.00	0	0	75.739	YES	
Apr-03	44.63	2,901	65	0.00	0	0	86.701	YES	
May-03	31.49	2,299	73	0.00	0	0	67.077	YES	
Jun-03	22.30	1,985	89	0.00	0	0	47.440	YES	
Jul-03	32.87	2,695	82	0.00	0	0	71.350	YES	
Aug-03	23.56	2,639	112	0.00	0	0	48.549	YES	
Sep-03	20.10	1,749	87	0.00	0	0	22.860	YES	
Oct-03	17.01	1,378	81				22.603		

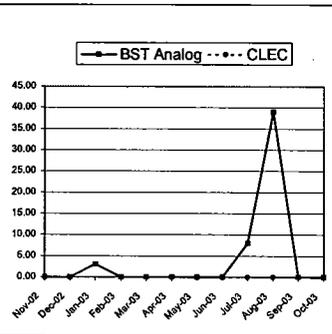


Better Performance  
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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.8.1.2 2W Analog Loop Design/<10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	3.00	3	1				0.000		
Feb-03	0.00	0	0	0.00	0	0		YES	
Mar-03	0.00	0	0	0.00	0	0		YES	
Apr-03	0.00	0	0	0.00	0	0		YES	
May-03	0.00	0	0	0.00	0	0		YES	
Jun-03	0.00	0	0	0.00	0	0		YES	
Jul-03	8.00	8	1	0.00	0	0	0.000	YES	
Aug-03	39.00	39	1	0.00	0	0	0.000	YES	
Sep-03	0.00	0	0	0.00	0	0		YES	
Oct-03	0.00	0	0						



Better Performance  
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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

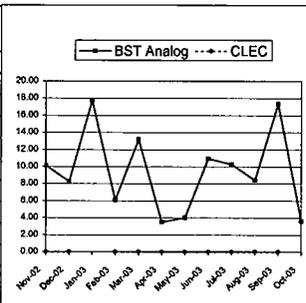
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.8.1.3 2W Analog Loop Design/<10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.11	192	19	0.00	0	0	12.782		YES
Dec-02	8.23	255	31	0.00	0	0	14.315		YES
Jan-03	17.77	231	13				31.207		
Feb-03	6.08	73	12	0.00	0	0	4.719		YES
Mar-03	13.20	66	5	0.00	0	0	9.935		YES
Apr-03	3.50	7	2	0.00	0	0	3.536		YES
May-03	4.00	60	15	0.00	0	0	3.948		YES
Jun-03	10.92	142	13	0.00	0	0	6.075		YES
Jul-03	10.25	82	8	0.00	0	0	3.694		YES
Aug-03	8.58	178	21	0.00	0	0	10.075		YES
Sep-03	17.93	104	6	0.00	0	0	26.703		YES
Oct-03	3.59	97	27				8.679		

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

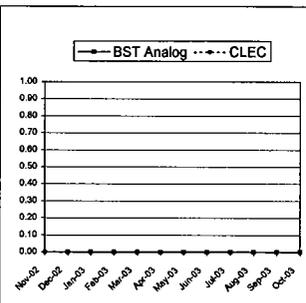


Better Performance

B.2.3.8.2.1 2W Analog Loop Design/>=10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

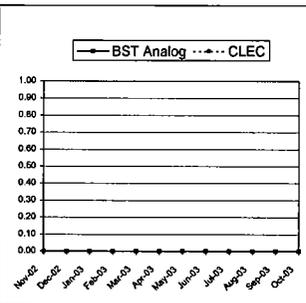


Better Performance

B.2.3.8.2.2 2W Analog Loop Design/>=10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

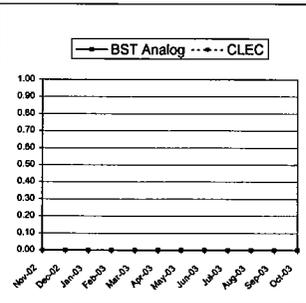


Better Performance

B.2.3.8.2.3 2W Analog Loop Design/>=10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

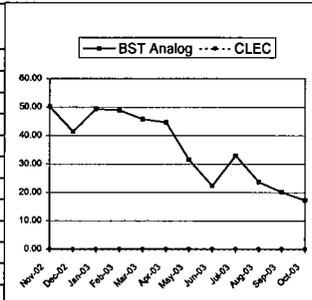
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.9.1.1 2W Analog Loop Non-Design<10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	50.11	5,863	117	0.00	0	0		78.867	YES
Dec-02	41.31	5,412	131	0.00	0	0		64.694	YES
Jan-03	49.28	5,788	117	0.00	0	0		70.885	YES
Feb-03	48.85	6,106	125	0.00	0	0		75.789	YES
Mar-03	45.78	3,295	72	0.00	0	0		75.738	YES
Apr-03	44.83	2,901	85	0.00	0	0		88.701	YES
May-03	31.46	2,299	73	0.00	0	0		67.077	YES
Jun-03	22.30	1,985	89	0.00	0	0		47.440	YES
Jul-03	32.87	2,895	82	0.00	0	0		71.350	YES
Aug-03	23.56	2,639	112	0.00	0	0		48.540	YES
Sep-03	20.10	1,740	87	0.00	0	0		22.880	YES
Oct-03	17.19	1,375	80	0.00	0	0		22.890	YES

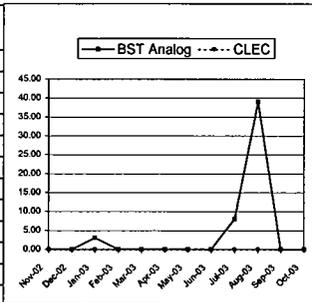


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.1.2 2W Analog Loop Non-Design<10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	3.00	3	1	0.00	0	0	0.000		YES
Feb-03	0.00	0	0	0.00	0	0			YES
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	5.00	8	1	0.00	0	0	0.000		YES
Aug-03	39.00	39	1	0.00	0	0	0.000		YES
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0	0.00	0	0			YES

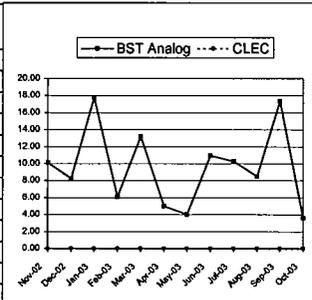


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.1.3 2W Analog Loop Non-Design<10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	10.11	192	19	0.00	0	0		12.782	YES
Dec-02	8.23	255	31	0.00	0	0		14.315	YES
Jan-03	17.77	231	13	0.00	0	0		31.207	YES
Feb-03	5.08	73	12	0.00	0	0		4.719	YES
Mar-03	13.20	86	5	0.00	0	0		9.935	YES
Apr-03	5.00	15	3	0.00	0	0		3.606	YES
May-03	4.00	80	15	0.00	0	0		3.948	YES
Jun-03	10.92	142	13	0.00	0	0		8.075	YES
Jul-03	10.25	82	8	0.00	0	0		3.894	YES
Aug-03	5.45	189	20	0.00	0	0		11.255	YES
Sep-03	17.03	104	8	0.00	0	0		28.703	YES
Oct-03	3.60	97	27	0.00	0	0		8.679	YES

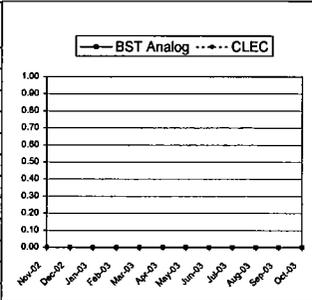


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.2.1 2W Analog Loop Non-Design>=10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0						



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.9.2.2 2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.9.2.3 2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

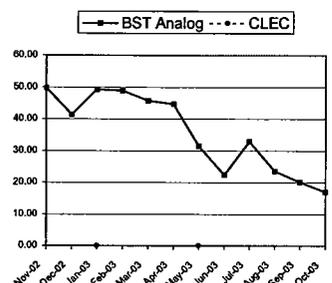
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	49.76	5,872	118				78.422		
Dec-02	41.31	5,412	131				64.594		
Jan-03	49.28	5,766	117	0.00	0	0	70.885		YES
Feb-03	48.85	6,106	125				75.789		
Mar-03	45.76	3,295	72				75.739		
Apr-03	44.63	2,901	65				86.701		
May-03	31.49	2,299	73	0.00	0	0	67.077		YES
Jun-03	22.30	1,985	89				47.440		
Jul-03	32.67	2,695	82				71.350		
Aug-03	23.66	2,639	112				48.549		
Sep-03	20.10	1,749	87				22.860		
Oct-03	17.01	1,378	81				22.603		

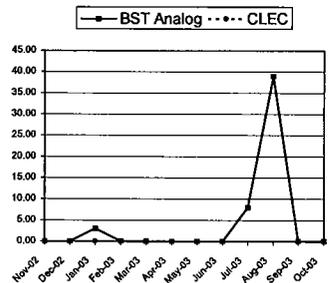


Better Performance  
↓  
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	3.00	3	1	0.00	0	0	0.000		YES
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0						
Jul-03	8.00	8	1				0.000		
Aug-03	39.00	39	1				0.000		
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Better Performance  
↓

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

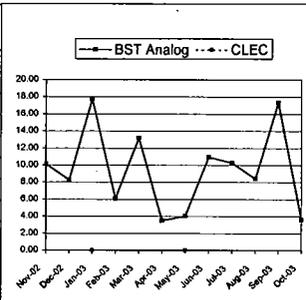
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.12.1.3 2W Analog Loop w/LNP Design/<10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.11	192	19				12.762		
Dec-02	8.23	255	31				14.315		
Jan-03	17.77	231	13	0.00	0	0	31.207		YES
Feb-03	8.08	73	12				4.719		
Mar-03	13.20	68	5				9.835		
Apr-03	3.50	7	2				3.538		
May-03	4.00	80	15	0.00	0	0	3.846		YES
Jun-03	10.92	142	13				6.075		
Jul-03	10.25	82	8				3.894		
Aug-03	8.38	176	21				10.675		
Sep-03	17.33	104	6				28.703		
Oct-03	3.69	97	27				8.878		

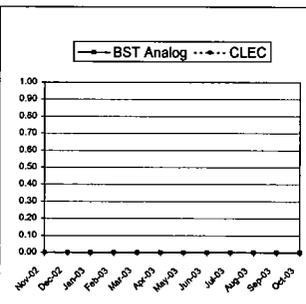


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

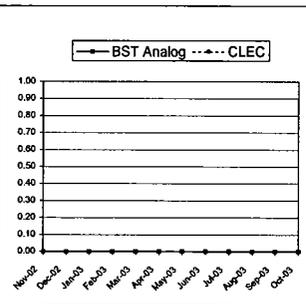


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

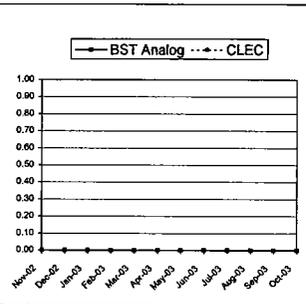


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.3.12.2.3 2W Analog Loop w/LNP Design/>=10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

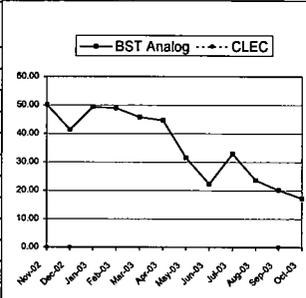
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.13.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	50.11	5,863	117	0.00	0	0	78.867		YES
Dec-02	41.31	5,412	131	0.00	0	0	64.594		YES
Jan-03	46.28	5,788	117				70.885		
Feb-03	48.85	6,106	125				75.789		
Mar-03	45.76	3,205	72				75.739		
Apr-03	44.83	2,901	85				86.701		
May-03	31.49	2,299	73				67.077		
Jun-03	22.30	1,985	89				47.440		
Jul-03	32.87	2,695	82				71.350		
Aug-03	23.98	2,639	112				48.540		
Sep-03	20.10	1,749	87	0.00	0	0	22.860		YES
Oct-03	17.39	1,375	80				22.890		

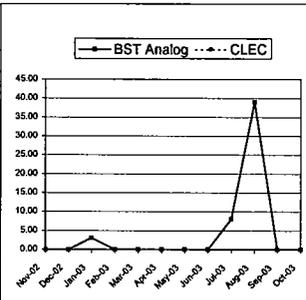


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.1.2 2W Analog Loop w/LNP Non-Design<10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	3.00	3	1				0.000		
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	8.00	8	1				0.000		
Aug-03	39.00	39	1				0.000		
Sep-03	0.00	0	0	0.00	0	0			YES
Oct-03	0.00	0	0						

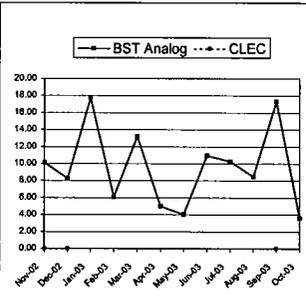


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.1.3 2W Analog Loop w/LNP Non-Design<10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.11	192	19	0.00	0	0	12.762		YES
Dec-02	8.23	255	31	0.00	0	0	14.315		YES
Jan-03	17.77	231	13				31.207		
Feb-03	6.06	73	12				4.719		
Mar-03	13.20	88	5				9.935		
Apr-03	6.00	15	3				3.606		
May-03	4.00	80	15				3.946		
Jun-03	10.62	142	13				8.075		
Jul-03	10.25	82	8				3.694		
Aug-03	9.45	169	20				11.255		
Sep-03	17.33	104	6	0.00	0	0	28.703		YES
Oct-03	3.69	67	27				8.870		

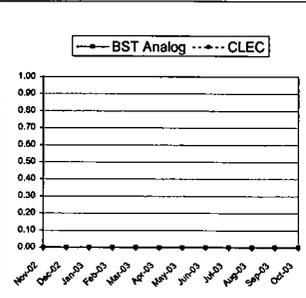


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.2.1 2W Analog Loop w/LNP Non-Design>=10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

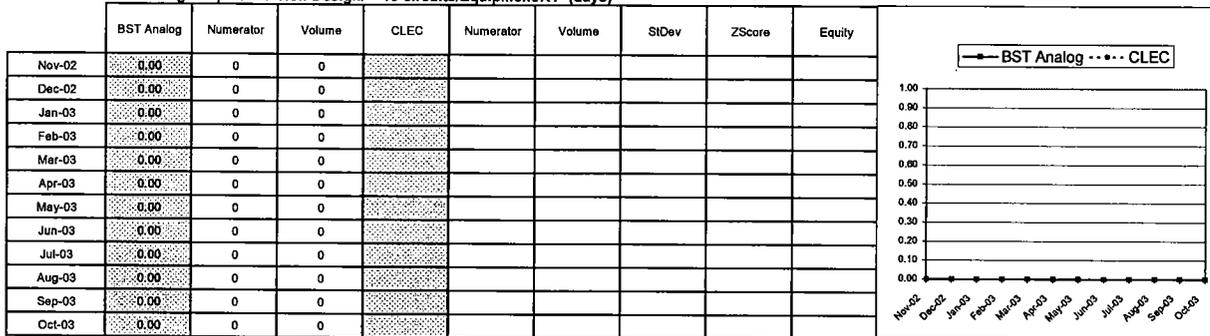
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

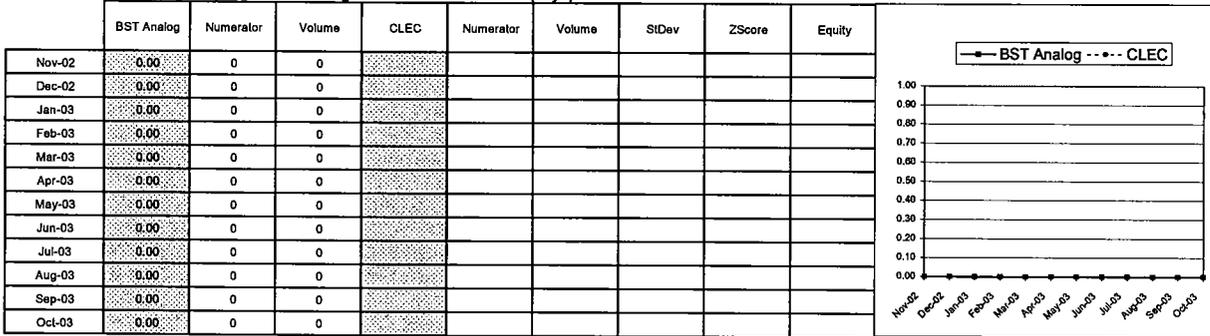
Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.13.2.2 2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/KY (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.3.13.2.3 2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/KY (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

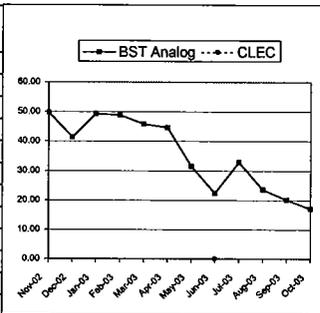
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.  
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.15.1.1 UCL-ND/<10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	49.76	5,872	118				78.422		
Dec-02	41.31	5,412	131				84.564		
Jan-03	49.28	5,788	117				70.885		
Feb-03	48.85	6,108	125				75.789		
Mar-03	45.76	3,295	72				75.739		
Apr-03	44.63	2,901	65				89.701		
May-03	31.49	2,299	73				67.077		
Jun-03	22.30	1,985	89	0.00	0	0	47.440		YES
Jul-03	32.67	2,695	82				71.350		
Aug-03	23.56	2,039	112				48.549		
Sep-03	20.10	1,749	87				22.860		
Oct-03	17.01	1,378	81				22.803		

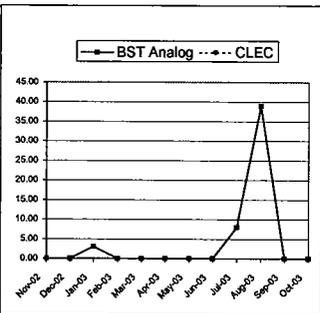


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.3.15.1.2 UCL-ND/<10 circuits/Equipment/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	3.00	3	1				0.000		
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	8.00	8	1				0.000		
Aug-03	39.00	39	1				0.000		
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						

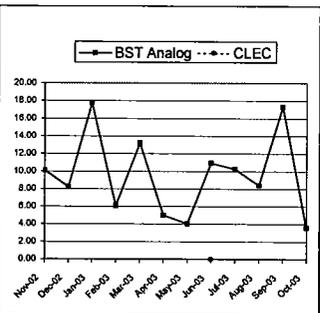


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.3.15.1.3 UCL-ND/<10 circuits/Other/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.11	192	19				12.762		
Dec-02	8.23	255	31				14.315		
Jan-03	17.77	231	13				31.207		
Feb-03	8.08	73	12				4.719		
Mar-03	13.30	68	5				9.935		
Apr-03	5.00	15	3				3.808		
May-03	4.00	60	15				3.948		
Jun-03	10.82	142	13	0.00	0	0	6.075		YES
Jul-03	10.25	82	8				3.894		
Aug-03	8.38	178	21				10.975		
Sep-03	17.33	104	6				28.703		
Oct-03	3.59	97	27				8.879		

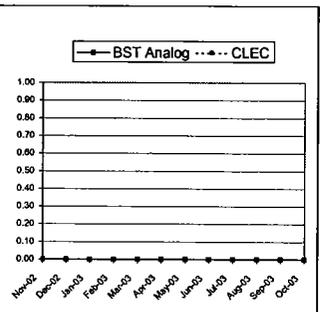


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.2.3.15.2.1 UCL-ND/>=10 circuits/Facility/KY (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						
Oct-03	0.00	0	0						



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

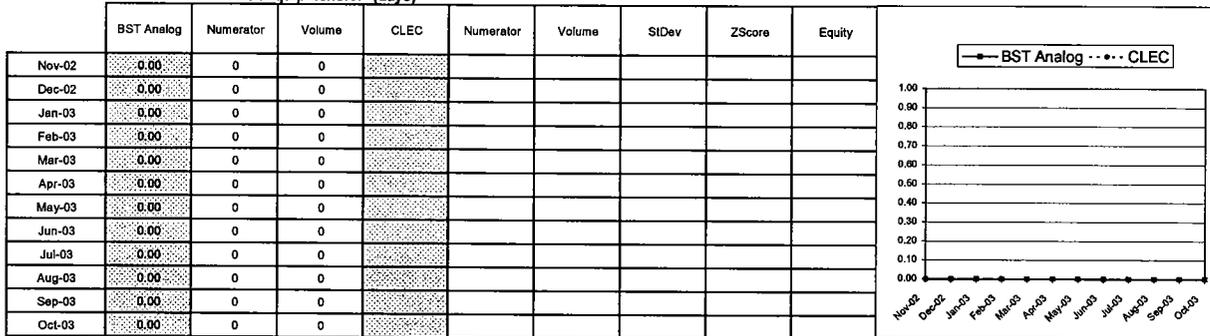
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

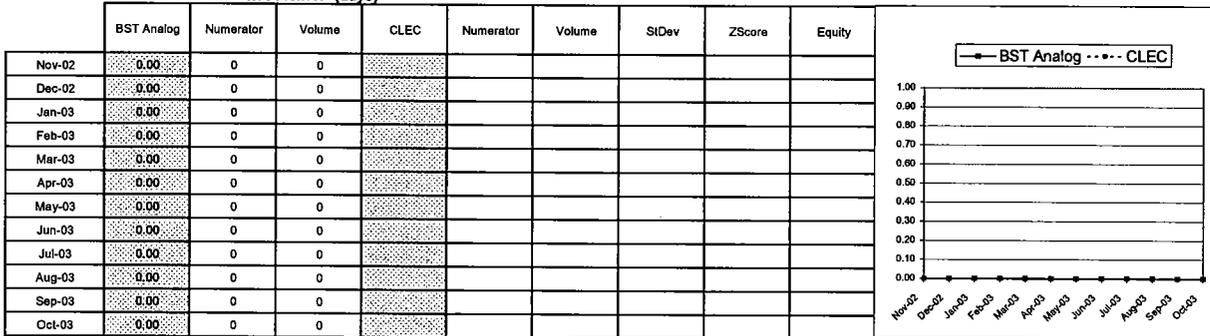
Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.3.15.2.2 UCL-ND/≥10 circuits/Equipment/KY (days)



B.2.3.15.2.3 UCL-ND/≥10 circuits/Other/KY (days)



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
% Cooperative Test Attempts for xDSL  
(% of Test Attempts that are Cooperative)  
Numerator Indicates total number of cooperative test attempts.  
Volume Indicates total number of line tests.

B.2.33.1 xDSL (ADSL, HDSL and UCL)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	15	15			YES
Dec-02	95.00%			100.00%	15	15			YES
Jan-03	95.00%			100.00%	22	22			YES
Feb-03	95.00%			100.00%	28	28			YES
Mar-03	95.00%			100.00%	8	8			YES
Apr-03	95.00%			100.00%	5	5			YES
May-03	95.00%			100.00%	8	8			YES
Jun-03	95.00%			100.00%	15	15			YES
Jul-03	95.00%			100.00%	23	23			YES
Aug-03	95.00%			100.00%	13	13			YES
Sep-03	95.00%			100.00%	5	5			YES
Oct-03	95.00%			100.00%	8	8			YES

B.2.33.2 xDSL Other/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Service Order Accuracy

(% of Service Orders that are Accurate)

Numerator indicates total number of service orders that are accurate.

Volume indicates total number of service orders.

B.2.34.1.1.1 Design (Specials)<10 circuits/Dispatch/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	150	150			YES
Dec-02	95.00%			100.00%	175	175			YES
Jan-03	95.00%			100.00%	180	180			YES
Feb-03	95.00%			100.00%	180	180			YES
Mar-03	95.00%			100.00%	170	170			YES
Apr-03	95.00%			98.20%	172	175			YES
May-03	95.00%			99.40%	166	167			YES
Jun-03	95.00%			95.00%	114	120			YES
Jul-03	95.00%			100.00%	108	108			YES
Aug-03	95.00%			100.00%	90	90			YES
Sep-03	95.00%			100.00%	95	95			YES
Oct-03	95.00%			100.00%	95	95			YES

B.2.34.1.1.2 Design (Specials)<10 circuits/Non-Dispatch/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	106	106			YES
Dec-02	95.00%			98.18%	106	108			YES
Jan-03	95.00%			95.00%	98	100			YES
Feb-03	95.00%			100.00%	70	70			YES
Mar-03	95.00%			97.44%	76	78			YES
Apr-03	95.00%			97.96%	96	98			YES
May-03	95.00%			98.81%	57	59			YES
Jun-03	95.00%			100.00%	100	100			YES
Jul-03	95.00%			95.91%	91	92			YES
Aug-03	95.00%			96.57%	69	70			YES
Sep-03	95.00%			98.57%	69	70			YES
Oct-03	95.00%			98.57%	69	70			YES

B.2.34.1.2.1 Design (Specials)>=10 circuits/Dispatch/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	55	55			YES
Dec-02	95.00%			100.00%	27	27			YES
Jan-03	95.00%			100.00%	37	37			YES
Feb-03	95.00%			100.00%	36	36			YES
Mar-03	95.00%			90.91%	30	33			NO
Apr-03	95.00%			90.91%	30	33			NO
May-03	95.00%			98.72%	59	61			YES
Jun-03	95.00%			98.77%	30	31			YES
Jul-03	95.00%			100.00%	30	30			YES
Aug-03	95.00%			100.00%	18	18			YES
Sep-03	95.00%			96.43%	27	28			YES
Oct-03	95.00%			84.82%	22	26			NO

B.2.34.1.2.2 Design (Specials)>=10 circuits/Non-Dispatch/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	51	51			YES
Dec-02	95.00%			97.90%	36	37			YES
Jan-03	95.00%			100.00%	29	29			YES
Feb-03	95.00%			100.00%	22	22			YES
Mar-03	95.00%			100.00%	18	18			YES
Apr-03	95.00%			77.78%	21	27			NO
May-03	95.00%			82.61%	19	23			NO
Jun-03	95.00%			77.27%	17	22			NO
Jul-03	95.00%			100.00%	31	31			YES
Aug-03	95.00%			76.82%	30	39			NO
Sep-03	95.00%			81.82%	18	22			NO
Oct-03	95.00%			100.00%	31	31			YES

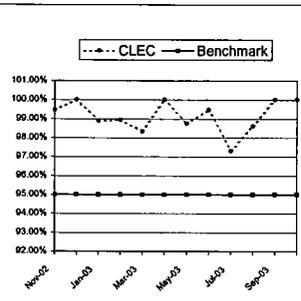
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Service Order Accuracy

(% of Service Orders that are Accurate)

Numerator indicates total number of service orders that are accurate.  
Volume indicates total number of service orders.

B.2.34.2.1.1 Loops Non-Design/<10 circuits/Dispatch/KY (%)

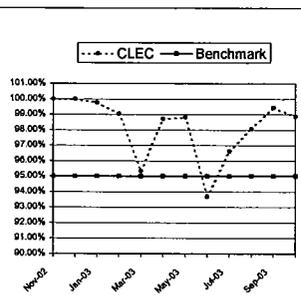
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			99.47%	188	189			YES
Dec-02	95.00%			100.00%	165	165			YES
Jan-03	95.00%			99.99%	178	180			YES
Feb-03	95.00%			99.95%	188	190			YES
Mar-03	95.00%			98.83%	177	180			YES
Apr-03	95.00%			100.00%	190	190			YES
May-03	95.00%			98.77%	320	324			YES
Jun-03	95.00%			99.47%	189	190			YES
Jul-03	95.00%			97.91%	181	188			YES
Aug-03	95.00%			95.80%	212	215			YES
Sep-03	95.00%			100.00%	230	230			YES
Oct-03	95.00%			100.00%	250	250			YES



Better Performance

B.2.34.2.1.2 Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)

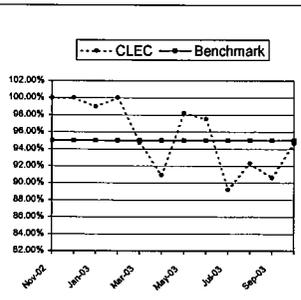
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	385	385			YES
Dec-02	95.00%			100.00%	400	400			YES
Jan-03	95.00%			99.76%	419	420			YES
Feb-03	95.00%			99.04%	515	520			YES
Mar-03	95.00%			95.83%	572	600			YES
Apr-03	95.00%			96.70%	533	540			YES
May-03	95.00%			96.82%	418	423			YES
Jun-03	95.00%			93.97%	281	300			NO
Jul-03	95.00%			95.61%	228	238			YES
Aug-03	95.00%			96.06%	304	310			YES
Sep-03	95.00%			96.43%	348	350			YES
Oct-03	95.00%			95.88%	348	350			YES



Better Performance

B.2.34.2.2.1 Loops Non-Design/>=10 circuits/Dispatch/KY (%)

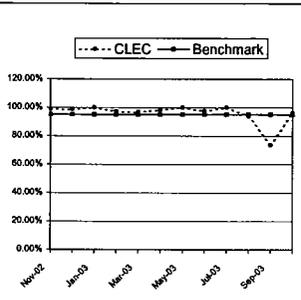
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	118	118			YES
Dec-02	95.00%			100.00%	73	73			YES
Jan-03	95.00%			98.96%	95	96			YES
Feb-03	95.00%			100.00%	107	107			YES
Mar-03	95.00%			94.74%	72	76			NO
Apr-03	95.00%			90.91%	80	86			NO
May-03	95.00%			98.23%	111	113			YES
Jun-03	95.00%			97.80%	78	80			YES
Jul-03	95.00%			99.19%	86	74			NO
Aug-03	95.00%			92.91%	96	104			NO
Sep-03	95.00%			90.63%	87	96			NO
Oct-03	95.00%			94.62%	88	93			NO



Better Performance

B.2.34.2.2.2 Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			98.84%	85	86			YES
Dec-02	95.00%			98.72%	77	78			YES
Jan-03	95.00%			100.00%	90	90			YES
Feb-03	95.00%			97.22%	70	72			YES
Mar-03	95.00%			96.82%	83	85			YES
Apr-03	95.00%			98.26%	58	57			YES
May-03	95.00%			100.00%	60	60			YES
Jun-03	95.00%			97.44%	78	78			YES
Jul-03	95.00%			100.00%	68	68			YES
Aug-03	95.00%			93.94%	62	66			NO
Sep-03	95.00%			73.47%	36	49			NO
Oct-03	95.00%			96.20%	78	79			YES



Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

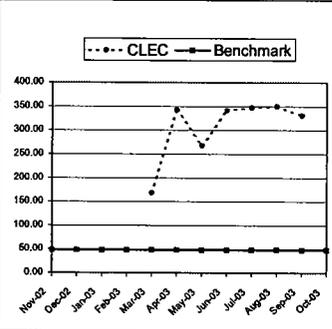
Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.8.4

EELS/KY (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00			168.50	337	2			YES
Apr-03	48.00			342.07	342	1			YES
May-03	48.00			267.91	802	3			YES
Jun-03	48.00			341.18	682	2			YES
Jul-03	48.00			347.20	2,430	7			YES
Aug-03	48.00			349.56	2,447	7			YES
Sep-03	48.00			330.50	3,305	10			YES
Oct-03	48.00								



Better Performance

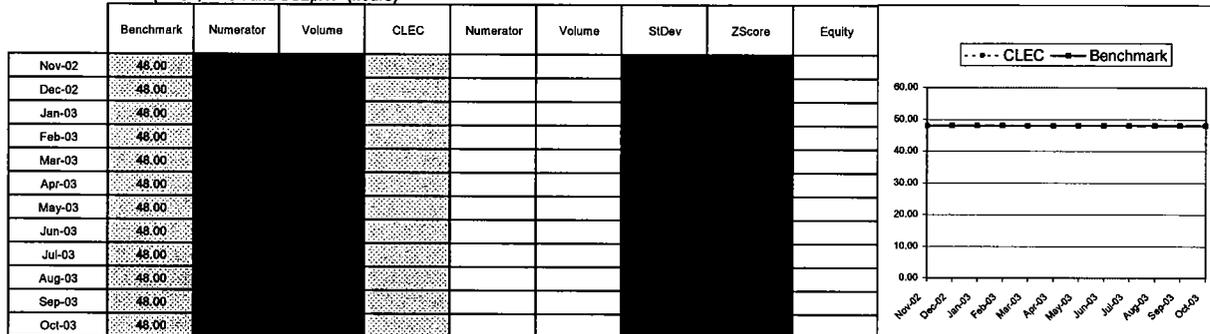
Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

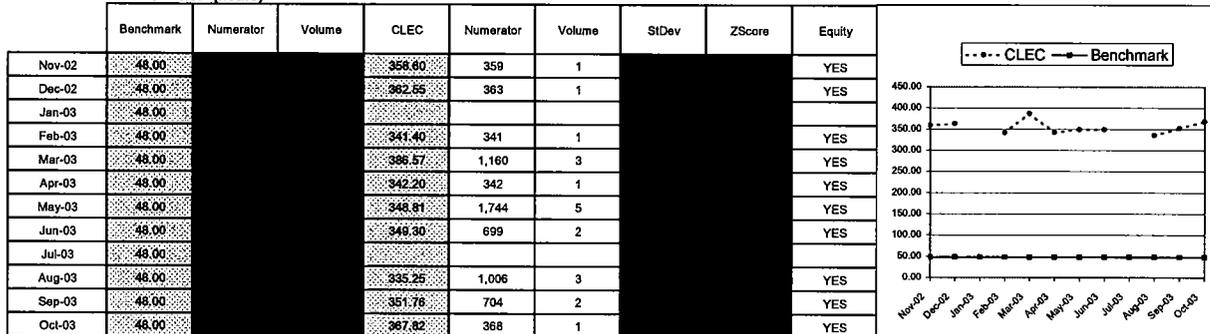
(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.  
Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

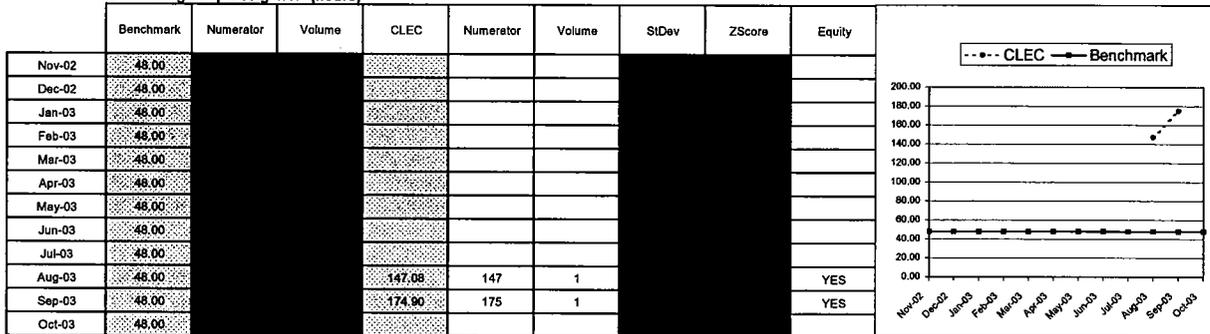
B.2.8.5 xDSL (ADSL, HDSL and UCL)/KY (hours)



B.2.8.6 UNE ISDN/KY (hours)



B.2.8.8 2W Analog Loop Design/KY (hours)



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

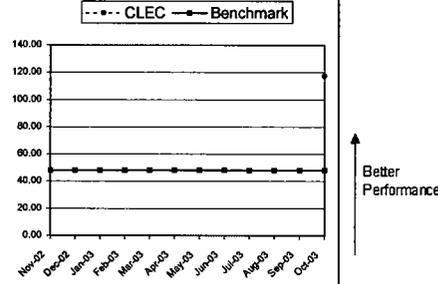
(Average Time of Advanced Warning that Order Is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

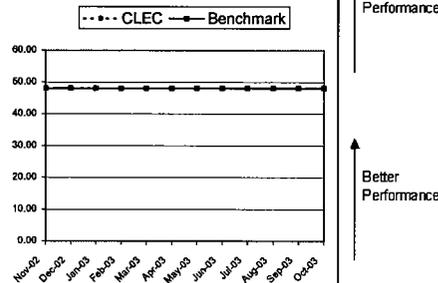
B.2.8.9 2W Analog Loop Non-Design/KY (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00								
Apr-03	48.00								
May-03	48.00								
Jun-03	48.00								
Jul-03	48.00								
Aug-03	48.00								
Sep-03	48.00								
Oct-03	48.00			117.90	235	2			YES



B.2.8.12 2W Analog Loop w/LNP Design/KY (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00								
Apr-03	48.00								
May-03	48.00								
Jun-03	48.00								
Jul-03	48.00								
Aug-03	48.00								
Sep-03	48.00								
Oct-03	48.00								



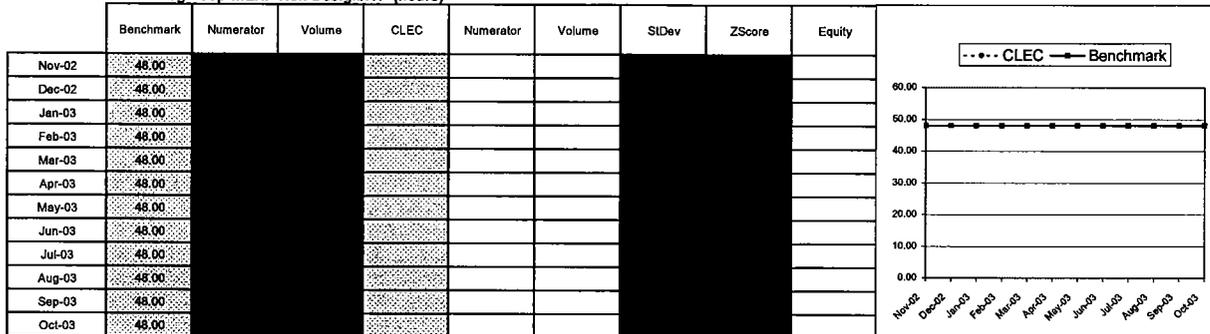
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

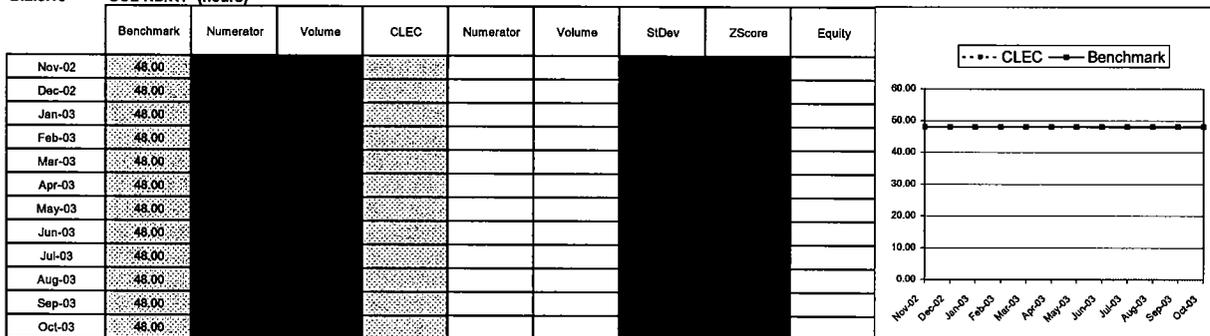
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.8.13 2W Analog Loop w/LNP Non-Design/KY (hours)



B.2.8.15 UCL-ND/KY (hours)

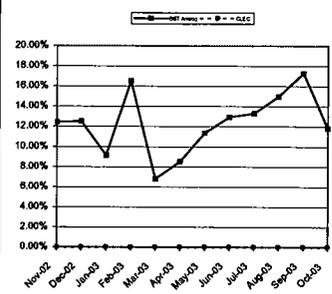


Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments  
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.4.1 EELs/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.43%	2,513	20,221	0.00%	0	8		1.0653	YES
Dec-02	12.61%	2,343	18,728	0.00%	0	6		0.9281	YES
Jan-03	9.14%	1,576	17,249	0.00%	0	10		1.0025	YES
Feb-03	16.50%	4,277	25,919	0.00%	0	6		1.0888	YES
Mar-03	6.76%	1,407	20,740	0.00%	0	9		0.8091	YES
Apr-03	8.50%	1,804	21,215	0.00%	0	10		0.9638	YES
May-03	11.35%	3,034	26,731	0.00%	0	18		1.5176	YES
Jun-03	12.94%	2,951	22,810	0.00%	0	11		1.2782	YES
Jul-03	13.29%	3,270	24,613	0.00%	0	17		1.6133	YES
Aug-03	14.96%	4,047	27,050	0.00%	0	18		1.7790	YES
Sep-03	17.28%	4,544	26,299	0.00%	0	14		1.7096	YES
Oct-03	11.81%	2,164	18,322	0.00%	0	13		1.3190	YES

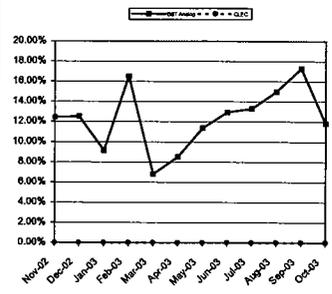


Better Performance  
↓  
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.1.4.2 EELs/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.43%	2,513	20,221	0.00%	0	3		0.6524	YES
Dec-02	12.61%	2,343	18,728	0.00%	0	3		0.6549	YES
Jan-03	9.14%	1,576	17,249	0.00%	0	2		0.4484	YES
Feb-03	16.50%	4,277	25,919	0.00%	0	3		0.7699	YES
Mar-03	6.76%	1,407	20,740	0.00%	0	4		0.5395	YES
Apr-03	8.50%	1,804	21,215	0.00%	0	15		1.1803	YES
May-03	11.35%	3,034	26,731	0.00%	0	5		0.8000	YES
Jun-03	12.94%	2,951	22,810	0.00%	0	5		0.8619	YES
Jul-03	13.29%	3,270	24,613	0.00%	0	5		0.8752	YES
Aug-03	14.96%	4,047	27,050	0.00%	0	3		0.7265	YES
Sep-03	17.28%	4,544	26,299	0.00%	0	9		1.3708	YES
Oct-03	11.81%	2,164	18,322	0.00%	0	9		1.0976	YES



Better Performance  
↓  
Better Performance

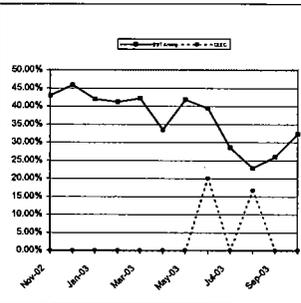
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Missed Repair Appointments**  
**(% of Appointments Not Met)**

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)**

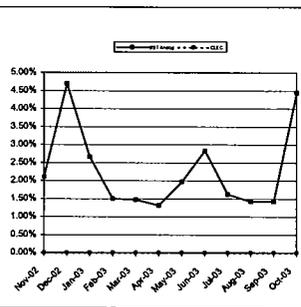
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	42.96%	125	291	0.00%	0	2		1.2230	YES
Dec-02	45.88%	158	340	0.00%	0	1		0.9194	YES
Jan-03	41.95%	159	379	0.00%	0	5		1.8885	YES
Feb-03	41.11%	141	343	0.00%	0	4		1.8613	YES
Mar-03	42.11%	190	380	0.00%	0	5		1.8945	YES
Apr-03	33.41%	137	410	0.00%	0	2		0.9994	YES
May-03	41.80%	158	378	0.00%	0	4		1.8860	YES
Jun-03	30.41%	134	340	20.00%	1	5		0.8818	YES
Jul-03	29.46%	86	302	0.00%	0	6		1.5305	YES
Aug-03	22.84%	95	418	16.67%	1	6		0.3575	YES
Sep-03	25.89%	73	282	0.00%	0	1		0.5900	YES
Oct-03	32.28%	82	254	0.00%	0	6		1.6717	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.1.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)**

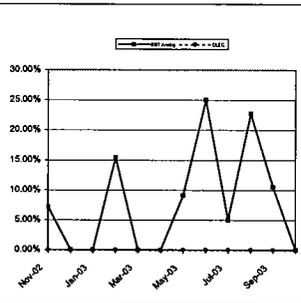
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	2.10%	13	618	0.00%	0	2		0.2070	YES
Dec-02	3.90%	31	661	0.00%	0	2		0.3132	YES
Jan-03	2.65%	22	830	0.00%	0	2		0.2331	YES
Feb-03	1.60%	17	1,135	0.00%	0	1		0.1233	YES
Mar-03	1.47%	17	1,160	0.00%	0	4		0.2435	YES
Apr-03	1.31%	11	841	0.00%	0	5		0.2567	YES
May-03	1.90%	17	866	0.00%	0	0			YES
Jun-03	2.83%	24	848	0.00%	0	1		0.1706	YES
Jul-03	1.62%	19	1,174	0.00%	0	1		0.1282	YES
Aug-03	1.41%	5	354	0.00%	0	3		0.2064	YES
Sep-03	1.41%	4	283	0.00%	0	2		0.1687	YES
Oct-03	3.44%	14	315	0.00%	0	0			YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.1.6.1 UNE ISDN/Dispatch/KY (%)**

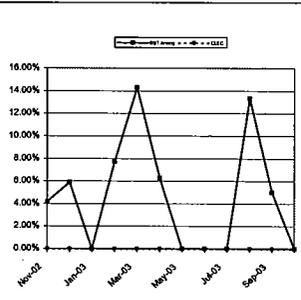
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	7.14%	1	14	0.00%	0	4		0.4892	YES
Dec-02	0.00%	0	12	0.00%	0	4			YES
Jan-03	0.00%	0	12	0.00%	0	3			YES
Feb-03	15.38%	2	13	0.00%	0	8		0.8640	YES
Mar-03	0.00%	0	16	0.00%	0	2			YES
Apr-03	0.00%	0	9	0.00%	0	5			YES
May-03	9.09%	2	22	0.00%	0	7		0.7267	YES
Jun-03	25.00%	2	8	0.00%	0	3		0.8528	YES
Jul-03	5.00%	1	20	0.00%	0	8		0.5484	YES
Aug-03	22.73%	5	22	0.00%	0	8		1.3138	YES
Sep-03	10.53%	2	19	0.00%	0	5		0.6824	YES
Oct-03	0.00%	0	9	0.00%	0	5			YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.1.6.2 UNE ISDN/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Nov-02	4.17%	1	24	0.00%	0	9		0.5335	YES
Dec-02	5.88%	1	17	0.00%	0	3		0.3992	YES
Jan-03	0.00%	0	19	0.00%	0	2			YES
Feb-03	7.69%	1	13	0.00%	0	4		0.5040	YES
Mar-03	14.29%	2	14	0.00%	0	1		0.3944	YES
Apr-03	6.25%	1	16	0.00%	0	4		0.4810	YES
May-03	0.00%	0	15	0.00%	0	3			YES
Jun-03	0.00%	0	10	0.00%	0	2			YES
Jul-03	0.00%	0	11	0.00%	0	2			YES
Aug-03	13.33%	2	15	0.00%	0	1		0.3798	YES
Sep-03	5.00%	1	20	0.00%	0	2		0.3093	YES
Oct-03	0.00%	0	13	0.00%	0	2			YES



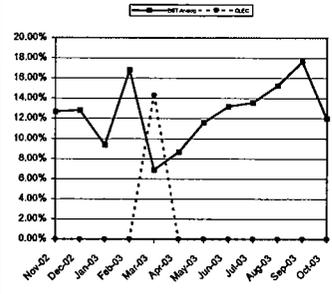
Note 1: ISDN - BRI data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Missed Repair Appointments**  
 (% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.  
 Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.8.1 2W Analog Loop Design/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.89%	2,509	19,770	0.00%	0	4		0.7624	YES
Dec-02	12.79%	2,342	18,310	0.00%	0	9		1.1486	YES
Jan-03	9.34%	1,572	16,822	0.00%	0	7		0.8493	YES
Feb-03	16.80%	4,273	25,428	0.00%	0	6		1.1007	YES
Mar-03	8.87%	1,401	20,387	14.29%	1	7		-0.7752	YES
Apr-03	8.64%	1,790	20,714	0.00%	0	7		0.8136	YES
May-03	11.58%	3,031	26,168	0.00%	0	8		1.0236	YES
Jun-03	13.19%	2,942	22,308	0.00%	0	5		0.8714	YES
Jul-03	13.57%	3,260	24,027	0.00%	0	5		0.8859	YES
Aug-03	16.25%	4,017	26,333	0.00%	0	6		1.0391	YES
Sep-03	17.64%	4,536	25,717	0.00%	0	1		0.4628	YES
Oct-03	12.00%	2,158	17,989	0.00%	0	1		0.3692	YES

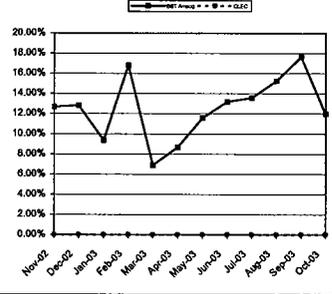


Better Performance  
↓  
Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.1.8.2 2W Analog Loop Design/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.89%	2,509	19,770	0.00%	0	3		0.6603	YES
Dec-02	12.79%	2,342	18,310	0.00%	0	1		0.3830	YES
Jan-03	9.34%	1,572	16,822	0.00%	0	3		0.5560	YES
Feb-03	16.80%	4,273	25,428	0.00%	0	2		0.6356	YES
Mar-03	8.87%	1,401	20,387	0.00%	0	2		0.3841	YES
Apr-03	8.64%	1,790	20,714	0.00%	0	4		0.6150	YES
May-03	11.58%	3,031	26,168	0.00%	0	2		0.5118	YES
Jun-03	13.19%	2,942	22,308	0.00%	0	3		0.6750	YES
Jul-03	13.57%	3,260	24,027	0.00%	0	1		0.3962	YES
Aug-03	16.25%	4,017	26,333	0.00%	0	4		0.8485	YES
Sep-03	17.64%	4,536	25,717	0.00%	0	2		0.6544	YES
Oct-03	12.00%	2,158	17,989	0.00%	0	2		0.5221	YES



Better Performance

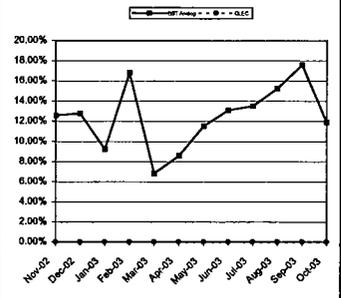
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Missed Repair Appointments**  
 (% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.  
 Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.9.1 2W Analog Loop Non-Design/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.69%	2,464	19,571	0.00%	0	0			YES
Dec-02	12.76%	2,308	18,085	0.00%	0	2		0.5409	YES
Jan-03	9.23%	1,531	16,581	0.00%	0	0			YES
Feb-03	16.79%	4,230	25,197	0.00%	0	0			YES
Mar-03	6.82%	1,378	20,198	0.00%	0	1		0.2706	YES
Apr-03	8.56%	1,752	20,482	0.00%	0	0			YES
May-03	11.48%	2,975	25,883	0.00%	0	4		0.7207	YES
Jun-03	13.10%	2,891	22,063	0.00%	0	3		0.6725	YES
Jul-03	13.60%	3,216	23,828	0.00%	0	1		0.3950	YES
Aug-03	16.26%	3,982	26,103	0.00%	0	8		1.1998	YES
Sep-03	17.68%	4,471	25,435	0.00%	0	6		1.1311	YES
Oct-03	11.90%	2,117	17,792	0.00%	0	1		0.3675	YES

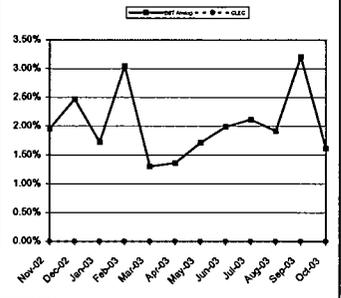


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.1.9.2 2W Analog Loop Non-Design/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.95%	132	6,757	0.00%	0	0			YES
Dec-02	2.47%	158	6,408	0.00%	0	0			YES
Jan-03	1.72%	117	6,795	0.00%	0	0			YES
Feb-03	3.04%	233	7,653	0.00%	0	0			YES
Mar-03	1.30%	92	7,087	0.00%	0	0			YES
Apr-03	1.36%	96	7,063	0.00%	0	0			YES
May-03	1.71%	149	8,709	0.00%	0	0			YES
Jun-03	1.99%	154	7,745	0.00%	0	0			YES
Jul-03	2.11%	179	8,481	0.00%	0	0			YES
Aug-03	1.91%	171	8,938	0.00%	0	0			YES
Sep-03	3.20%	274	8,552	0.00%	0	0			YES
Oct-03	1.62%	97	6,005	0.00%	0	0			YES



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

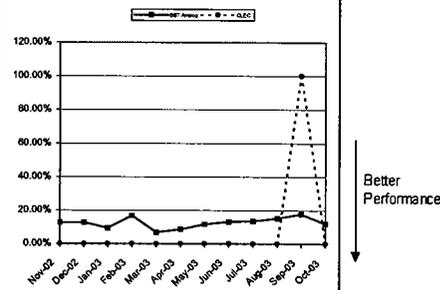
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments

(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.1.11.1 UCL-ND/Dispatch/KY (%)

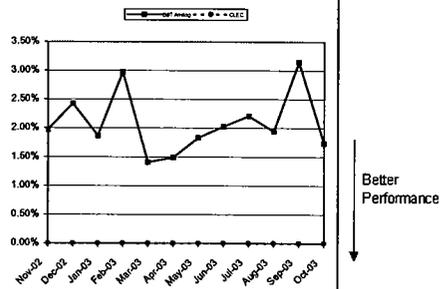
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	12.69%	2,509	19,770	0.00%	0	0			YES
Dec-02	12.79%	2,342	18,310	0.00%	0	0			YES
Jan-03	9.34%	1,572	16,822	0.00%	0	0			YES
Feb-03	16.80%	4,273	25,428	0.00%	0	0			YES
Mar-03	6.87%	1,401	20,387	0.00%	0	0			YES
Apr-03	6.84%	1,790	20,714	0.00%	0	0			YES
May-03	11.58%	3,031	26,168	0.00%	0	0			YES
Jun-03	13.19%	2,942	22,308	0.00%	0	0			YES
Jul-03	13.57%	3,260	24,027	0.00%	0	0			YES
Aug-03	16.25%	4,017	26,333	0.00%	0	1		0.4243	YES
Sep-03	17.84%	4,536	25,717	100.00%	1	1		-2.1609	NO
Oct-03	12.00%	2,158	17,989	0.00%	0	0			YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.1.11.2 UCL-ND/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.97%	148	7,524	0.00%	0	0			YES
Dec-02	2.43%	176	7,257	0.00%	0	0			YES
Jan-03	1.86%	145	7,783	0.00%	0	0			YES
Feb-03	2.97%	250	8,413	0.00%	0	0			YES
Mar-03	1.40%	114	8,138	0.00%	0	0			YES
Apr-03	1.48%	118	7,927	0.00%	0	0			YES
May-03	1.63%	176	9,602	0.00%	0	0			YES
Jun-03	2.03%	173	8,535	0.00%	0	0			YES
Jul-03	2.21%	204	9,235	0.00%	0	0			YES
Aug-03	1.94%	188	9,688	0.00%	0	0			YES
Sep-03	3.15%	291	9,249	0.00%	0	0			YES
Oct-03	1.73%	116	6,691	0.00%	0	0			YES



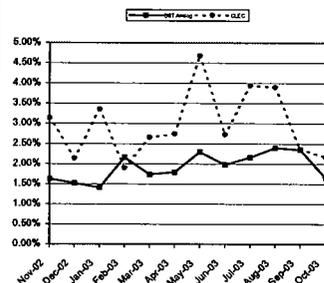
Note 1: Retail Residence / Business data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.  
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.4.1 EELs/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.63%	20,221	1,242,865	3.14%	8	255		-1.9062	NO
Dec-02	1.52%	18,728	1,235,021	2.14%	6	281		-0.8487	YES
Jan-03	1.41%	17,249	1,227,303	3.36%	10	298		-2.8597	NO
Feb-03	2.16%	25,919	1,203,212	1.89%	6	317		0.3205	YES
Mar-03	1.74%	20,740	1,194,399	2.65%	9	339		-1.2944	YES
Apr-03	1.78%	21,215	1,182,317	2.74%	10	385		-1.3604	YES
May-03	2.29%	26,731	1,168,352	4.68%	18	385		-3.1325	NO
Jun-03	1.97%	22,810	1,155,526	2.72%	11	404		-1.0817	YES
Jul-03	2.16%	24,613	1,140,259	3.94%	17	432		-2.5405	NO
Aug-03	2.40%	27,050	1,129,079	3.90%	18	462		-2.1085	NO
Sep-03	2.35%	26,299	1,121,181	2.38%	14	593		-0.0245	YES
Oct-03	1.65%	18,322	1,109,120	2.16%	13	602		-0.9767	YES

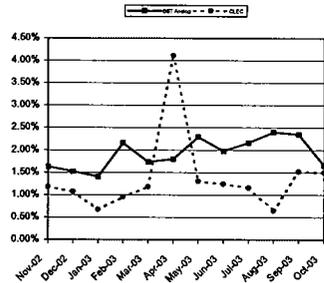


Better Performance  
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Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

B.3.2.4.2 EELs/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.63%	20,221	1,242,865	1.18%	3	255		0.5686	YES
Dec-02	1.52%	18,728	1,235,021	1.07%	3	281		0.6155	YES
Jan-03	1.41%	17,249	1,227,303	0.67%	2	298		1.0767	YES
Feb-03	2.16%	25,919	1,203,212	0.95%	3	317		1.4810	YES
Mar-03	1.74%	20,740	1,194,399	1.18%	4	339		0.7843	YES
Apr-03	1.78%	21,215	1,182,317	4.11%	15	385		-3.3316	NO
May-03	2.29%	26,731	1,168,352	1.30%	5	385		1.2979	YES
Jun-03	1.97%	22,810	1,155,526	1.24%	5	404		1.0638	YES
Jul-03	2.16%	24,613	1,140,259	1.16%	5	432		1.4316	YES
Aug-03	2.40%	27,050	1,129,079	0.86%	3	462		2.4543	YES
Sep-03	2.35%	26,299	1,121,181	1.52%	9	593		1.3318	YES
Oct-03	1.65%	18,322	1,109,120	1.50%	9	602		0.3020	YES



Better Performance  
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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

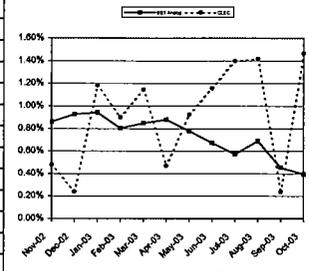
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
**(% of Total Troubles Reported)**

Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)**

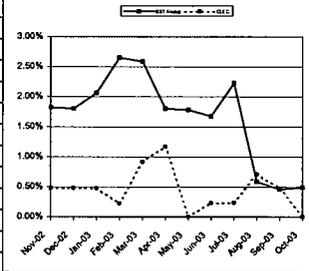
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.86%	291	33,946	0.46%	2	417		0.8278	YES
Dec-02	0.63%	340	36,709	0.24%	1	418		1.4512	YES
Jan-03	0.94%	376	40,333	1.16%	5	423		-0.5115	YES
Feb-03	0.80%	343	42,874	0.90%	4	446		-0.2275	YES
Mar-03	0.85%	380	44,858	1.14%	5	437		-0.8714	YES
Apr-03	0.88%	410	46,718	0.47%	2	429		0.6054	YES
May-03	0.78%	378	48,709	0.92%	4	433		-0.3475	YES
Jun-03	0.67%	340	50,624	1.15%	5	433		-1.2215	YES
Jul-03	0.57%	302	52,782	1.40%	6	430		-2.2465	NO
Aug-03	0.56%	416	60,470	1.42%	6	424		-1.7969	NO
Sep-03	0.45%	282	62,146	0.24%	1	422		0.6589	YES
Oct-03	0.36%	254	64,480	1.46%	6	410		-3.4365	NO



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)**

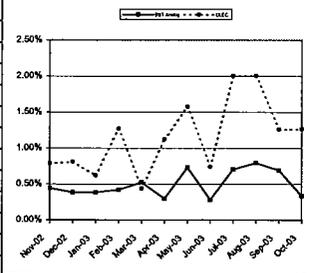
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.82%	618	33,946	0.46%	2	417		2.0171	YES
Dec-02	1.80%	661	36,709	0.46%	2	418		2.0031	YES
Jan-03	2.05%	830	40,333	0.47%	2	423		2.2607	YES
Feb-03	2.95%	1,135	42,874	0.22%	1	446		3.1289	YES
Mar-03	2.56%	1,160	44,858	0.92%	4	437		2.1612	YES
Apr-03	1.80%	841	46,718	1.17%	5	429		0.9753	YES
May-03	1.76%	866	48,709	0.00%	0	433		2.7623	YES
Jun-03	1.58%	848	50,624	0.23%	1	433		2.3120	YES
Jul-03	2.23%	1,174	52,782	0.23%	1	430		2.7587	YES
Aug-03	0.56%	354	60,470	0.71%	3	424		-0.3275	YES
Sep-03	0.46%	283	62,146	0.47%	2	422		-0.0563	YES
Oct-03	0.49%	315	64,480	0.00%	0	410		1.4108	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.6.1 UNE ISDN/Dispatch/KY (%)**

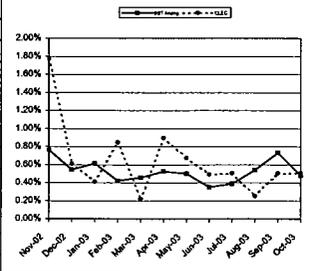
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.44%	14	3,159	0.79%	4	508		-1.0817	YES
Dec-02	0.38%	12	3,133	0.81%	4	494		-1.4242	YES
Jan-03	0.36%	12	3,101	0.62%	3	486		-0.7589	YES
Feb-03	0.42%	13	3,078	1.27%	6	472		-2.6423	NO
Mar-03	0.52%	16	3,055	0.44%	2	457		0.2372	YES
Apr-03	0.26%	9	3,057	1.12%	5	447		-2.9996	NO
May-03	0.73%	22	3,016	1.57%	7	445		-1.6451	NO
Jun-03	0.28%	8	2,865	0.74%	3	407		-1.6357	YES
Jul-03	0.70%	20	2,848	2.01%	8	399		-2.9083	NO
Aug-03	0.79%	22	2,782	2.01%	8	399		-2.5506	NO
Sep-03	0.60%	19	2,749	1.26%	5	397		-1.2732	YES
Oct-03	0.33%	9	2,716	1.27%	5	395		-3.0145	NO



Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.2.6.2 UNE ISDN/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.76%	24	3,159	1.77%	9	508		-2.4267	NO
Dec-02	0.54%	17	3,133	0.81%	3	494		-0.1814	YES
Jan-03	0.61%	19	3,101	0.41%	2	486		0.5288	YES
Feb-03	0.42%	13	3,078	0.59%	4	472		-1.3233	YES
Mar-03	0.48%	14	3,055	0.22%	1	457		0.7052	YES
Apr-03	0.52%	16	3,057	0.86%	4	447		-1.0140	YES
May-03	0.50%	15	3,016	0.87%	3	445		-0.4937	YES
Jun-03	0.35%	10	2,865	0.46%	2	407		-0.4548	YES
Jul-03	0.39%	11	2,848	0.50%	2	399		-0.3482	YES
Aug-03	0.54%	15	2,782	0.25%	1	399		0.7341	YES
Sep-03	0.73%	20	2,749	0.50%	2	397		0.4886	YES
Oct-03	0.48%	13	2,716	0.51%	2	395		-0.0743	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

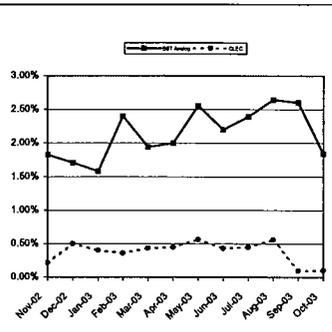
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.

Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.8.1 2W Analog Loop Design/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.83%	19,770	1,081,532	0.21%	4	1,869		5.1583	YES
Dec-02	1.71%	18,310	1,073,486	0.50%	9	1,808		3.8292	YES
Jan-03	1.68%	16,822	1,065,506	0.40%	7	1,744		3.9101	YES
Feb-03	2.40%	25,428	1,059,309	0.36%	6	1,688		5.4186	YES
Mar-03	1.94%	20,387	1,050,005	0.43%	7	1,624		4.3653	YES
Apr-03	1.99%	20,714	1,038,342	0.45%	7	1,565		4.3315	YES
May-03	2.55%	26,168	1,025,773	0.56%	8	1,424		4.6966	YES
Jun-03	2.20%	22,308	1,015,571	0.43%	5	1,169		4.0783	YES
Jul-03	2.39%	24,027	1,004,840	0.45%	5	1,117		4.1983	YES
Aug-03	2.64%	26,333	996,245	0.56%	6	1,075		4.2027	YES
Sep-03	2.60%	25,717	988,538	0.09%	1	1,058		5.0530	YES
Oct-03	1.84%	17,989	977,074	0.10%	1	1,020		4.1006	YES



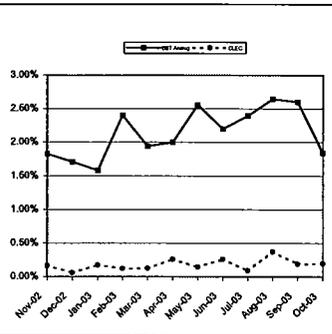
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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.83%	19,770	1,081,532	0.18%	3	1,869		5.3272	YES
Dec-02	1.71%	18,310	1,073,486	0.06%	1	1,808		5.3686	YES
Jan-03	1.68%	16,822	1,065,506	0.17%	3	1,744		4.6717	YES
Feb-03	2.40%	25,428	1,059,309	0.12%	2	1,688		6.0465	YES
Mar-03	1.94%	20,387	1,050,005	0.12%	2	1,624		5.2551	YES
Apr-03	1.99%	20,714	1,038,342	0.26%	4	1,565		4.8680	YES
May-03	2.55%	26,168	1,025,773	0.14%	2	1,424		5.6914	YES
Jun-03	2.20%	22,308	1,015,571	0.28%	3	1,169		4.4728	YES
Jul-03	2.39%	24,027	1,004,840	0.09%	1	1,117		4.9718	YES
Aug-03	2.64%	26,333	996,245	0.37%	4	1,075		4.5777	YES
Sep-03	2.60%	25,717	988,538	0.19%	2	1,058		4.8625	YES
Oct-03	1.84%	17,989	977,074	0.20%	2	1,020		3.8700	YES



Better Performance

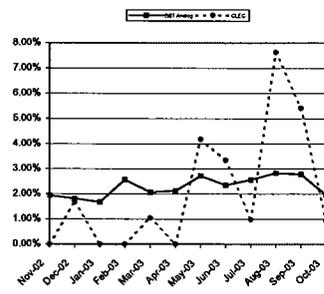
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.  
 Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/KY (%)**

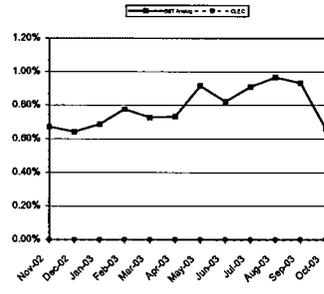
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.94%	19,571	1,006,900	0.00%	0	134		1.6138	YES
Dec-02	1.81%	18,085	998,836	1.67%	2	120		0.1172	YES
Jan-03	1.67%	16,581	991,128	0.00%	0	111		1.3626	YES
Feb-03	2.56%	25,197	985,525	0.00%	0	103		1.6227	YES
Mar-03	2.07%	20,198	976,515	1.04%	1	96		0.6994	YES
Apr-03	2.12%	20,482	965,196	0.00%	0	93		1.4041	YES
May-03	2.72%	25,883	952,809	4.17%	4	96		-0.8620	YES
Jun-03	2.94%	22,063	942,761	3.33%	3	90		-0.6158	YES
Jul-03	2.56%	23,828	932,340	0.00%	1	102		0.9952	YES
Aug-03	2.82%	26,103	924,525	7.62%	8	105		-2.9244	NO
Sep-03	2.77%	25,435	917,017	5.41%	6	111		-1.6648	NO
Oct-03	1.96%	17,792	906,370	0.93%	1	108		0.7692	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.67%	6,757	1,006,900	0.00%	0	134		0.9482	YES
Dec-02	0.64%	6,408	998,836	0.00%	0	120		0.8774	YES
Jan-03	0.69%	6,795	991,128	0.00%	0	111		0.8723	YES
Feb-03	0.78%	7,653	985,525	0.00%	0	103		0.8943	YES
Mar-03	0.73%	7,087	976,515	0.00%	0	96		0.8347	YES
Apr-03	0.73%	7,063	965,196	0.00%	0	93		0.8249	YES
May-03	0.91%	8,709	952,809	0.00%	0	96		0.9367	YES
Jun-03	0.82%	7,745	942,761	0.00%	0	90		0.8598	YES
Jul-03	0.91%	8,481	932,340	0.00%	0	102		0.9632	YES
Aug-03	0.97%	8,938	924,525	0.00%	0	105		1.0075	YES
Sep-03	0.83%	8,552	917,017	0.00%	0	111		1.0174	YES
Oct-03	0.68%	6,005	906,370	0.00%	0	108		0.8458	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

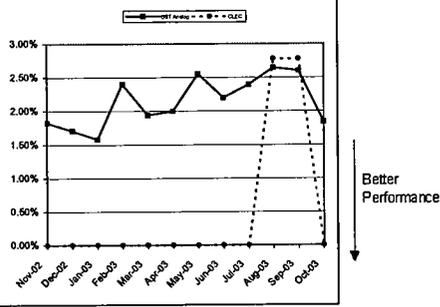
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.

Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

B.3.2.11.1 UCL-ND/Dispatch/KY (%)

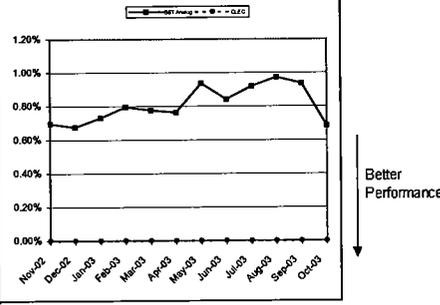
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.83%	19,770	1,081,532	0.00%	0	0			
Dec-02	1.71%	18,310	1,073,486	0.00%	0	36		0.7904	YES
Jan-03	1.66%	16,822	1,065,506	0.00%	0	36		0.7599	YES
Feb-03	2.40%	25,428	1,059,309	0.00%	0	36		0.9409	YES
Mar-03	1.94%	20,387	1,050,005	0.00%	0	36		0.8443	YES
Apr-03	1.99%	20,714	1,038,342	0.00%	0	36		0.8560	YES
May-03	2.55%	26,168	1,025,773	0.00%	0	36		0.9708	YES
Jun-03	2.20%	22,308	1,015,571	0.00%	0	36		0.8992	YES
Jul-03	2.59%	24,027	1,004,840	0.00%	0	36		0.9391	YES
Aug-03	2.64%	26,333	996,245	2.78%	1	36		-0.0503	YES
Sep-03	2.60%	25,717	988,538	2.78%	1	36		-0.0664	YES
Oct-03	1.84%	17,989	977,074	0.00%	0	36		0.8217	YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

B.3.2.11.2 UCL-ND/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.70%	7,524	1,081,532	0.00%	0	0			
Dec-02	0.68%	7,257	1,073,486	0.00%	0	36		0.4950	YES
Jan-03	0.73%	7,783	1,065,506	0.00%	0	36		0.5147	YES
Feb-03	0.78%	8,413	1,059,309	0.00%	0	36		0.5368	YES
Mar-03	0.78%	8,138	1,050,005	0.00%	0	36		0.5303	YES
Apr-03	0.78%	7,927	1,038,342	0.00%	0	36		0.5262	YES
May-03	0.94%	9,602	1,025,773	0.00%	0	36		0.5832	YES
Jun-03	0.84%	8,535	1,015,571	0.00%	0	36		0.5524	YES
Jul-03	0.92%	9,235	1,004,840	0.00%	0	36		0.5779	YES
Aug-03	0.97%	9,688	996,245	0.00%	0	36		0.5946	YES
Sep-03	0.94%	9,249	988,538	0.00%	0	36		0.5831	YES
Oct-03	0.68%	6,691	977,074	0.00%	0	36		0.4982	YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Maintenance Average Duration**

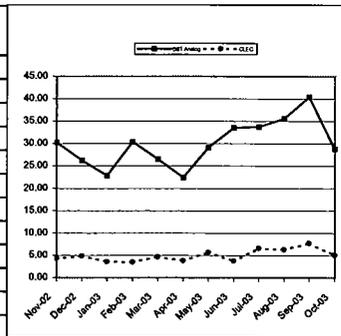
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

**B.3.3.4.1 EELs/Dispatch/KY (hours)**

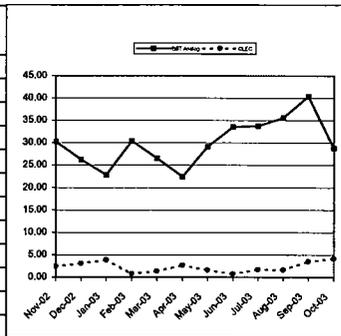
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	30.25	611,658	20,221	4.25	34	8	48.208	1.5249	YES
Dec-02	26.21	490,950	18,728	4.84	29	6	35.262	1.4847	YES
Jan-03	22.79	393,145	17,249	3.55	36	10	31.936	1.9048	YES
Feb-03	30.38	787,461	25,919	3.50	21	6	34.091	1.9310	YES
Mar-03	26.50	549,616	20,740	4.64	42	9	41.810	1.5679	YES
Apr-03	22.42	475,672	21,215	3.76	38	10	29.379	2.0084	YES
May-03	29.08	777,230	26,731	6.66	102	18	38.820	2.5584	YES
Jun-03	33.61	764,467	22,810	3.74	41	11	48.930	2.0175	YES
Jul-03	33.71	829,817	24,613	6.55	111	17	51.801	2.1615	YES
Aug-03	35.66	962,027	27,050	6.28	113	18	57.466	2.1612	YES
Sep-03	40.39	1,062,282	26,299	7.71	108	14	59.419	2.0572	YES
Oct-03	28.80	527,595	18,322	5.05	66	13	43.073	1.9870	YES



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.3.4.2 EELs/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	30.25	611,658	20,221	2.42	7	3	48.208	0.9999	YES
Dec-02	26.21	490,950	18,728	3.06	9	3	35.262	1.1372	YES
Jan-03	22.79	393,145	17,249	3.87	8	2	31.936	0.8381	YES
Feb-03	30.38	787,461	25,919	0.82	2	3	34.091	1.5020	YES
Mar-03	26.50	549,616	20,740	1.34	5	4	41.810	1.2036	YES
Apr-03	22.42	475,672	21,215	2.84	40	15	29.379	2.6066	YES
May-03	29.08	777,230	26,731	1.66	6	4	38.820	1.4177	YES
Jun-03	33.61	764,467	22,810	0.74	4	5	48.930	1.4974	YES
Jul-03	33.71	829,817	24,613	1.75	9	5	51.801	1.3798	YES
Aug-03	35.66	962,027	27,050	1.67	5	3	57.466	1.0217	YES
Sep-03	40.39	1,062,282	26,299	3.53	32	9	59.419	1.8608	YES
Oct-03	28.80	527,595	18,322	4.16	37	9	43.073	1.7157	YES



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

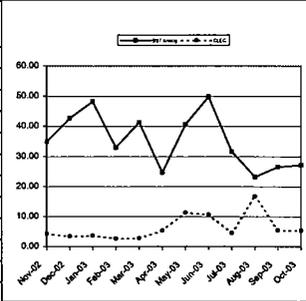
**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Maintenance Average Duration**

(Duration from the Start to Finish of a Trouble)

Numerator Indicates total of trouble durations for this disaggregation in the reporting period.  
Volume Indicates total closed troubles for this disaggregation in the reporting period.

**B.3.3.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	34.85	10,140	291	4.28	9	2	54.856	0.7852	YES
Dec-02	42.69	14,505	340	3.42	3	1	64.178	0.6106	YES
Jan-03	46.17	18,256	379	3.56	18	5	74.089	1.3366	YES
Feb-03	32.04	11,299	343	2.83	11	4	40.916	1.4731	YES
Mar-03	41.32	15,702	380	2.81	14	5	67.324	1.2708	YES
Apr-03	24.59	10,081	410	5.28	11	2	30.745	0.8858	YES
May-03	40.80	15,347	378	11.22	45	4	51.322	1.1389	YES
Jun-03	49.82	16,938	340	10.85	53	5	85.614	1.0157	YES
Jul-03	31.52	9,520	302	4.50	27	6	54.847	1.1952	YES
Aug-03	23.16	9,633	416	16.68	100	6	45.901	0.3434	YES
Sep-03	26.47	7,485	282	5.37	5	1	43.587	0.4835	YES
Oct-03	27.09	6,881	254	5.27	32	6	45.964	1.1485	YES

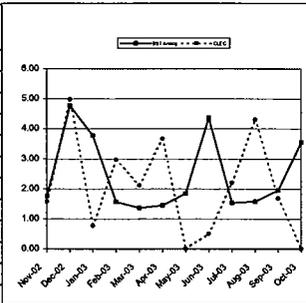


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.3.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	1.76	1,085	618	1.58	3	2	10.075	0.0254	YES
Dec-02	4.77	3,155	661	4.08	10	2	23.631	-0.0126	YES
Jan-03	3.77	3,133	830	0.77	2	2	24.224	0.1754	YES
Feb-03	1.56	1,772	1,135	2.97	3	1	14.012	-0.1002	YES
Mar-03	1.39	1,581	1,160	2.11	8	4	9.284	-0.1602	YES
Apr-03	1.45	1,217	641	3.89	18	5	9.802	-0.5137	YES
May-03	1.84	1,502	886	0.00	0	0	9.880		YES
Jun-03	4.37	3,706	848	0.50	1	1	37.685	0.1028	YES
Jul-03	1.53	1,797	1,174	2.20	2	1	8.894	-0.0752	YES
Aug-03	1.57	557	354	4.31	13	3	6.119	-0.7699	YES
Sep-03	1.84	549	283	1.08	3	2	8.954	0.0419	YES
Oct-03	3.55	1,118	315	0.00	0	0	14.804		YES

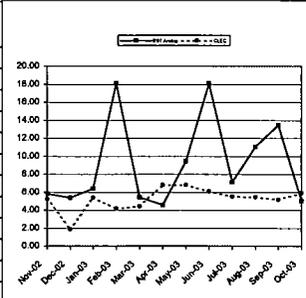


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.3.6.1 UNE ISDN/Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.80	81	14	5.23	21	4	5.838	0.1745	YES
Dec-02	6.39	65	12	1.87	7	4	3.992	1.5277	YES
Jan-03	6.41	77	12	5.39	16	3	3.773	0.4203	YES
Feb-03	19.12	238	13	4.17	25	6	32.952	0.8578	YES
Mar-03	5.41	87	16	4.43	9	2	5.358	0.2460	YES
Apr-03	4.58	41	9	0.79	34	5	3.356	-1.1934	YES
May-03	9.42	207	22	0.81	48	7	10.825	0.5590	YES
Jun-03	16.07	145	8	0.07	18	3	22.950	0.7722	YES
Jul-03	7.10	142	20	5.53	44	8	6.496	0.3937	YES
Aug-03	11.03	243	22	5.45	44	8	11.661	1.1590	YES
Sep-03	13.46	258	19	5.18	26	5	21.601	0.7845	YES
Oct-03	5.03	45	9	5.91	30	5	2.857	-0.5492	YES

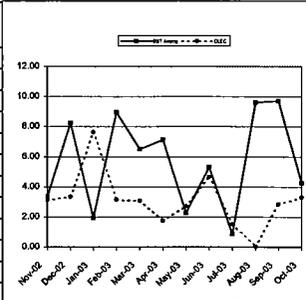


Better Performance

Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.3.6.2 UNE ISDN/Non-Dispatch/KY (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.35	80	24	3.13	28	9	5.668	0.0983	YES
Dec-02	8.24	140	17	3.34	10	3	12.182	0.6430	YES
Jan-03	1.93	37	19	7.62	15	2	1.972	-3.8811	NO
Feb-03	8.98	117	13	3.15	13	4	12.284	0.8291	YES
Mar-03	6.51	91	14	3.08	3	1	10.059	0.3292	YES
Apr-03	7.13	114	16	1.75	7	4	9.761	0.9851	YES
May-03	2.25	34	15	2.89	8	3	3.508	-0.1965	YES
Jun-03	5.32	53	10	4.85	9	2	7.511	0.1149	YES
Jul-03	0.84	9	11	1.61	3	2	0.818	-1.4027	YES
Aug-03	9.59	144	15	0.02	0	1	24.872	0.3728	YES
Sep-03	9.70	194	20	2.84	6	2	37.198	0.2485	YES
Oct-03	4.26	55	13	3.29	7	2	4.693	0.2703	YES



Better Performance

Note 1: ISDN - BRI data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

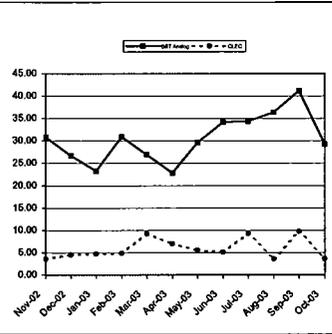
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.8.1 2W Analog Loop Design/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	30.83	609,477	19,770	3.55	14	4	48.595	1.1224	YES
Dec-02	26.70	488,855	18,310	4.49	40	9	35.510	1.8757	YES
Jan-03	23.23	390,851	16,822	4.69	33	7	32.207	1.5235	YES
Feb-03	30.87	784,850	25,428	4.85	29	6	34.225	1.8619	YES
Mar-03	26.87	547,875	20,387	9.19	64	7	42.067	1.1121	YES
Apr-03	22.84	473,053	20,714	7.01	49	7	29.594	1.4150	YES
May-03	29.59	774,420	26,168	5.48	44	8	39.067	1.7458	YES
Jun-03	34.14	761,557	22,308	5.07	25	5	49.285	1.3185	YES
Jul-03	34.40	826,551	24,027	9.26	46	5	52.223	1.0765	YES
Aug-03	36.36	957,433	26,333	3.58	21	6	58.027	1.3835	YES
Sep-03	41.17	1,058,659	25,717	9.72	10	1	59.851	0.5254	YES
Oct-03	29.23	525,816	17,989	3.57	4	1	43.345	0.5921	YES



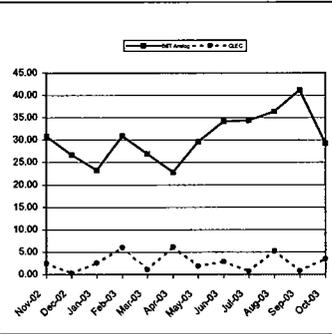
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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.3.3.8.2 2W Analog Loop Design/Non-Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	30.83	609,477	19,770	2.41	7	3	48.595	1.0128	YES
Dec-02	26.70	488,855	18,310	0.25	0	1	35.510	0.7448	YES
Jan-03	23.23	390,851	16,822	2.65	8	3	32.207	1.1123	YES
Feb-03	30.87	784,850	25,428	8.00	12	2	34.225	1.0274	YES
Mar-03	26.87	547,875	20,387	1.05	2	2	42.067	0.8681	YES
Apr-03	22.84	473,053	20,714	6.11	24	4	29.594	1.1305	YES
May-03	29.59	774,420	26,168	1.83	4	2	39.067	1.0049	YES
Jun-03	34.14	761,557	22,308	2.86	9	3	49.285	1.0991	YES
Jul-03	34.40	826,551	24,027	0.68	1	1	52.223	0.6456	YES
Aug-03	36.36	957,433	26,333	5.25	21	4	58.027	1.0723	YES
Sep-03	41.17	1,058,659	25,717	0.91	2	2	59.851	0.9536	YES
Oct-03	29.23	525,816	17,989	3.46	7	2	43.345	0.8408	YES



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

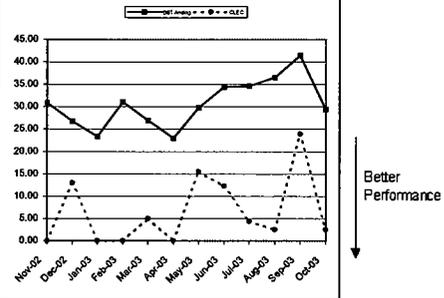
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.9.1 2W Analog Loop Non-Design/Dispatch/KY (hours)

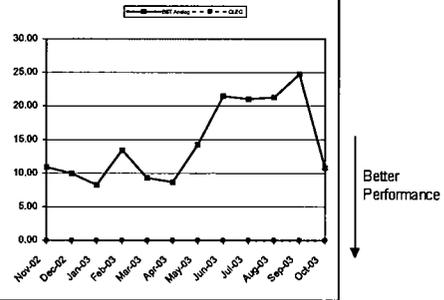
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	30.91	604,842	19,571	0.00	0	0	48.673		YES
Dec-02	26.77	484,116	18,085	13.00	26	2	35.251	0.5524	YES
Jan-03	23.35	387,218	16,581	0.00	0	0	32.340		YES
Feb-03	31.01	781,306	25,197	0.00	0	0	34.308		YES
Mar-03	26.99	545,060	20,198	5.00	5	1	42.193	0.5211	YES
Apr-03	22.93	469,247	20,462	0.00	0	0	29.680		YES
May-03	29.76	770,172	25,883	16.50	62	4	39.179	0.7277	YES
Jun-03	34.35	757,908	22,063	12.28	37	3	49.409	0.7745	YES
Jul-03	34.55	823,355	23,828	4.32	4	1	52.377	0.5773	YES
Aug-03	36.54	953,706	26,103	2.51	20	8	58.221	1.6530	YES
Sep-03	41.44	1,054,036	25,435	23.92	144	6	60.085	0.7142	YES
Oct-03	29.86	522,293	17,792	2.52	3	1	43.434	0.6179	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

B.3.3.9.2 2W Analog Loop Non-Design/Non-Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.87	73,416	6,757	0.00	0	0	26.057		YES
Dec-02	9.92	63,579	6,408	0.00	0	0	19.174		YES
Jan-03	8.23	55,930	6,795	0.00	0	0	17.821		YES
Feb-03	13.42	102,685	7,853	0.00	0	0	24.553		YES
Mar-03	16.27	65,704	7,087	0.00	0	0	21.156		YES
Apr-03	8.89	60,950	7,063	0.00	0	0	20.479		YES
May-03	14.22	123,835	8,709	0.00	0	0	26.951		YES
Jun-03	21.44	166,056	7,745	0.00	0	0	39.075		YES
Jul-03	21.02	178,284	8,481	0.00	0	0	42.518		YES
Aug-03	21.27	190,123	8,938	0.00	0	0	41.965		YES
Sep-03	24.71	211,281	8,552	0.00	0	0	47.637		YES
Oct-03	10.79	64,817	6,005	0.00	0	0	24.334		YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

Better  
Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration

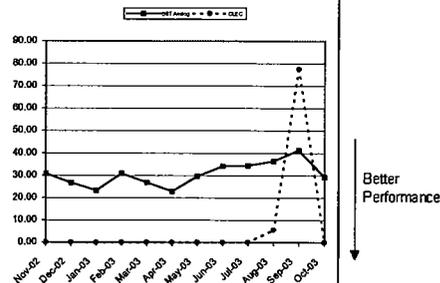
(Duration from the Start to Finish of a Trouble)

Numerator Indicates total of trouble durations for this disaggregation in the reporting period.  
Volume Indicates total closed troubles for this disaggregation in the reporting period.

B.3.3.11.1 UCL-ND/Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	30.83	609,477	19,770	0.00	0	0	48.595		YES
Dec-02	26.70	488,855	18,310	0.00	0	0	35.510		YES
Jan-03	23.23	390,851	16,822	0.00	0	0	32.207		YES
Feb-03	30.87	784,850	25,428	0.00	0	0	34.225		YES
Mar-03	26.87	547,875	20,387	0.00	0	0	42.067		YES
Apr-03	22.84	473,053	20,714	0.00	0	0	29.594		YES
May-03	29.59	774,420	26,168	0.00	0	0	39.067		YES
Jun-03	34.14	761,557	22,308	0.00	0	0	49.285		YES
Jul-03	34.40	826,551	24,027	0.00	0	0	52.223		YES
Aug-03	36.36	957,433	28,333	5.55	6	1	58.027	0.5309	YES
Sep-03	41.17	1,058,659	25,717	77.47	77	1	59.851	-0.6065	YES
Oct-03	26.23	525,816	17,989	0.00	0	0	43.345		YES

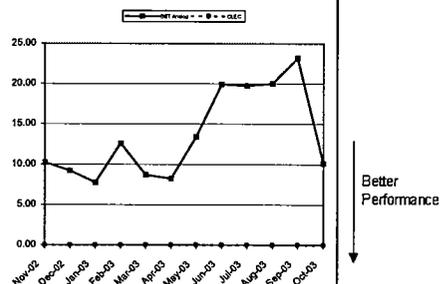
Note 1: Retail Residence / Business data serves as the BST Analog for this report



B.3.3.11.2 UCL-ND/Non-Dispatch/KY (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	10.21	76,840	7,524	0.00	0	0	25.281		YES
Dec-02	9.20	66,776	7,257	0.00	0	0	16.406		YES
Jan-03	7.72	60,100	7,783	0.00	0	0	16.903		YES
Feb-03	12.61	106,082	8,413	0.00	0	0	23.883		YES
Mar-03	8.68	70,632	8,138	0.00	0	0	20.209		YES
Apr-03	8.19	64,909	7,927	0.00	0	0	19.578		YES
May-03	13.38	128,487	9,602	0.00	0	0	26.047		YES
Jun-03	19.92	169,982	8,535	0.00	0	0	37.732		YES
Jul-03	19.74	182,333	9,235	0.00	0	0	41.058		YES
Aug-03	20.02	193,990	9,688	0.00	0	0	40.618		YES
Sep-03	23.19	214,477	9,249	0.00	0	0	46.220		YES
Oct-03	10.09	67,496	6,691	0.00	0	0	23.330		YES

Note 1: Retail Residence / Business data serves as the BST Analog for this report



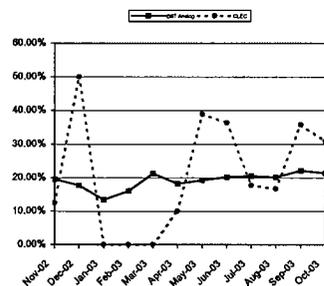
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days  
(% of Troubles that Repeated within 30 Days)

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.4.1 EELs/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.46%	3,934	20,221	12.50%	1	8		0.4968	YES
Dec-02	17.65%	3,306	18,728	50.00%	3	6		-2.0778	NO
Jan-03	13.39%	2,309	17,249	0.00%	0	10		1.2428	YES
Feb-03	16.00%	4,147	25,919	0.00%	0	6		1.0689	YES
Mar-03	21.22%	4,400	20,740	0.00%	0	9		1.5564	YES
Apr-03	18.13%	3,846	21,215	10.00%	1	10		0.6671	YES
May-03	19.24%	5,144	26,731	38.89%	7	18		-2.1136	NO
Jun-03	20.12%	4,590	22,810	30.36%	4	11		-1.3432	YES
Jul-03	20.49%	5,042	24,613	17.85%	3	17		0.2898	YES
Aug-03	20.11%	5,439	27,050	16.67%	3	18		0.3641	YES
Sep-03	22.10%	5,812	26,299	35.71%	5	14		-1.2274	YES
Oct-03	21.34%	3,910	18,322	30.77%	4	13		-0.8295	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



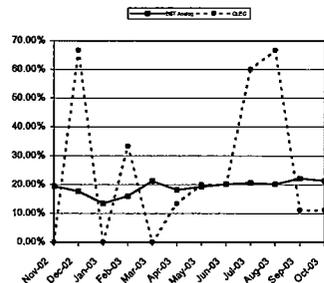
Better Performance

Better Performance

B.3.4.4.2 EELs/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.46%	3,934	20,221	0.00%	0	3		0.8512	YES
Dec-02	17.65%	3,306	18,728	66.67%	2	3		-2.2265	NO
Jan-03	13.39%	2,309	17,249	0.00%	0	2		0.5559	YES
Feb-03	16.00%	4,147	25,919	33.33%	1	3		-0.8189	YES
Mar-03	21.22%	4,400	20,740	0.00%	0	4		1.0377	YES
Apr-03	18.13%	3,846	21,215	13.33%	2	15		0.4819	YES
May-03	19.24%	5,144	26,731	20.00%	1	5		-0.0429	YES
Jun-03	20.12%	4,590	22,810	20.00%	1	5		0.0068	YES
Jul-03	20.49%	5,042	24,613	60.00%	3	5		-2.1891	NO
Aug-03	20.11%	5,439	27,050	66.67%	2	3		-2.0119	NO
Sep-03	22.10%	5,812	26,299	11.11%	1	9		0.7944	YES
Oct-03	21.34%	3,910	18,322	11.11%	1	9		0.7488	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



Better Performance

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days

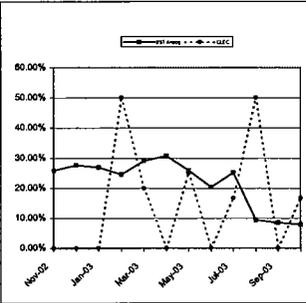
(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.

Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.5.1 xDSL (ADSL, HDSL and UCL/Dispatch/KY (%)

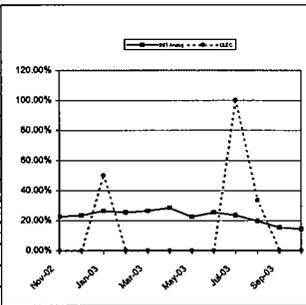
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	26.77%	75	291	0.00%	0	2		0.8305	YES
Dec-02	27.65%	94	340	0.00%	0	1		0.8172	YES
Jan-03	28.91%	102	379	0.00%	0	5		1.3480	YES
Feb-03	24.46%	84	343	50.00%	2	4		-1.1798	YES
Mar-03	28.95%	110	380	20.00%	1	5		0.4383	YES
Apr-03	30.73%	128	410	0.00%	0	2		0.9397	YES
May-03	25.93%	98	378	25.00%	1	4		0.0420	YES
Jun-03	20.29%	89	340	0.00%	0	5		1.1201	YES
Jul-03	25.17%	76	302	16.67%	1	6		0.4750	YES
Aug-03	9.38%	30	416	50.00%	3	6		-3.3898	NO
Sep-03	8.61%	24	282	0.00%	0	1		0.3045	YES
Oct-03	7.87%	20	254	16.67%	1	6		-0.7904	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.3.4.5.2 xDSL (ADSL, HDSL and UCL/Non-Dispatch/KY (%)

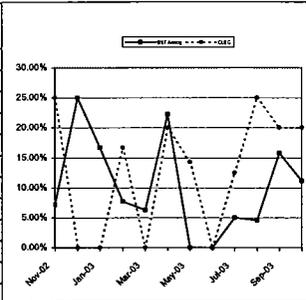
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	22.46%	139	618	0.00%	0	2		0.7806	YES
Dec-02	23.30%	154	661	0.00%	0	2		0.7782	YES
Jan-03	28.36%	219	830	50.00%	1	2		-0.7588	YES
Feb-03	29.20%	288	1,135	0.00%	0	1		0.5801	YES
Mar-03	26.29%	305	1,160	0.00%	0	4		1.1925	YES
Apr-03	28.18%	237	841	0.00%	0	5		1.3965	YES
May-03	22.40%	194	866	0.00%	0	0			YES
Jun-03	25.39%	215	848	0.00%	0	1		0.5825	YES
Jul-03	23.42%	275	1,174	100.00%	1	1		-1.8073	NO
Aug-03	19.44%	69	354	93.33%	1	3		-0.6027	YES
Sep-03	15.19%	43	283	0.00%	0	2		0.5965	YES
Oct-03	14.28%	45	315	0.00%	0	0			YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.3.4.6.1 UNE ISDN/Dispatch/KY (%)

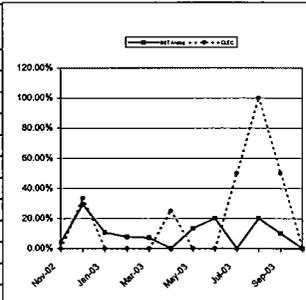
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	7.14%	1	14	25.00%	1	4		-1.2230	YES
Dec-02	26.00%	3	12	0.00%	0	4		1.0000	YES
Jan-03	19.67%	2	12	0.00%	0	3		0.6928	YES
Feb-03	7.69%	1	13	16.67%	1	6		-0.8824	YES
Mar-03	8.25%	1	16	0.00%	0	2		0.3443	YES
Apr-03	22.22%	2	9	20.00%	1	5		0.0958	YES
May-03	0.00%	0	22	14.28%	1	7			NO
Jun-03	0.00%	0	8	0.00%	0	3			YES
Jul-03	5.00%	1	20	12.50%	1	8		-0.8228	YES
Aug-03	4.66%	1	22	25.00%	2	8		-2.3785	NO
Sep-03	15.79%	3	19	20.00%	1	5		-0.2297	YES
Oct-03	11.11%	1	9	20.00%	1	5		-0.5071	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

B.3.4.6.2 UNE ISDN/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	4.17%	1	24	0.00%	0	9		0.5335	YES
Dec-02	29.41%	5	17	93.33%	1	3		-0.1374	YES
Jan-03	10.53%	2	19	0.00%	0	2		0.4814	YES
Feb-03	7.69%	1	13	0.00%	0	4		0.5049	YES
Mar-03	7.14%	1	14	0.00%	0	1		0.2679	YES
Apr-03	0.00%	0	16	25.00%	1	4			NO
May-03	13.33%	2	15	0.00%	0	3		0.6202	YES
Jun-03	20.00%	2	10	0.00%	0	2		0.8455	YES
Jul-03	0.00%	0	11	50.00%	1	2			NO
Aug-03	20.00%	3	15	100.00%	1	1		-1.9385	NO
Sep-03	10.00%	2	20	50.00%	1	2		-1.7979	NO
Oct-03	0.00%	0	13	0.00%	0	2			YES



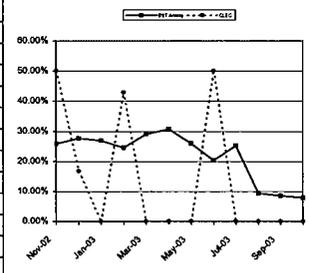
Note 1: ISDN - BRI data serves as the BST Analog for this report

**Kentucky I, November 2002 - October 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**% Repeat Troubles within 30 Days**  
(% of Troubles that Repeated within 30 Days)

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.7.1 Line Sharing/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	25.77%	75	291	50.00%	3	6		-1.3430	YES
Dec-02	27.65%	94	340	16.67%	1	6		0.5981	YES
Jan-03	29.91%	102	379	0.00%	0	3		1.0469	YES
Feb-03	24.40%	84	343	42.86%	3	7		-1.1187	YES
Mar-03	29.95%	110	380	0.00%	0	1		0.8374	YES
Apr-03	30.73%	126	410	0.00%	0	4		1.3257	YES
May-03	25.63%	98	378	0.00%	0	1		0.5908	YES
Jun-03	20.29%	69	340	50.00%	1	2		-1.0415	YES
Jul-03	25.17%	76	302	0.00%	0	4		1.1522	YES
Aug-03	5.38%	39	416	0.00%	0	4		0.8402	YES
Sep-03	6.61%	24	282	0.00%	0	2		0.4268	YES
Oct-03	7.87%	20	254	0.00%	0	5		0.6474	YES

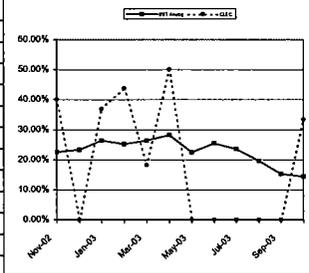


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Tariffed ADSL' to 'ADSL Provided to Retail'

**B.3.4.7.2 Line Sharing/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	22.48%	139	618	40.00%	6	15		-1.6047	YES
Dec-02	23.30%	154	661	0.00%	0	2		0.7782	YES
Jan-03	28.39%	219	830	36.84%	7	19		-1.0228	YES
Feb-03	25.20%	286	1,135	43.75%	7	16		-1.6973	NO
Mar-03	29.29%	305	1,160	18.18%	2	11		0.6082	YES
Apr-03	28.18%	237	841	50.00%	3	6		-1.1838	YES
May-03	22.40%	194	866	0.00%	0	4		1.0721	YES
Jun-03	25.35%	215	848	0.00%	0	3		1.0077	YES
Jul-03	23.42%	275	1,174	0.00%	0	6		1.3513	YES
Aug-03	19.49%	89	354	0.00%	0	7		1.2891	YES
Sep-03	16.19%	43	283	0.00%	0	4		0.8406	YES
Oct-03	14.29%	45	315	33.33%	1	3		-0.9384	YES

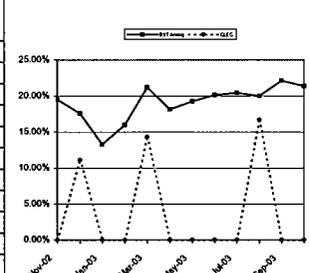


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Tariffed ADSL' to 'ADSL Provided to Retail'

**B.3.4.8.1 2W Analog Loop Design/Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	19.52%	3,859	19,770	0.00%	0	4		0.6849	YES
Dec-02	17.58%	3,219	18,310	11.11%	1	9		0.5067	YES
Jan-03	13.29%	2,236	16,822	0.00%	0	7		1.0357	YES
Feb-03	15.98%	4,083	25,428	0.00%	0	6		1.0681	YES
Mar-03	21.19%	4,321	20,387	14.29%	1	7		0.4472	YES
Apr-03	18.12%	3,754	20,714	0.00%	0	7		1.2445	YES
May-03	19.25%	5,037	26,188	0.00%	0	8		1.3807	YES
Jun-03	20.14%	4,492	22,308	0.00%	0	5		1.1227	YES
Jul-03	20.44%	4,911	24,027	0.00%	0	5		1.1333	YES
Aug-03	19.99%	5,284	26,333	16.67%	1	6		0.2035	YES
Sep-03	22.11%	5,685	25,717	0.00%	0	1		0.5327	YES
Oct-03	21.37%	3,845	17,989	0.00%	0	1		0.5214	YES

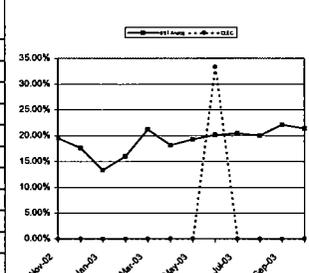


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.4.8.2 2W Analog Loop Design/Non-Dispatch/KY (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	19.52%	3,859	19,770	0.00%	0	3		0.8529	YES
Dec-02	17.58%	3,219	18,310	0.00%	0	1		0.4018	YES
Jan-03	13.29%	2,236	16,822	0.00%	0	3		0.6781	YES
Feb-03	15.98%	4,083	25,428	0.00%	0	2		0.8187	YES
Mar-03	21.19%	4,321	20,387	0.00%	0	2		0.7334	YES
Apr-03	18.12%	3,754	20,714	0.00%	0	4		0.6400	YES
May-03	19.25%	5,037	26,188	0.00%	0	2		0.6904	YES
Jun-03	20.14%	4,492	22,308	33.33%	1	3		-0.5700	YES
Jul-03	20.44%	4,911	24,027	0.00%	0	1		0.5068	YES
Aug-03	19.99%	5,284	26,333	0.00%	0	4		0.9996	YES
Sep-03	22.11%	5,685	25,717	0.00%	0	2		0.7534	YES
Oct-03	21.37%	3,845	17,989	0.00%	0	2		0.7373	YES



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days  
(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.9.1 2W Analog Loop Non-Design/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.46%	3,813	19,571	0.00%	0	0			YES
Dec-02	17.66%	3,174	18,085	0.00%	0	2		0.6524	YES
Jan-03	13.31%	2,207	16,581	0.00%	0	0			YES
Feb-03	16.03%	4,039	25,197	0.00%	0	0			YES
Mar-03	21.23%	4,288	20,198	0.00%	0	1		0.5191	YES
Apr-03	18.14%	3,712	20,462	0.00%	0	0			YES
May-03	19.22%	4,976	25,883	26.00%	1	4		-0.2931	YES
Jun-03	20.19%	4,454	22,063	33.33%	1	3		-0.5672	YES
Jul-03	20.48%	4,880	23,828	0.00%	0	1		0.5075	YES
Aug-03	20.01%	5,223	26,103	37.50%	3	8		-1.2364	YES
Sep-03	22.22%	5,651	25,435	100.00%	6	6		-4.5827	NO
Oct-03	21.42%	3,811	17,792	0.00%	0	1		0.5221	YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

B.3.4.9.2 2W Analog Loop Non-Design/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	14.19%	955	6,757	0.00%	0	0			YES
Dec-02	13.09%	839	6,408	0.00%	0	0			YES
Jan-03	8.15%	554	6,795	0.00%	0	0			YES
Feb-03	13.86%	1,061	7,653	0.00%	0	0			YES
Mar-03	16.17%	1,146	7,087	0.00%	0	0			YES
Apr-03	14.66%	1,028	7,063	0.00%	0	0			YES
May-03	17.37%	1,513	8,709	0.00%	0	0			YES
Jun-03	17.78%	1,377	7,745	0.00%	0	0			YES
Jul-03	18.63%	1,580	8,481	0.00%	0	0			YES
Aug-03	18.62%	1,655	8,938	0.00%	0	0			YES
Sep-03	19.93%	1,704	8,552	0.00%	0	0			YES
Oct-03	17.74%	1,065	6,005	0.00%	0	0			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

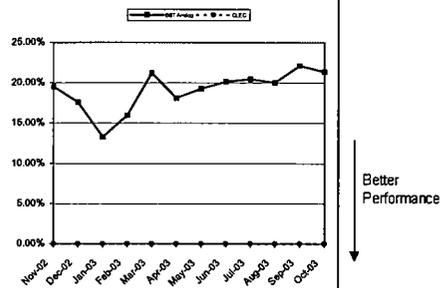
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days  
(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

B.3.4.11.1 UCL-ND/Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.52%	3,859	19,770	0.00%	0	0			YES
Dec-02	17.58%	3,219	18,310	0.00%	0	0			YES
Jan-03	13.29%	2,236	16,822	0.00%	0	0			YES
Feb-03	15.98%	4,063	25,428	0.00%	0	0			YES
Mar-03	21.19%	4,321	20,387	0.00%	0	0			YES
Apr-03	18.12%	3,754	20,714	0.00%	0	0			YES
May-03	19.26%	5,037	26,168	0.00%	0	0			YES
Jun-03	20.14%	4,492	22,308	0.00%	0	0			YES
Jul-03	20.44%	4,911	24,027	0.00%	0	0			YES
Aug-03	19.89%	5,264	26,333	0.00%	0	1		0.4998	YES
Sep-03	22.11%	5,685	25,717	0.00%	0	1		0.5327	YES
Oct-03	21.37%	3,845	17,989	0.00%	0	0			YES

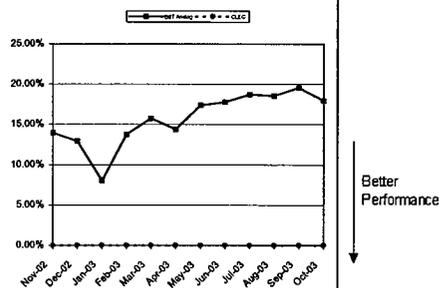
Note 1: Retail Residence / Business data serves as the BST Analog for this report



B.3.4.11.2 UCL-ND/Non-Dispatch/KY (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	13.96%	1,050	7,524	0.00%	0	0			YES
Dec-02	12.91%	937	7,257	0.00%	0	0			YES
Jan-03	8.02%	624	7,783	0.00%	0	0			YES
Feb-03	13.75%	1,157	8,413	0.00%	0	0			YES
Mar-03	15.73%	1,280	8,138	0.00%	0	0			YES
Apr-03	14.38%	1,140	7,927	0.00%	0	0			YES
May-03	17.34%	1,665	9,602	0.00%	0	0			YES
Jun-03	17.78%	1,516	8,535	0.00%	0	0			YES
Jul-03	18.70%	1,727	9,235	0.00%	0	0			YES
Aug-03	18.56%	1,798	9,688	0.00%	0	0			YES
Sep-03	19.53%	1,806	9,249	0.00%	0	0			YES
Oct-03	17.93%	1,200	6,691	0.00%	0	0			YES

Note 1: Retail Residence / Business data serves as the BST Analog for this report



Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Ordering  
Reject Interval

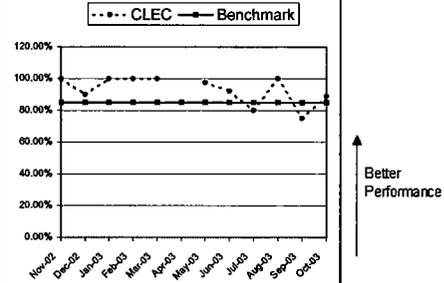
(% of CLEC Reject Notifications within 4 days)

Numerator indicates total number of reject notification intervals for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation in the reporting period.

C.1.2 Local Interconnection Trunks/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	7	7			YES
Dec-02	85.00%			90.00%	9	10			YES
Jan-03	85.00%			100.00%	8	8			YES
Feb-03	85.00%			100.00%	7	7			YES
Mar-03	85.00%			100.00%	22	22			YES
Apr-03	85.00%								
May-03	85.00%			97.44%	38	39			YES
Jun-03	85.00%			82.31%	12	13			YES
Jul-03	85.00%			80.00%	8	10			NO
Aug-03	85.00%			100.00%	9	9			YES
Sep-03	85.00%			75.00%	9	12			NO
Oct-03	85.00%			88.89%	8	9			YES



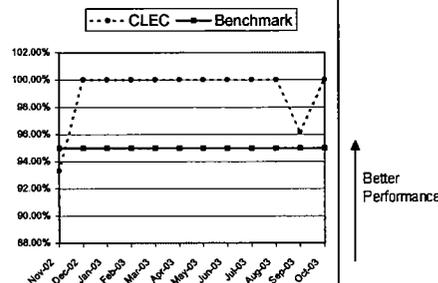
Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Ordering  
FOC Timeliness

(% of FOCs within 10 days)

Numerator indicates total number of CLEC firm order confirmation intervals for this disaggregation in the reporting period.  
Volume indicates total number of trunk service requests confirmed for this disaggregation in the reporting period.

C.1.3 Local Interconnection Trunks/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	96.00%			93.33%	14	15			NO
Dec-02	96.00%			100.00%	17	17			YES
Jan-03	96.00%			100.00%	9	9			YES
Feb-03	96.00%			100.00%	9	9			YES
Mar-03	96.00%			100.00%	16	16			YES
Apr-03	96.00%			100.00%	25	25			YES
May-03	96.00%			100.00%	66	66			YES
Jun-03	96.00%			100.00%	15	15			YES
Jul-03	96.00%			100.00%	12	12			YES
Aug-03	96.00%			100.00%	22	22			YES
Sep-03	96.00%			98.75%	25	26			YES
Oct-03	96.00%			100.00%	15	15			YES



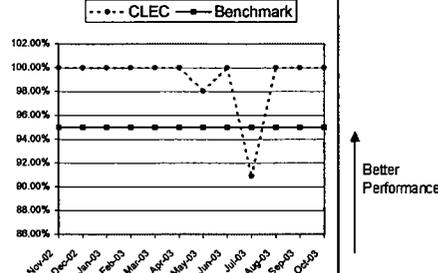
Better  
Performance

**Kentucky I, November 2002 - October 2003**  
**Local Interconnection Trunks - Ordering**  
**FOC & Reject Response Completeness**  
(% of ASRs responded to only once [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

**C.1.4 Local Interconnection Trunks/KY (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			100.00%	12	12			YES
Dec-02	95.00%			100.00%	11	11			YES
Jan-03	95.00%			100.00%	20	20			YES
Feb-03	95.00%			100.00%	14	14			YES
Mar-03	95.00%			100.00%	22	22			YES
Apr-03	95.00%			100.00%	18	18			YES
May-03	95.00%			98.04%	50	51			YES
Jun-03	95.00%			100.00%	16	16			YES
Jul-03	95.00%			90.91%	10	11			NO
Aug-03	95.00%			100.00%	25	25			YES
Sep-03	95.00%			100.00%	10	10			YES
Oct-03	95.00%			100.00%	10	10			YES



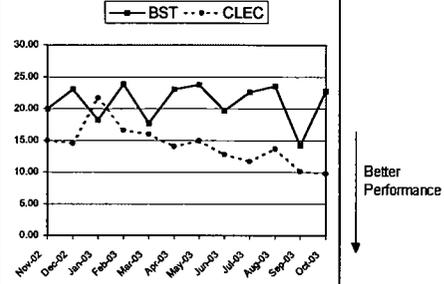
Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

C.2.1 Local Interconnection Trunks/KY (days)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	19.97	699	35	15.00	15	1	8.431	0.5814	YES
Dec-02	23.00	460	20	14.50	116	8	7.657	2.6536	YES
Jan-03	18.17	418	23	21.67	130	6	9.815	-0.7763	YES
Feb-03	23.81	643	27	16.57	116	7	10.848	1.6038	YES
Mar-03	17.70	407	23	16.00	32	2	7.163	0.3211	YES
Apr-03	23.00	529	23	14.00	56	4	15.321	1.0844	YES
May-03	23.72	854	36	14.90	149	10	20.246	1.2190	YES
Jun-03	19.65	393	20	12.75	51	4	7.876	1.5985	YES
Jul-03	22.55	1,060	47	11.87	35	3	9.941	1.8391	YES
Aug-03	23.60	658	28	13.87	41	3	9.216	1.7565	YES
Sep-03	14.18	156	11	10.10	101	10	6.570	1.4219	YES
Oct-03	22.73	1,091	48	9.75	78	8	5.757	5.9041	YES



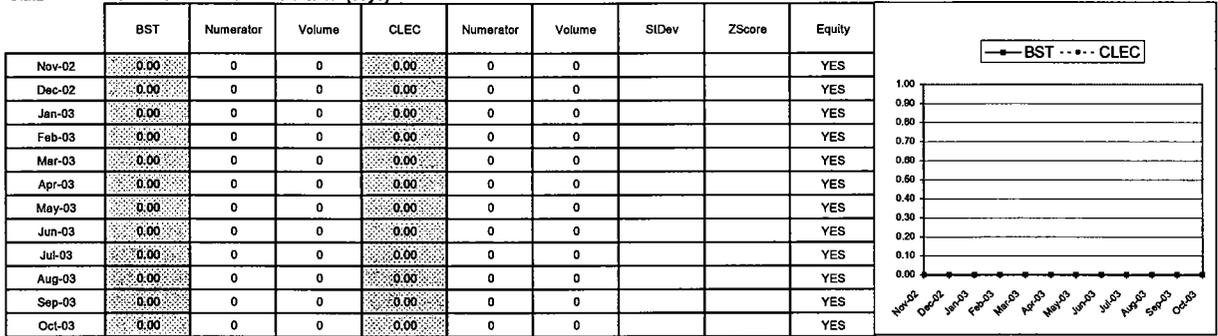
Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of trunk service orders for this disaggregation in the reporting period held for BellSouth reasons.

C.2.2 Local Interconnection Trunks/KY (days)

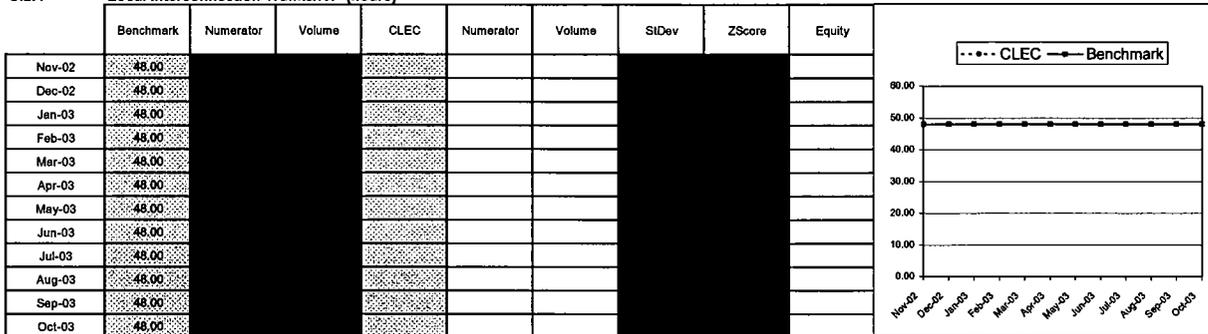


Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Average Jeopardy Notice Interval

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.  
Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

C.2.4 Local Interconnection Trunks/KY (hours)

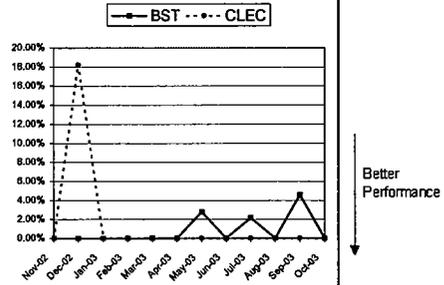


Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total trunk orders for this disaggregation completed in the reporting period.

C.2.5 Local Interconnection Trunks/KY (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.00%	0	35	0.00%	0	4			YES
Dec-02	0.00%	0	20	18.18%	2	11			NO
Jan-03	0.00%	0	23	0.00%	0	8			YES
Feb-03	0.00%	0	27	0.00%	0	8			YES
Mar-03	0.00%	0	25	0.00%	0	3			YES
Apr-03	0.00%	0	24	0.00%	0	4			YES
May-03	2.78%	1	36	0.00%	0	15		0.5500	YES
Jun-03	0.00%	0	21	0.00%	0	6			YES
Jul-03	2.13%	1	47	0.00%	0	12		0.4559	YES
Aug-03	0.00%	0	41	0.00%	0	3			YES
Sep-03	4.50%	1	22	0.00%	0	16		0.6642	YES
Oct-03	0.00%	0	86	0.00%	0	10			YES



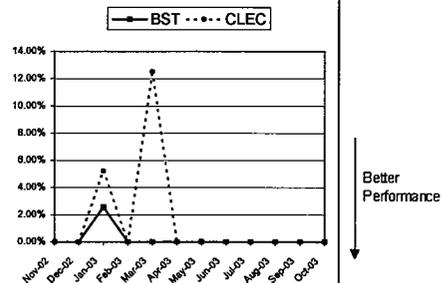
Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of trunk service orders for this disaggregation in the previous reporting period.

C.2.6 Local Interconnection Trunks/KY (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	STDev	ZScore	Equity
Nov-02	0.00%	0	1,680	0.00%	0	488			YES
Dec-02	0.00%	0	1,152	0.00%	0	144			YES
Jan-03	2.56%	48	1,872	5.22%	24	460		-3.2257	NO
Feb-03	0.00%	0	1,536	0.00%	0	408			YES
Mar-03	0.00%	0	27	12.50%	1	8			NO
Apr-03	0.00%	0	25	0.00%	0	3			YES
May-03	0.00%	0	24	0.00%	0	4			YES
Jun-03	0.00%	0	40	0.00%	0	11			YES
Jul-03	0.00%	0	21	0.00%	0	6			YES
Aug-03	0.00%	0	47	0.00%	0	12			YES
Sep-03	0.00%	0	41	0.00%	0	3			YES
Oct-03	0.00%	0	22	0.00%	0	16			YES



Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Provisioning  
Average Completion Notice Interval

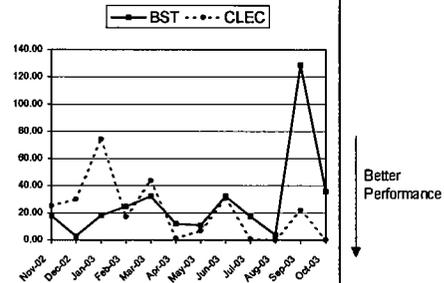
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

C.2.7 Local Interconnection Trunks/KY (hours)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	17.79	622	35	25.20	101	4	47.045	-0.2988	YES
Dec-02	2.86	57	20	29.95	329	11	67.481	-1.0694	YES
Jan-03	18.02	414	23	74.03	592	8	112.889	-1.2088	YES
Feb-03	24.71	692	28	17.18	137	8	77.579	0.2421	YES
Mar-03	32.10	995	31	43.53	218	5	83.487	-0.2841	YES
Apr-03	11.85	320	27	1.11	4	4	33.526	0.5981	YES
May-03	10.68	384	36	6.74	101	15	26.138	0.4894	YES
Jun-03	32.06	673	21	30.48	183	6	91.158	0.0376	YES
Jul-03	17.40	818	47	0.60	7	12	42.137	1.2328	YES
Aug-03	5.96	150	41	0.02	0	3	16.586	0.3677	YES
Sep-03	128.85	2,835	22	21.77	348	16	263.699	1.2359	YES
Oct-03	35.55	3,057	86	0.02	0	10	83.061	1.2803	YES

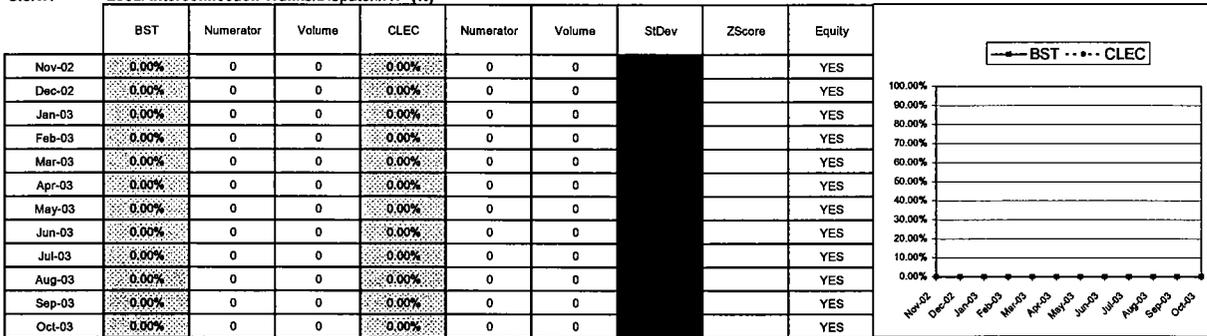


Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
Missed Repair Appointments

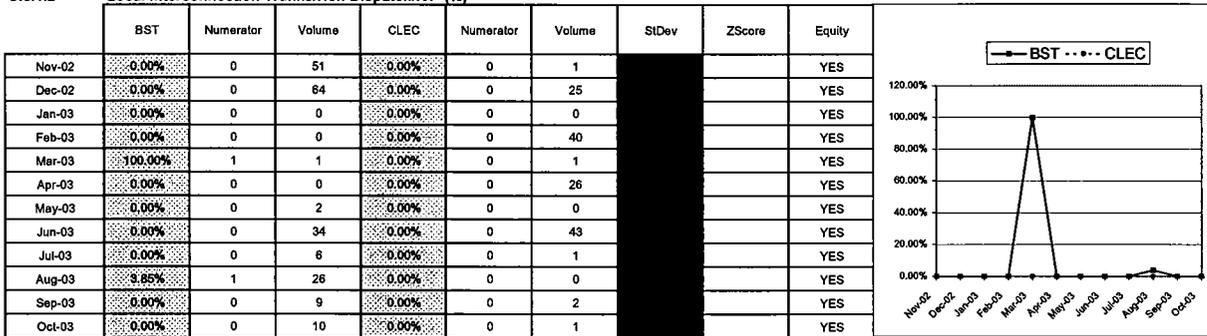
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

C.3.1.1 Local Interconnection Trunks/Dispatch/KY (%)



C.3.1.2 Local Interconnection Trunks/Non-Dispatch/KY (%)



Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.  
Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

C.3.2.1 Local Interconnection Trunks/Dispatch/KY (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	93,802	0.00%	0	20,439			YES
Dec-02	0.00%	0	94,383	0.00%	0	21,523			YES
Jan-03	0.00%	0	93,972	0.00%	0	21,955			YES
Feb-03	0.00%	0	95,640	0.00%	0	22,387			YES
Mar-03	0.00%	0	96,089	0.00%	0	22,015			YES
Apr-03	0.00%	0	96,005	0.00%	0	24,020			YES
May-03	0.00%	0	97,723	0.00%	0	24,284			YES
Jun-03	0.00%	0	97,770	0.00%	0	25,123			YES
Jul-03	0.00%	0	99,758	0.00%	0	25,288			YES
Aug-03	0.00%	0	103,548	0.00%	0	25,263			YES
Sep-03	0.00%	0	104,255	0.00%	0	25,691			YES
Oct-03	0.00%	0	106,524	0.00%	0	25,783			YES

C.3.2.2 Local Interconnection Trunks/Non-Dispatch/KY (%)

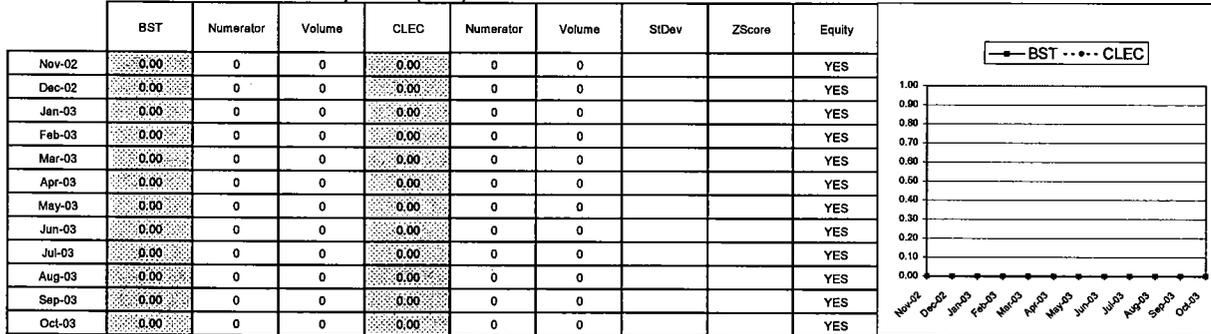
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.05%	51	93,802	0.00%	1	20,439		2.7489	YES
Dec-02	0.07%	64	94,383	0.12%	25	21,523		-2.4579	NO
Jan-03	0.00%	0	93,972	0.00%	0	21,955			YES
Feb-03	0.00%	0	95,640	0.18%	40	22,387			NO
Mar-03	0.00%	1	96,089	0.00%	1	22,015		-1.4527	YES
Apr-03	0.00%	0	96,005	0.11%	26	24,020			NO
May-03	0.00%	2	97,723	0.00%	0	24,284		0.6309	YES
Jun-03	0.03%	34	97,770	0.17%	43	25,123		-10.3394	NO
Jul-03	0.01%	6	99,758	0.00%	1	25,288		0.3773	YES
Aug-03	0.03%	26	103,548	0.00%	0	25,263		2.2581	YES
Sep-03	0.01%	9	104,255	0.01%	2	25,691		0.1310	YES
Oct-03	0.01%	10	106,524	0.00%	1	25,783		0.8192	YES

Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
Maintenance Average Duration

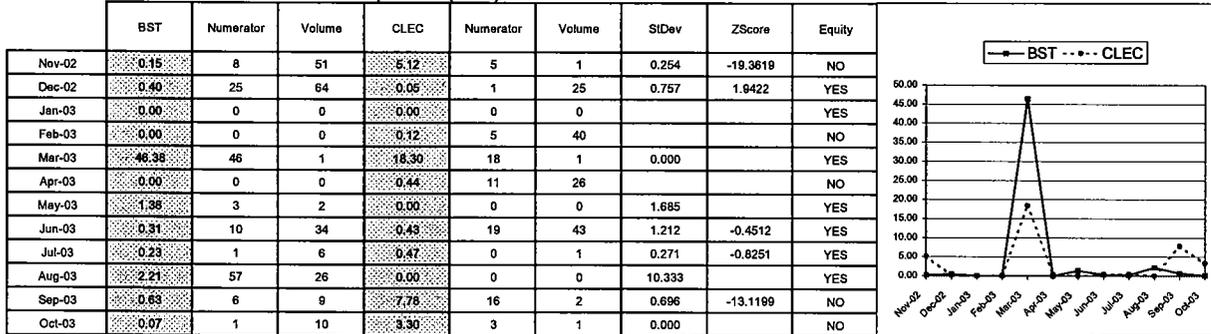
(Duration from the Start to Finish of a Trouble)

Numerator Indicates total of trouble durations for this disaggregation in the reporting period.  
Volume Indicates total closed troubles for this disaggregation in the reporting period.

C.3.3.1 Local Interconnection Trunks/Dispatch/KY (hours)



C.3.3.2 Local Interconnection Trunks/Non-Dispatch/KY (hours)



Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
% Repeat Troubles within 30 Days  
(% of Troubles that Repeated within 30 Days)

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

C.3.4.1 Local Interconnection Trunks/Dispatch/KY (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	0	0.00%	0	0			YES
Dec-02	0.00%	0	0	0.00%	0	0			YES
Jan-03	0.00%	0	0	0.00%	0	0			YES
Feb-03	0.00%	0	0	0.00%	0	0			YES
Mar-03	0.00%	0	0	0.00%	0	0			YES
Apr-03	0.00%	0	0	0.00%	0	0			YES
May-03	0.00%	0	0	0.00%	0	0			YES
Jun-03	0.00%	0	0	0.00%	0	0			YES
Jul-03	0.00%	0	0	0.00%	0	0			YES
Aug-03	0.00%	0	0	0.00%	0	0			YES
Sep-03	0.00%	0	0	0.00%	0	0			YES
Oct-03	0.00%	0	0	0.00%	0	0			YES

Better  
Performance

C.3.4.2 Local Interconnection Trunks/Non-Dispatch/KY (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	3.92%	2	51	0.00%	0	1		0.2001	YES
Dec-02	0.00%	0	64	0.00%	0	25			YES
Jan-03	0.00%	0	0	0.00%	0	0			YES
Feb-03	0.00%	0	0	0.00%	0	40			YES
Mar-03	0.00%	0	1	0.00%	0	1			YES
Apr-03	0.00%	0	0	0.00%	0	26			YES
May-03	0.00%	0	2	0.00%	0	0			YES
Jun-03	0.00%	0	34	0.00%	0	43			YES
Jul-03	0.00%	0	6	0.00%	0	1			YES
Aug-03	0.00%	0	26	0.00%	0	0			YES
Sep-03	0.00%	0	9	0.00%	0	2			YES
Oct-03	0.00%	0	10	0.00%	0	1			YES

Better  
Performance

Kentucky I, November 2002 - October 2003  
Local Interconnection Trunks - Maintenance and Repair  
Out of Service > 24 hours

(Out of Service Troubles that took Greater than 24 Hours)

Numerator indicates total out of service troubles that took greater than 24 hours for this disaggregation in the reporting period.  
Volume indicates total out of service troubles for this disaggregation in the reporting period.

C.3.5.1 Local Interconnection Trunks/Dispatch/KY (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	0	0.00%	0	0			YES
Dec-02	0.00%	0	0	0.00%	0	0			YES
Jan-03	0.00%	0	0	0.00%	0	0			YES
Feb-03	0.00%	0	0	0.00%	0	0			YES
Mar-03	0.00%	0	0	0.00%	0	0			YES
Apr-03	0.00%	0	0	0.00%	0	0			YES
May-03	0.00%	0	0	0.00%	0	0			YES
Jun-03	0.00%	0	0	0.00%	0	0			YES
Jul-03	0.00%	0	0	0.00%	0	0			YES
Aug-03	0.00%	0	0	0.00%	0	0			YES
Sep-03	0.00%	0	0	0.00%	0	0			YES
Oct-03	0.00%	0	0	0.00%	0	0			YES

Better Performance

C.3.5.2 Local Interconnection Trunks/Non-Dispatch/KY (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	0.00%	0	51	0.00%	0	1			YES
Dec-02	0.00%	0	64	0.00%	0	25			YES
Jan-03	0.00%	0	0	0.00%	0	0			YES
Feb-03	0.00%	0	0	0.00%	0	40			YES
Mar-03	100.00%	1	1	0.00%	0	1			YES
Apr-03	0.00%	0	0	0.00%	0	26			YES
May-03	0.00%	0	2	0.00%	0	0			YES
Jun-03	0.00%	0	34	0.00%	0	43			YES
Jul-03	0.00%	0	6	0.00%	0	1			YES
Aug-03	3.85%	1	26	0.00%	0	0			YES
Sep-03	0.00%	0	9	0.00%	0	2			YES
Oct-03	0.00%	0	10	0.00%	0	1			YES

Better Performance

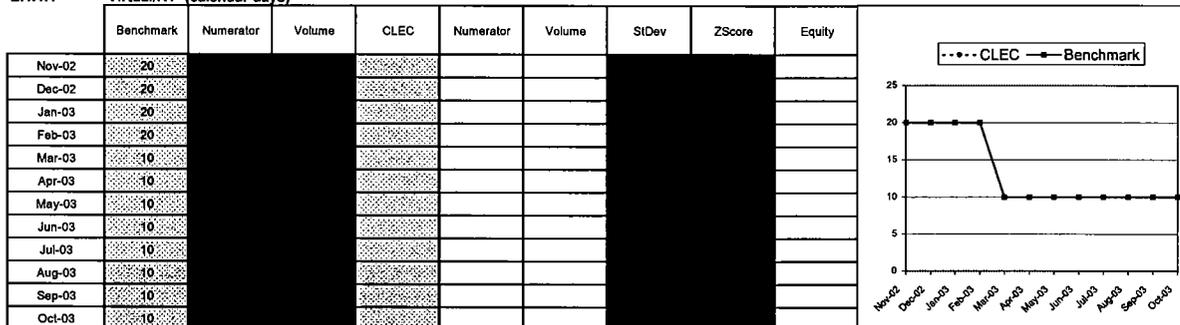
Kentucky I, November 2002 - October 2003  
Collocation - Collocation  
Average Response Time

(Average Time to Respond to a Collocation Application)

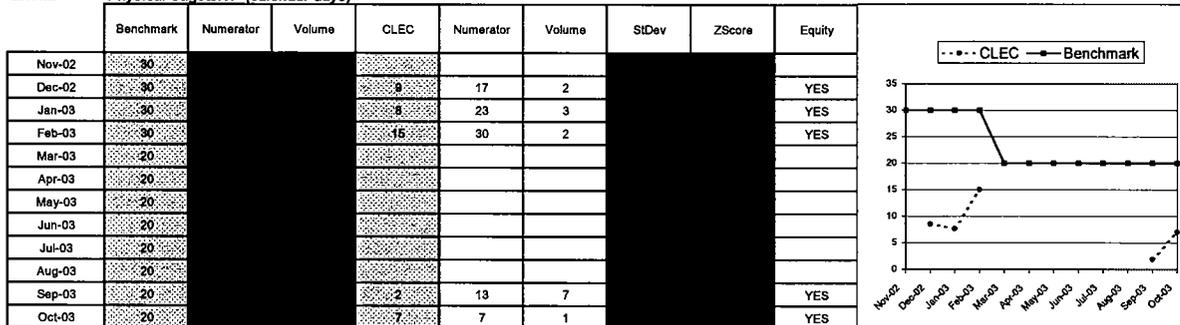
Numerator indicates total time to respond to collocation applications for this disaggregation.

Volume indicates number of responses sent to CLEC for this disaggregation.

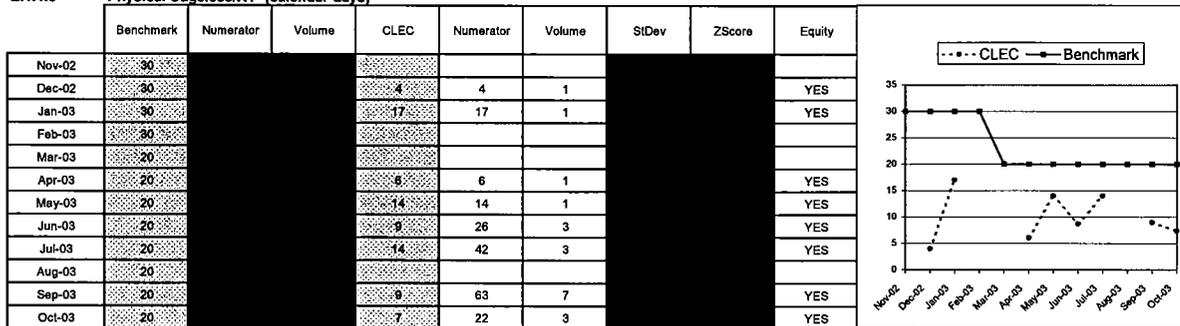
E.1.1.1 Virtual/KY (calendar days)



E.1.1.2 Physical Caged/KY (calendar days)



E.1.1.3 Physical Cageless/KY (calendar days)



Kentucky I, November 2002 - October 2003  
Collocation - Collocation  
Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)

Numerator Indicates total time to provision collocation arrangements completed for this disaggregation.  
Volume Indicates total number of arrangements completed for this disaggregation.

E.1.2.1 Virtual-Ordinary/KY (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	60								
Dec-02	60			47	47	1			YES
Jan-03	60								
Feb-03	60								
Mar-03	60								
Apr-03	60								
May-03	60								
Jun-03	60								
Jul-03	60								
Aug-03	60								
Sep-03	60								
Oct-03	60								

E.1.2.2 Virtual-Extraordinary/KY (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	75								
Dec-02	75								
Jan-03	75								
Feb-03	75								
Mar-03	75								
Apr-03	75								
May-03	75								
Jun-03	75								
Jul-03	75								
Aug-03	75								
Sep-03	75								
Oct-03	75								

E.1.2.3 Physical Caged/KY (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	90								
Dec-02	90			10	10	1			YES
Jan-03	90								
Feb-03	90			86	86	1			YES
Mar-03	90								
Apr-03	90								
May-03	90								
Jun-03	90								
Jul-03	90								
Aug-03	90								
Sep-03	90								
Oct-03	90								

E.1.2.4 Physical Cageless/KY (calendar days)

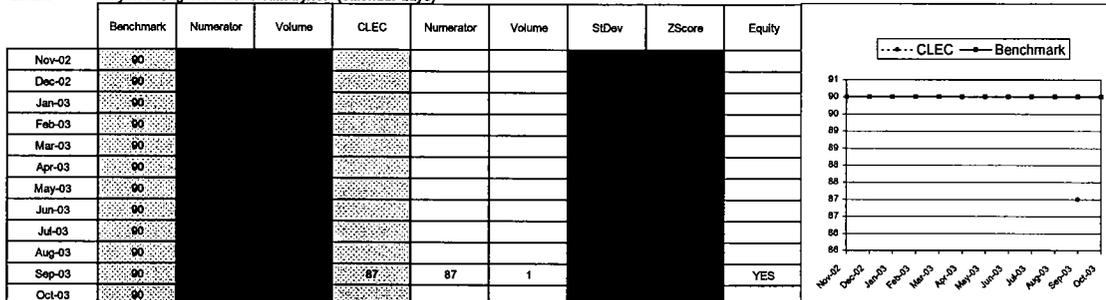
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	80			89	173	3			YES
Dec-02	80			63	63	1			YES
Jan-03	80								
Feb-03	80			68	115	2			YES
Mar-03	80								
Apr-03	80			58	58	1			YES
May-03	80								
Jun-03	80								
Jul-03	80								
Aug-03	80								
Sep-03	80								
Oct-03	80								

Kentucky I, November 2002 - October 2003  
Collocation - Collocation  
Average Arrangement Time

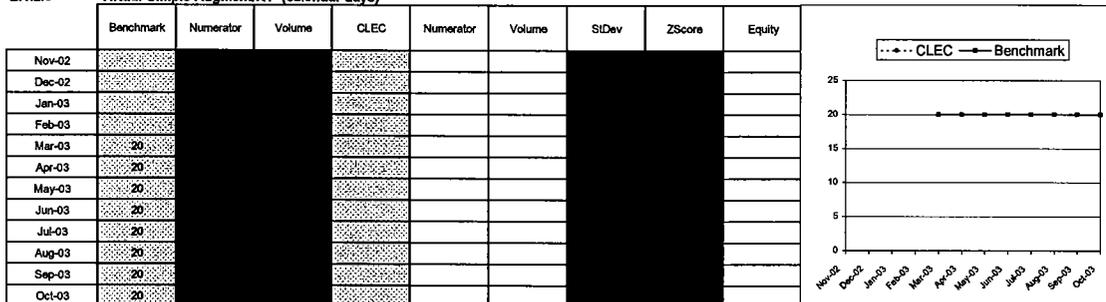
(Average Time to Provision a Collocation Arrangement)

Numerator Indicates total time to provision collocation arrangements completed for this disaggregation.  
Volume Indicates total number of arrangements completed for this disaggregation.

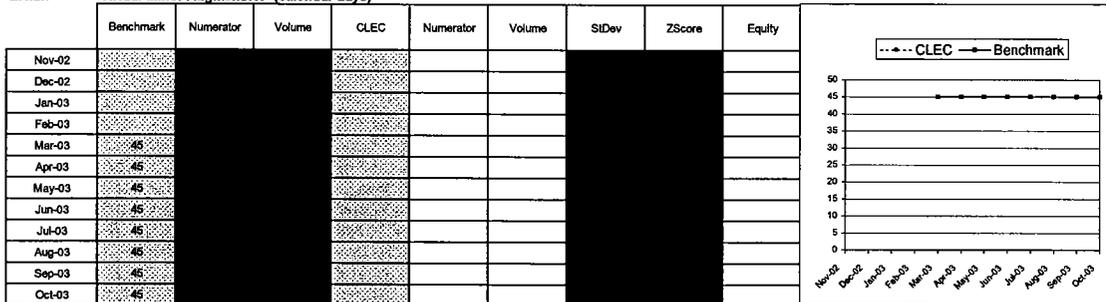
E.1.2.5 Physical Cageless-Extraordinary/KY (calendar days)



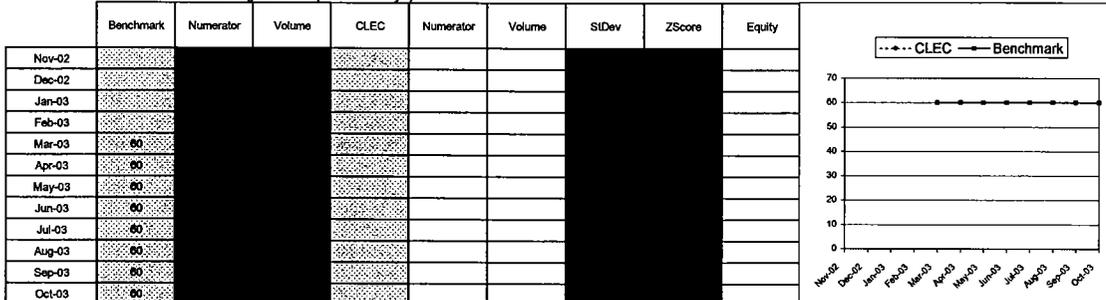
E.1.2.6 Virtual-Simple Augment/KY (calendar days)



E.1.2.7 Virtual-Minor Augment/KY (calendar days)



E.1.2.8 Virtual-Intermediate Augment/KY (calendar days)

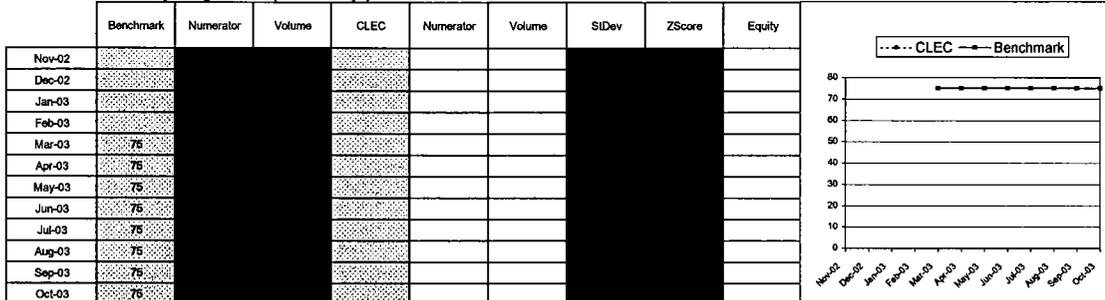


Kentucky I, November 2002 - October 2003  
Collocation - Collocation  
Average Arrangement Time

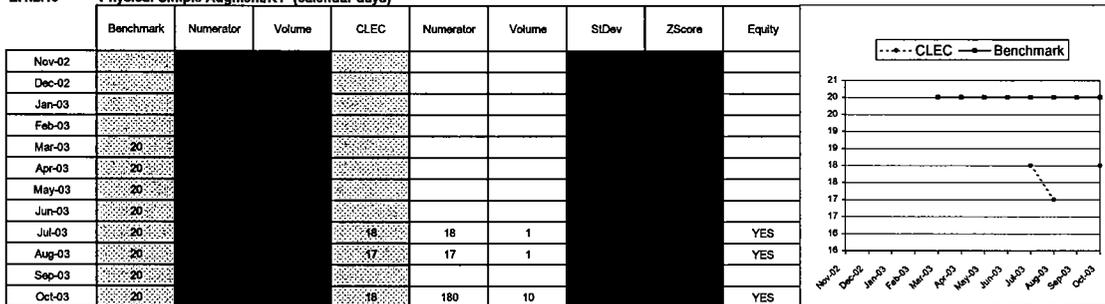
(Average Time to Provision a Collocation Arrangement)

Numerator Indicates total time to provision collocation arrangements completed for this disaggregation.  
Volume Indicates total number of arrangements completed for this disaggregation.

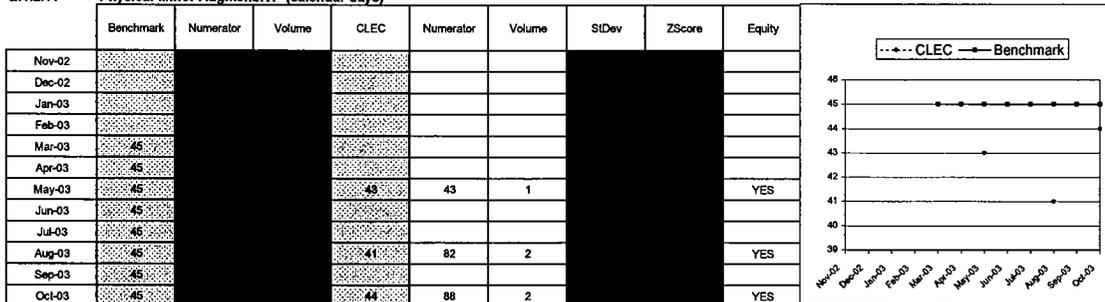
E.1.2.9 Virtual-Major Augment/KY (calendar days)



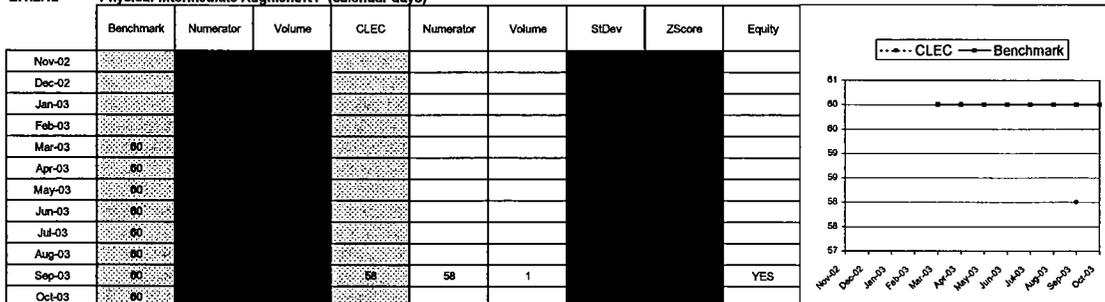
E.1.2.10 Physical-Simple Augment/KY (calendar days)



E.1.2.11 Physical-Minor Augment/KY (calendar days)



E.1.2.12 Physical-Intermediate Augment/KY (calendar days)



Kentucky I, November 2002 - October 2003  
Collocation - Collocation  
Average Arrangement Time

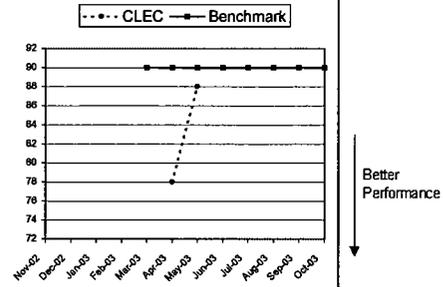
(Average Time to Provision a Collocation Arrangement)

Numerator indicates total time to provision collocation arrangements completed for this disaggregation.

Volume indicates total number of arrangements completed for this disaggregation.

E.1.2.13 Physical-Major Augment/KY (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	80								
Apr-03	90			78	78	1			YES
May-03	80			88	264	3			YES
Jun-03	90								
Jul-03	80								
Aug-03	90								
Sep-03	80								
Oct-03	80								

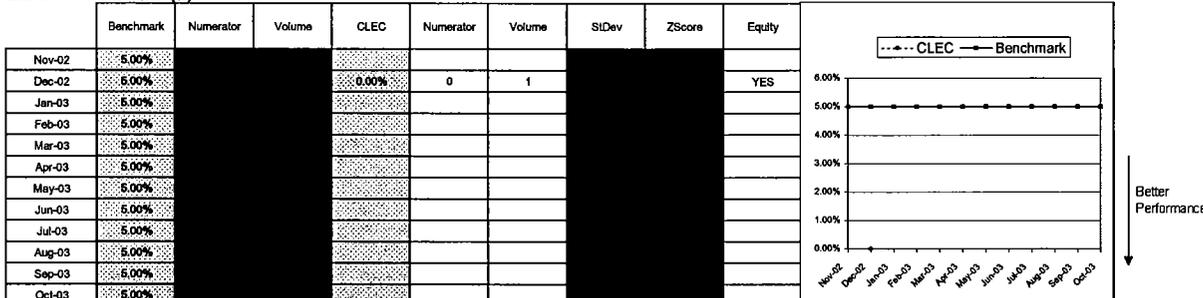


Better  
Performance

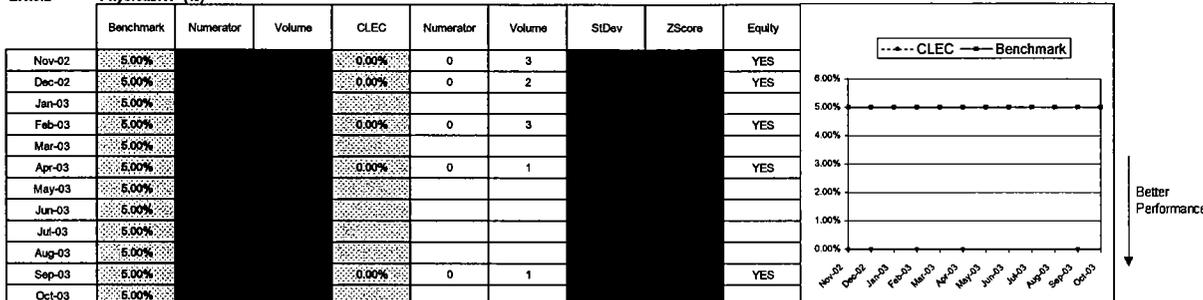
Kentucky I, November 2002 - October 2003  
Collocation - Collocation  
% Due Dates Missed

(% of Collocation Orders not Completed by the Due Date)  
Numerator indicates total number of arrangements not completed by the due date for this disaggregation.  
Volume indicates total number of arrangements completed for this disaggregation.

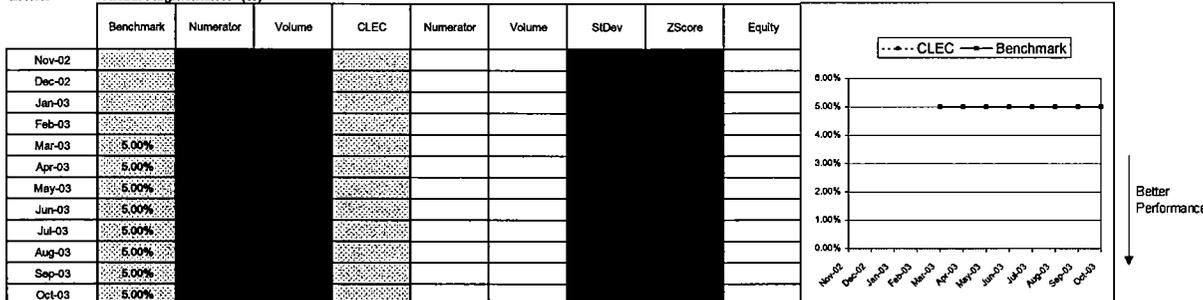
E.1.3.1 Virtual/KY (%)



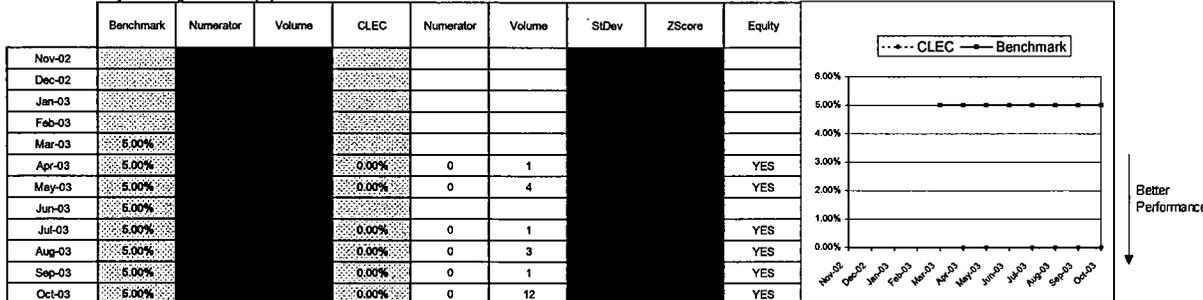
E.1.3.2 Physical/KY (%)



E.1.3.3 Virtual-Augments/KY (%)



E.1.3.4 Physical-Augments/KY (%)



Kentucky I, November 2002 - October 2003  
General - Flow Through

% Flow Through Service Requests

(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)  
Numerator Indicates total number of LSRs that flowed through the system.  
Volume Indicates total number of LSRs that were eligible to flow through.

F.1.1.1 Summary/Region (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02				94.01%	389,394	414,215			Diagnostic
Dec-02				92.56%	396,775	428,681			Diagnostic
Jan-03				90.80%	470,036	517,638			Diagnostic
Feb-03				93.57%	560,308	598,829			Diagnostic
Mar-03				93.55%	449,829	480,823			Diagnostic
Apr-03				96.17%	482,231	501,425			Diagnostic
May-03				97.02%	483,042	497,858			Diagnostic
Jun-03				96.11%	512,792	533,561			Diagnostic
Jul-03				95.70%	565,710	591,111			Diagnostic
Aug-03				96.26%	571,600	593,833			Diagnostic
Sep-03				95.83%	571,899	596,766			Diagnostic
Oct-03				96.65%	641,772	664,002			Diagnostic

F.1.1.2 Aggregate/Region (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02				94.01%	389,394	414,215			Diagnostic
Dec-02				92.56%	396,775	428,681			Diagnostic
Jan-03				90.80%	470,036	517,638			Diagnostic
Feb-03				93.57%	560,308	598,829			Diagnostic
Mar-03				93.55%	449,829	480,823			Diagnostic
Apr-03				96.17%	482,231	501,425			Diagnostic
May-03				97.02%	483,042	497,858			Diagnostic
Jun-03				96.11%	512,792	533,561			Diagnostic
Jul-03				95.70%	565,710	591,111			Diagnostic
Aug-03				96.26%	571,600	593,833			Diagnostic
Sep-03				95.83%	571,899	596,766			Diagnostic
Oct-03				96.65%	641,772	664,002			Diagnostic

F.1.1.3 Residence/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%			94.52%	127,898	135,305			NO
Dec-02	96.00%			93.55%	136,707	146,132			NO
Jan-03	95.00%			97.61%	130,808	149,313			NO
Feb-03	95.00%			99.06%	113,438	130,464			NO
Mar-03	95.00%			96.50%	101,119	112,865			NO
Apr-03	95.00%			97.66%	117,187	120,114			YES
May-03	95.00%			97.82%	112,341	114,847			YES
Jun-03	95.00%			97.43%	107,979	110,825			YES
Jul-03	95.00%			97.25%	116,301	119,677			YES
Aug-03	95.00%			97.31%	93,887	96,459			YES
Sep-03	95.00%			97.40%	88,050	90,319			YES
Oct-03	95.00%			97.38%	96,878	99,481			YES

F.1.1.4 Business/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	90.00%			76.82%	3,125	3,975			NO
Dec-02	90.00%			81.40%	3,430	4,225			NO
Jan-03	90.00%			82.06%	4,893	5,961			NO
Feb-03	90.00%			82.94%	4,489	5,452			NO
Mar-03	90.00%			80.64%	3,853	4,778			NO
Apr-03	90.00%			84.96%	4,106	4,833			NO
May-03	90.00%			87.43%	4,063	4,947			NO
Jun-03	90.00%			86.15%	4,410	5,119			NO
Jul-03	90.00%			88.82%	4,415	4,971			NO
Aug-03	90.00%			86.67%	4,392	4,953			NO
Sep-03	90.00%			85.79%	4,838	5,406			NO
Oct-03	90.00%			86.33%	4,850	5,818			NO

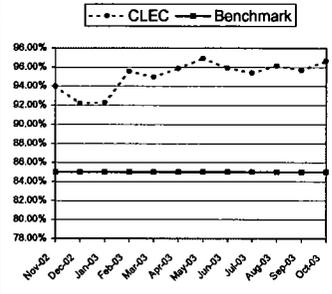
Kentucky I, November 2002 - October 2003  
General - Flow Through  
% Flow Through Service Requests

(% of LSRs submitted electronically that flow through and reach a status for an FOC to be issued without manual intervention)  
Numerator indicates total number of LSRs that flowed through the system.  
Volume indicates total number of LSRs that were eligible to flow through.

F.1.1.5

UNE/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			93.98%	258,373	274,935			YES
Dec-02	85.00%			92.21%	256,629	278,324			YES
Jan-03	85.00%			92.26%	334,335	362,364			YES
Feb-03	85.00%			95.67%	442,383	462,913			YES
Mar-03	85.00%			94.85%	344,857	363,180			YES
Apr-03	85.00%			95.67%	360,938	376,478			YES
May-03	85.00%			96.80%	366,638	378,364			YES
Jun-03	85.00%			95.98%	400,403	417,617			YES
Jul-03	85.00%			95.38%	444,904	466,463			YES
Aug-03	85.00%			96.13%	473,341	492,421			YES
Sep-03	85.00%			95.64%	479,211	501,041			YES
Oct-03	85.00%			96.63%	540,044	558,903			YES



Better  
Performance

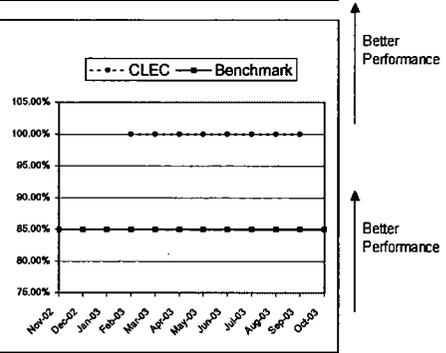
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.4

EELs/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%			100.00%	1	1			YES
Mar-03	85.00%			100.00%	4	4			YES
Apr-03	85.00%			100.00%	3	3			YES
May-03	85.00%			100.00%	5	5			YES
Jun-03	85.00%			100.00%	6	6			YES
Jul-03	85.00%			100.00%	10	10			YES
Aug-03	85.00%			100.00%	10	10			YES
Sep-03	85.00%			100.00%	7	7			YES
Oct-03	85.00%								



Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.5 xDSL (ADSL, HDSL and UCL)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	3	3			YES
Dec-02	85.00%			100.00%	7	7			YES
Jan-03	85.00%			100.00%	2	2			YES
Feb-03	85.00%			100.00%	5	5			YES
Mar-03	85.00%								
Apr-03	85.00%			100.00%	2	2			YES
May-03	85.00%			100.00%	1	1			YES
Jun-03	85.00%								
Jul-03	85.00%			88.87%	2	3			NO
Aug-03	85.00%			100.00%	2	2			YES
Sep-03	85.00%			100.00%	5	5			YES
Oct-03	85.00%			100.00%	1	1			YES

B.1.12.6 ISDN Loop (UDN, UDC)/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%			50.00%	1	2			NO
Jan-03	85.00%			100.00%	1	1			YES
Feb-03	85.00%			100.00%	2	2			YES
Mar-03	85.00%			100.00%	2	2			YES
Apr-03	85.00%			100.00%	1	1			YES
May-03	85.00%			96.55%	28	29			YES
Jun-03	85.00%								
Jul-03	85.00%			100.00%	7	7			YES
Aug-03	85.00%			100.00%	2	2			YES
Sep-03	85.00%			100.00%	3	3			YES
Oct-03	85.00%			88.67%	2	3			NO

B.1.12.8 2W Analog Loop Design/KY (%)

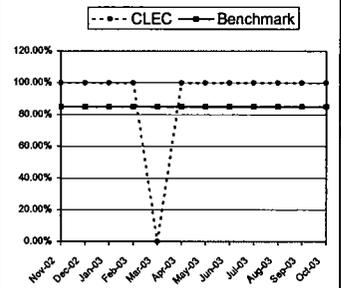
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			85.71%	6	7			YES
Dec-02	85.00%			92.86%	13	14			YES
Jan-03	85.00%			100.00%	16	16			YES
Feb-03	85.00%			100.00%	14	14			YES
Mar-03	85.00%			100.00%	11	11			YES
Apr-03	85.00%			100.00%	22	22			YES
May-03	85.00%			100.00%	161	161			YES
Jun-03	85.00%			100.00%	10	10			YES
Jul-03	85.00%			100.00%	16	16			YES
Aug-03	85.00%			100.00%	10	10			YES
Sep-03	85.00%			100.00%	10	10			YES
Oct-03	85.00%			100.00%	7	7			YES

Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.9 2W Analog Loop Non-Design/KY (%)

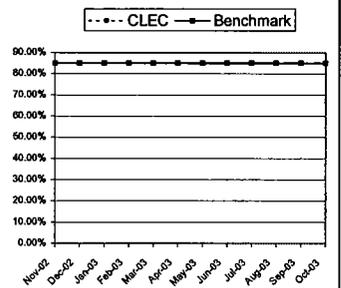
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%			100.00%	1	1			YES
Dec-02	85.00%			100.00%	9	9			YES
Jan-03	85.00%			100.00%	4	4			YES
Feb-03	85.00%			100.00%	2	2			YES
Mar-03	85.00%			0.00%	0	1			NO
Apr-03	85.00%			100.00%	3	3			YES
May-03	85.00%			100.00%	1	1			YES
Jun-03	85.00%			100.00%	2	2			YES
Jul-03	85.00%			100.00%	8	8			YES
Aug-03	85.00%			100.00%	4	4			YES
Sep-03	85.00%			100.00%	2	2			YES
Oct-03	85.00%			100.00%	4	4			YES



Better Performance

B.1.12.12 2W Analog Loop w/LNP Design/KY (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								
Mar-03	85.00%								
Apr-03	85.00%								
May-03	85.00%								
Jun-03	85.00%								
Jul-03	85.00%								
Aug-03	85.00%								
Sep-03	85.00%								
Oct-03	85.00%								



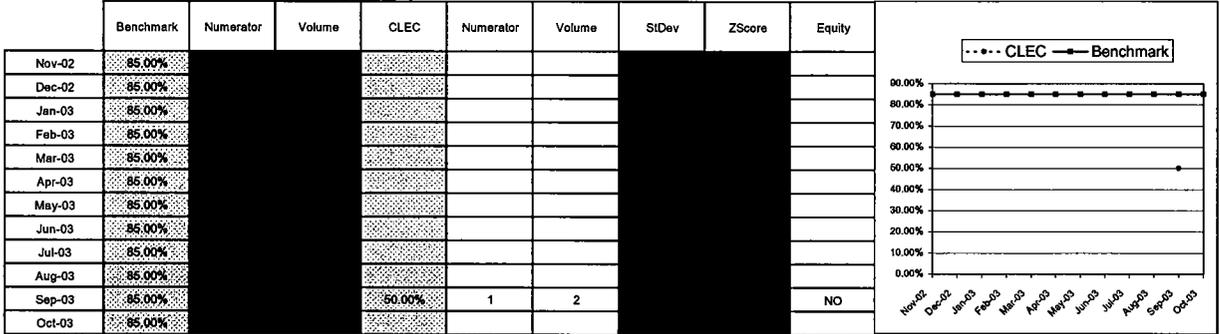
Better Performance

Better Performance

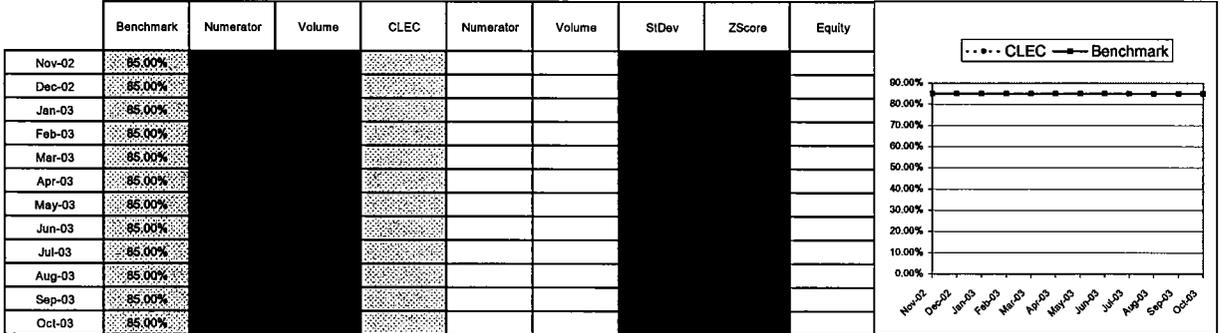
Kentucky I, November 2002 - October 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 10 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.13 2W Analog Loop w/LNP Non-Design/KY (%)



B.1.12.15 UCL-ND/KY (%)



# **Kentucky Proposed SQM Changes**

**Exhibit No. AJV-2**

**Docket No. 2003-00379**

**Issue Date: February 11, 2004**

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## PO-3: UNE Bulk Migration - Response Time

### Definition

This report measures the average interval and percent within the interval from the submission of a UNE Bulk Migration Notification Form to the distribution of Bulk Notification Form including negotiated Due Date back to the CLEC.

### Exclusions

- Projects that are not identified as UNE Bulk Migration
- Designated Holidays are excluded from the interval calculation
- Weekends are excluded from the interval calculation
- Canceled Requests

### Business Rules

The CLEC Bulk Migration process includes the submission of a Bulk Migration Notification Form to BellSouth via email. The project manager negotiates Due Date, assigns Bulk Order Package Identification (BOPI) number, and validates related PONs in the Bulk package. BellSouth then returns the Bulk Notification Form including negotiated Due Date to the CLEC.

The “Receive Date” is defined as the date the Bulk Migration Notification Form is received by the BellSouth Project Manager via email. It is counted as day Zero. Bulk Migration “Return Date” is defined as the date BellSouth returns a response. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Bulk Migration Notification Form.

This measurement combines three sub-metrics:

1. From receipt of a valid Bulk Migration Notification Form including up to 99 individual telephone numbers to Bulk Notification Form including negotiated Due Date to the CLEC.
2. From receipt of a valid Bulk Migration Notification Form including 100 up to 200 individual telephone numbers to Bulk Notification Form including negotiated Due Date to the CLEC.
3. From receipt of a valid Bulk Migration Notification Form including 201 or more individual telephone numbers to Bulk Notification Form including negotiated Due Date to the CLEC.

### Calculation

Response Interval = (a - b)

- a = Date BellSouth Returns a Response
- b = Date the Bulk Migration Notification Form is Received

Average Interval = (c / d)

- c = Sum of all Response Intervals
- d = Total Number of Bulk Migration Notification Forms Received within the Reporting Period

Percent within interval = (e / f) X 100

- e = Total Bulk Migration Notification Forms received within the Interval
- f = Total Number of Bulk Migration Notification Forms Processed within the Reporting Period

**Kentucky Performance Metrics**

**Report Structure**

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
- Intervals for manual Bulk Migration Notification Forms:
  - 0 - <= 99 individual telephone numbers –
  - 0 – <= 7 Business days
  - > 7 Business days
  - 100 - <= 200 individual telephone numbers –
  - 0 - <= 10 Business days
  - > 10 Business days
  - >= 201 individual telephone numbers -
- Average Interval in days

**Data Retained**

**Relating to CLEC Experience**

- Report Month
- Total Number of Requests
- Bulk Migration Intervals
- State

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation - Analog/Benchmark**

<u>SQM Level of Disaggregation</u>	<u>SQM Analog/Benchmark</u>
• <u>0 - &lt;= 99 individual telephone numbers .....</u>	<u>Benchmark: 95% &lt;= 7 Business Days</u>
• <u>100 - &lt;= 200 individual telephone numbers .....</u>	<u>Benchmark: 95% &lt;= 10 Business Days</u>
• <u>&gt;= 201 individual telephone numbers.....</u>	<u>Benchmark: Diagnostic</u>

**SEEM Measure**

<u>SEEM</u>	<u>Tier I</u>	<u>Tier II</u>	<u>Tier III</u>
<u>No .....</u>			

**SEEM Disaggregation - Analog/Benchmark**

<u>SEEM Disaggregation</u>	<u>SEEM Analog/Benchmark</u>
• <u>Not Applicable.....</u>	<u>Not Applicable</u>

PO-3: UNE Bulk Migration – Response Time

## O-7: Percent Rejected Service Requests

### Definition

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

### Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified
- Scheduled OSS Maintenance
- LSRs which are identified and classified as “Projects” with the exception of valid “Project IDs” for UNE-P to UNE Loop Bulk Migrations

### Business Rules

**Fully Mechanized:** An LSR is considered “rejected” when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, LENS, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of “Rejects” in the Mechanized category:

A Fatal Reject occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. Fatal rejects are excluded from the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An Auto Clarification occurs when a valid LSR is electronically submitted but rejected from LESOG or LAUTO because it does not pass further edit checks for order accuracy.

**Partially Mechanized:** A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and “falls out” for manual handling. It is then put into “clarification” and sent back (rejected) to the CLEC.

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

**Non-Mechanized:** LSRs which are faxed or mailed to the LCSC for processing and “clarified” (rejected) back to the CLEC by the BellSouth service representative.

**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported separately.

Bulk Migrations: Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

### Calculation

**Percent Rejected Service Requests** = (a / b) X 100

- a = Total Number of Rejected Service Requests in the Reporting Period
- b = Total Number of Service Requests Received in the Reporting Period

**Kentucky Performance Metrics**

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**Report Structure**

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific Percent Rejected
- Total Percent Rejected

**Data Retained****Relating to CLEC Experience**

- Report Month
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation – Analog/Benchmark****SQM Level of Disaggregation****SQM Analog/Benchmark**

Mechanized, Partially Mechanized and Non-Mechanized

- Resale – Residence .....Diagnostic
- Resale - Business
- Resale - Design (Special)
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP Standalone
- INP Standalone
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Loop + Port Combinations
- Switch Ports
- UNE Combination Other
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- UNE ISDN Loop
- UNE Other Design
- UNE Other Non-Design
- Local Interoffice Transport
- Local Interconnection Trunks

Kentucky Performance Metrics

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**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
No .....			

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Not Applicable.....Not Applicable

## O-8: Reject Interval

### Definition

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

### Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as “Projects” with the exception of valid “Project IDs” for UNE-P to UNE Loop Bulk Migrations
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

Residence Resale Group – Monday through Saturday 7:00 PM until 7:00 AM

From 7:00 PM Saturday until 7:00 AM Monday

Business Resale, Complex, UNE Groups – Monday through Friday 6:00 PM until 8:00 AM

From 6:00 PM Friday until 8:00 AM Monday.

The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

### Business Rules

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp or reject in EDI, TAG or LENS). Auto Clarifications are considered in the Fully Mechanized category.

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LENS, EDI, or TAG.

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

**Non-Mechanized:** The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately. All interconnection trunks are counted in the non-mechanized category.

**Bulk Migrations:** Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the “start time-stamp” from the receipt of the original Global Request.

**Kentucky Performance Metrics**

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**Calculation****Reject Interval** = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

**Average Reject Interval** = (c / d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

**Report Structure**

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- Geographic Scope
  - State
  - Region
- Mechanized:
  - 0 - <= 4 minutes
  - > 4 - <= 8 minutes
  - > 8 - <= 12 minutes
  - > 12 - <= 60 minutes
  - 0 - <= 1 hour
  - > 1 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 12 hours
  - > 12 - <= 16 hours
  - > 16 - <= 20 hours
  - > 20 - <= 24 hours
  - > 24 hours
- Partially Mechanized:
  - 0 - <= 1 hour
  - > 1 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 10 hours
  - 0 - <= 10 hours
  - > 10 - <= 18 hours
  - 0 - <= 18 hours
  - > 18 - <= 24 hours
  - > 24 hours
- Non-mechanized:
  - 0 - <= 1 hour
  - > 1 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 12 hours
  - > 12 - <= 16 hours
  - > 16 - <= 20 hours
  - > 20 - <= 24 hours
  - 0 - <= 24 hours
  - > 24 hours
- Trunks:
  - <= 4 days
  - > 4 - <= 8 days
  - > 8 - <= 12 days
  - > 12 - <= 14 days

**Kentucky Performance Metrics**


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- > 14 - <= 20 days
- > 20 days

**Data Retained**
**Relating to CLEC Experience**

- Report Month
- Reject Interval
- Total Number of LSRs
- Total Number of Rejects
- State and Region
- Total Number of ASRs (Trunks)

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation – Analog/Benchmark**
**SQM Level of Disaggregation**
**SQM Analog/Benchmark**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Resale Residence .....</li> <li>• Resale Business .....</li> <li>• Resale Design .....</li> <li>• Resale PBX</li> <li>• Resale Centrex</li> <li>• Resale ISDN</li> <li>• LNP Standalone</li> <li>• INP Standalone</li> <li>• 2W Analog Loop Design</li> <li>• 2W Analog Loop Non – Design</li> <li>• 2W Analog Loop with INP Design</li> <li>• 2W Analog Loop with INP Non – Design</li> <li>• 2W Analog Loop with LNP Design</li> <li>• 2W Analog Loop with LNP Non – Design</li> <li>• UNE Loop and Port Combinations</li> <li>• Switch Ports</li> <li>• UNE Combination Other</li> <li>• UNE xDSL (ADSL, HDSL, UCL)</li> <li>• Line Sharing</li> <li>• UNE ISDN Loops</li> <li>• UNE Other Design</li> <li>• UNE Other Non - Design</li> <li>• Local Interoffice Transport</li> <li>• Local Interconnection Trunks .....</li> </ul> | <ul style="list-style-type: none"> <li>Mechanized: 97% &lt;= 1 Hour</li> <li>Partially Mechanized: 85% &lt;= 10 Hours</li> <li>Non-Mechanized: 85% &lt;= 24 hours</li> <li>Trunks: 85% &lt;= 4 Days</li> </ul> |
|---|--|

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
Yes .....	X .....	X .....	

**SEEM Disaggregation - Analog/Benchmark**
**SEEM Disaggregation**
**SEEM Analog/Benchmark**

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Fully Mechanized .....</li> <li>• Partially Mechanized .....</li> <li>• Non-Mechanized .....</li> </ul> | <ul style="list-style-type: none"> <li>97% &lt;= 1 hour</li> <li>85% &lt;= 10 hours</li> <li>85% &lt;= 24 hours</li> </ul> |
|--|--|

**O-8: Reject Interval**

## O-9: Firm Order Confirmation Timeliness

### Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of a valid LSR to distribution of a Firm Order Confirmation.

### Exclusions

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation
- LSRs which are identified and classified as “Projects” with the exception of valid “Project IDs” for UNE-P to UNE Loop Bulk Migrations
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation:

Residence Resale Group – Monday through Saturday 7:00 PM until 7:00 AM

From 7:00 PM Saturday until 7:00 AM Monday.

Business Resale, Complex, UNE Groups – Monday through Friday 6:00 PM until 8:00 AM

From 6:00 PM Friday until 8:00 AM Monday.

The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance.

### Business Rules

**Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI, LENS or TAG.

**Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI, LENS, or TAG.

**Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

**Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.

**Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately.

**Bulk Migrations:** Requests for Bulk Migrations will come in to BellSouth via a Global Request. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure. For the interval calculations, the original versions of the individual LSRs will be assigned the “start time-

**Kentucky Performance Metrics**

stamp” from the receipt of the original Global Request.

**Calculation**

**Firm Order Confirmation Interval** = (a - b)

- a = Date and Time of Firm Order Confirmation
- b = Date and Time of Service Request Receipt

**Average FOC Interval** = (c / d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

**FOC Interval Distribution (for each interval)** = (e / f) X 100

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

**Report Structure**

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  - 0 - <= 15 minutes
  - > 15 - <= 30 minutes
  - > 30 - <= 45 minutes
  - > 45 - <= 60 minutes
  - > 60 - <= 90 minutes
  - > 90 - <= 120 minutes
  - > 120 - <= 180 minutes
  - 0 - <= 3 hours
  - > 3 - <= 6 hours
  - > 6 - <= 12 hours
  - > 12 - <= 24 hours
  - > 24 - <= 48 hours
  - > 48 hours
- Partially Mechanized:
  - 0 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 10 hours
  - 0 - <= 10 hours
  - > 10 - <= 18 hours
  - 0 - <= 18 hours
  - > 18 - <= 24 hours
  - 0 - <= 24 hours
  - > 24 - <= 48 hours
  - > 48 hours
- Non-Mechanized
  - 0 - <= 4 hours
  - > 4 - <= 8 hours
  - > 8 - <= 12 hours
  - > 12 - <= 16 hours
  - > 16 - <= 20 hours
  - > 20 - <= 24 hours
  - > 24 - <= 36 hours

**Kentucky Performance Metrics**

- 0 - <= 36 hours
- > 36 - <= 48 hours
- > 48 hours
- Trunks:
  - 0 - <= 5 days
  - > 5 - <= 10 days
  - 0 - <= 10 days
  - > 10 - <= 15 days
  - > 15 - <= 20 days
  - > 20 days

**Data Retained**

**Relating to CLEC Experience**

- Report month
- Interval for FOC
- Total number of LSRs
- State and Region
- Total Number of ASRs (Trunks)

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Resale – Residence .....Mechanized: 95% <= 3 Hours
- Resale – Business .....Partially Mechanized: 85% <= 10 Hours
- Resale – Design (Special) .....Non-Mechanized: 85% <= 36 hours
- Resale PBX
- Resale Centrex
- Resale ISDN
- LNP Standalone
- INP Standalone
- 2W Analog Loop Design
- 2W Analog Loop Non-Design
- 2W Analog Loop with INP Design
- 2W Analog Loop with INP Non-Design
- 2W Analog Loop with LNP Design
- 2W Analog Loop with LNP Non-Design
- UNE Loop + Port Combinations
- Switch Ports
- UNE Combination Other
- UNE xDSL (ADSL, HDSL, UCL)
- Line Sharing
- UNE ISDN Loops
- UNE Other Design
- UNE Other Non-Design
- Local Interoffice Transport
- Local Interconnection Trunks .....Trunks: 95% <= 10 days

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
Yes.....	X .....	X .....	

Kentucky Performance Metrics

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**SEEM Disaggregation - Analog/Benchmark**

<b>SEEM Disaggregation</b>	<b>SEEM Analog/Benchmark</b>
• Fully Mechanized .....	95% <= 3 hours
• Partially Mechanized .....	85% <= 10 Hours
• Non-Mechanized.....	85% <= 36 hours
• IC Trunks.....	95% <= 10 days

## O-11: Firm Order Confirmation and Reject Response Completeness

### Definition

A response is expected from BellSouth for every Local Service Request transaction (version). More than one response or differing responses per transaction is not expected. Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

### Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified
- Non-Mechanized LSRs
- Scheduled OSS Maintenance

### Business Rules

**Mechanized** – The number of FOCs or Auto Clarifications sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG).

**Partially Mechanized** – The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel.

**Total Mechanized** – The number of the combination of Fully Mechanized and Partially Mechanized LSRs.

**Non-Mechanized** - The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).

**Note:** Manual (Non-Mechanized) LSRs have no version control by the very nature of the manual process, therefore, non-mechanized LSRs are not captured by this report.

**Bulk Migrations:** Requests for Bulk Migrations will come in to BellSouth via Global Requests. The Global Request will be broken down into individual LSRs. These individual LSRs will be used for the measurements and will be reported within the correct product disaggregation for each measure.

### For CLEC Results:

Firm Order Confirmation and Reject Response Completeness is determined in two dimensions:

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.

### Calculation

#### Single FOC/Reject Response Expected

**Firm Order Confirmation / Reject Response Completeness** =  $(a / b) \times 100$

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

**Kentucky Performance Metrics**

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**Multiple or Differing FOC / Reject Responses Not Expected****Response Completeness** =  $[(a + b) / c] \times 100$ 

- a = Total Number of Firm Order Confirmations Per LSR Version
- b = Total Number of Reject Responses Per LSR Version
- c = Total Number of Service Requests (All Versions) Received in the Reporting Period

**Report Structure**

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- State and Region
- CLEC Specific
- CLEC Aggregate
- BellSouth Specific

**Data Retained****Relating to CLEC Experience**

- Report Month
- Reject Interval
- Total Number of LSRs
- Total Number of Rejects

**Relating to BellSouth Performance**

- Not Applicable

**SQM Disaggregation – Analog/Benchmark**

<b>SQM Level of Disaggregation</b>	<b>SQM Analog/Benchmark</b>
• Resale Residence .....	95% Returned
• Resale Business	
• Resale Design	
• Resale PBX	
• Resale Centrex	
• Resale ISDN	
• LNP Standalone	
• INP Standalone	
• 2W Analog Loop Design	
• 2W Analog Loop Non – Design	
• 2W Analog Loop with INP Design	
• 2W Analog Loop with INP Non – Design	
• 2W Analog Loop with LNP Design	
• 2W Analog Loop with LNP Non – Design	
• UNE Loop and Port Combinations	
• Switch Ports	
• UNE Combination Other	
• UNE xDSL (ADSL, HDSL, UCL)	
• Line Sharing	
• UNE ISDN Loops	
• UNE Other Design	
• UNE Other Non - Design	
• Local Interoffice Transport	
• Local Interconnection Trunks	

Kentucky Performance Metrics

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**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
Yes.....	X.....	X.....	.....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Fully Mechanized .....95% Returned

O-11: Firm Order Confirmation and Reject Response Completeness

## P-7: Coordinated Customer Conversions Interval

### Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch, ~~and~~ cross connect it to CLEC equipment ~~and notify the CLEC after the conversion is complete~~. This measurement applies to service orders with INP and with LNP, and where the CLEC has requested BellSouth to provide a coordinated cutover.

### Exclusions

- Any order canceled by the CLEC will be excluded from this measurement
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested
- Test Orders

### Business Rules

When the service order includes INP, the interval includes the total time for the cutover including the translation time to place the line back in service on the ported line ~~and CLEC notification time after the conversion is completed~~. When the service order includes LNP, the interval only includes the total time for the cutover (the port of the number is controlled by the CLEC) ~~and the CLEC notification time after the conversion is completed~~. The interval is calculated for the entire cutover time for the service order ~~including the CLEC notification time after the conversion is completed~~ and then divided by items worked in that time to give the average per-item interval for each service order.

### Calculation

**Coordinated Customer Conversions Interval** = (a - b) / c

- a = Completion Date and Time ~~for Cross Connection of a Coordinated Unbundled Loop~~ of CLEC Notification
- b = Disconnection Start Date and Time of ~~an Coordinated Unbundled Loop~~ Conversion
- c = Number of items per order

**Percent Coordinated Customer Conversions (for each interval)** = ~~(e - d)~~ (d / e) X 100

- e d = Total number of Coordinated Customer Conversions for each interval
- d e = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

### Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is: 0-5=0-4.99, 5-15=5-14.99, >=15=15 and greater, plus Overall Average Interval  
<= 20 minutes  
> 20 minutes

### Data Retained

#### Relating to CLEC Experience

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- Service Type (CLASS\_SVC\_DESC)
- Cutover Start Time
- Cutover Completion Time

**Kentucky Performance Metrics**

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- Portability Start and Completion Times (INP orders)
- Total Conversions (Items)

**Note:** Code in parentheses is the corresponding header found in the raw data file.

**Relating to BellSouth Performance**

- No BellSouth Analog exists

**SQM Disaggregation – Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Unbundled Loops with INP/LNP.....95% <= ~~+5~~ 20 minutes
- Unbundled Loops without INP/ LNP

**SEEM Measure**

SEEM	Tier I	Tier II	Tier III
Yes.....	X.....	X.....	

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Unbundled Loops.....95% <= ~~+5~~ 20 minutes

## **P-7E: Non- Coordinated Customer Conversions - % Completed and Notified on Due Date**

### **Definition**

This report measures the percentage of non-coordinated conversions that BellSouth completed and provided notification to the CLEC on the due date during the reporting period.

### **Exclusions**

- CLEC Canceled Service Orders
- Delays Caused by the CLEC
- Test Orders

### **Business Rules**

This report measures whether BellSouth completes a non-coordinated conversion on the due date. The order is considered successfully completed if the order is completed on the due date and the CLEC is notified on the due date.

### **Calculation**

**Percent** =  $(a / b) \times 100$

- a = Total number of non-coordinated conversions completed on the due date with CLEC notification
- b = Total number of non-coordinated conversions for the reporting period

### **Report Structure**

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State

### **Data Retained**

#### **Relating to CLEC Experience**

- Report Month
- CLEC Order Number
- Committed Due Date (DD)
- CLEC Notification Date
- Total Conversions (Items)
- Completion Date

Note: Code in parentheses is the corresponding header found in the raw data file.

#### **Relating to BellSouth Performance**

- No BellSouth Analog Exists

Kentucky Performance Metrics

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**SQM Disaggregation - Analog/Benchmark**

**SQM Level of Disaggregation**

**SQM Analog/Benchmark**

- Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

**SEEM Measure**

**SEEM**      **Tier I**      **Tier II**      **Tier III**

Yes.....X.....X.....

**SEEM Disaggregation - Analog/Benchmark**

**SEEM Disaggregation**

**SEEM Analog/Benchmark**

- Non-Coordinated Conversions.....95% Completed on Due Date with CLEC Notification

**P-7E: Non-Coordinated Customer Conversions - % Completed and Notified on Due Date**

# **Exhibit AJV-3**

**SEEM Submetric List**

**Docket No. 2003-00379**

**Date: 2/11/2004**

**1. Tier 1 Submetrics**

Table B-1 contains a list of Tier 1 submetrics.

**Table B-1: Tier 1 Submetrics**

<b>Item No.</b>	<b>Submetric</b>
1	Loop Makeup - Response Time - Manual
2	Loop Makeup - Response Time - Electronic
3	Acknowledgement Message Timeliness
4	Acknowledgement Message Completeness
5	Percent Flow-Through Service Requests (Detail)
6	Reject Interval
7	Firm Order Confirmation Timeliness
8	Firm Order Confirmation and Reject Response Completeness – Fully Mechanized
9	Percent Missed Installation Appointments – Resale POTS
10	Percent Missed Installation Appointments – Resale Design
11	Percent Missed Installation Appointments – UNE Loop and Port Combinations
12	Percent Missed Installation Appointments – UNE Loops
13	Percent Missed Installation Appointments – UNE xDSL
14	Percent Missed Installation Appointments – UNE Line Sharing
15	Percent Missed Installation Appointments – Local IC Trunks
16	Average Completion Interval – Resale POTS
17	Average Completion Interval – Resale Design
18	Average Completion Interval – UNE Loop and Port Combinations
19	Average Completion Interval – UNE Loops
20	Average Completion Interval – UNE xDSL
21	Average Completion Interval – UNE Line Sharing
22	Average Completion Interval – Local IC Trunks
23	Coordinated Customer Conversions Interval – Unbundled Loops
24	Coordinated Customer Conversions – Hot Cut Timeliness Percent within interval - UNE Loops
25	Coordinated Customer Conversions – Percent Provisioning Troubles Received within 7 days of a completed service order – UNE Loops
26	Cooperative Acceptance Testing – Percent of xDSL Loops Tested
27	Percent Provisioning Troubles within 30 days of Service Order Completion – Resale POTS
28	Percent Provisioning Troubles within 30 days of Service Order Completion – Resale Design
29	Percent Provisioning Troubles within 30 days of Service Order Completion – UNE Loop and Port Combinations
30	Percent Provisioning Troubles within 30 days of Service Order Completion – UNE Loops

**Kentucky**

31	Percent Provisioning Troubles within 30 days of Service Order Completion – UNE xDSL
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**Table B-1: Tier 1 Submetrics (Continued)**

Item No.	Submetric
32	Percent Provisioning Troubles within 30 days of Service Order Completion – UNE Line Sharing
33	Percent Provisioning Troubles within 30 days of Service Order Completion – Local IC Trunks
34	LNP – Percent Missed Installation Appointments - LNP
35	Missed Repair Appointments – Resale POTS
36	Missed Repair Appointments – Resale Design
37	Missed Repair Appointments – UNE Loop and Port Combinations
38	Missed Repair Appointments – UNE Loops
39	Missed Repair Appointments – UNE xDSL
40	Missed Repair Appointments – UNE Line Sharing
41	Missed Repair Appointments – Local IC Trunks
42	Customer Trouble Report Rate – Resale POTS
43	Customer Trouble Report Rate – Resale Design
44	Customer Trouble Report Rate – UNE Loop and Port Combinations
45	Customer Trouble Report Rate – UNE Loops
46	Customer Trouble Report Rate – UNE xDSL
47	Customer Trouble Report Rate – UNE Line Sharing
48	Customer Trouble Report Rate – Local IC Trunks
49	Maintenance Average Duration – Resale POTS
50	Maintenance Average Duration – Resale Design
51	Maintenance Average Duration – UNE Loop and Port Combinations
52	Maintenance Average Duration – UNE Loops
53	Maintenance Average Duration – UNE xDSL
54	Maintenance Average Duration – UNE Line Sharing
55	Maintenance Average Duration – Local IC Trunks
56	Percent Repeat Troubles within 30 days – Resale POTS
57	Percent Repeat Troubles within 30 days – Resale Design
58	Percent Repeat Troubles within 30 days – UNE Loop and Port Combinations
59	Percent Repeat Troubles within 30 days – UNE Loops
60	Percent Repeat Troubles within 30 days – UNE xDSL
61	Percent Repeat Troubles within 30 days – UNE Line Sharing
62	Percent Repeat Troubles within 30 days – Local IC Trunks
63	Invoice Accuracy
64	Mean Time to Deliver Invoices
65	Usage Data Delivery Accuracy
66	Trunk Group Performance – CLEC Specific
67	Collocation Percent of Due Dates Missed

**Kentucky**

<u>68</u>	<u>Non-Coordinated Customer Conversions - % Completed and Notified on Due Date</u>
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## 2. Tier 2 Submetrics

Table 2 contains a list of Tier 2 submetrics.

**Table B-2: Tier 2 Submetrics**

Item No.	Tier 2 Sub Metrics
1	Average Response Time - Pre-Ordering/Ordering
2	Interface Availability - Pre-Ordering/Ordering
3	Interface Availability - Maintenance & Repair
4	Loop Makeup - Response Time - Manual
5	Loop Makeup - Response Time - Electronic
6	Acknowledgement Message Timeliness - EDI
7	Acknowledgement Message Timeliness - TAG
8	Acknowledgement Message Completeness EDI
9	Acknowledgement Message Completeness TAG
10	Percent Flow-through Service Requests (Summary)
11	Reject Interval
12	Firm Order Confirmation Timeliness
13	Firm Order Confirmation and Reject Response Completeness - Fully Mechanized
14	Percent Missed Installation Appointments - Resale POTS
15	Percent Missed Installation Appointments - Resale Design
16	Percent Missed Installation Appointments - UNE Loop and Port Combinations
17	Percent Missed Installation Appointments - UNE Loops
18	Percent Missed Installation Appointments - UNE xDSL
19	Percent Missed Installation Appointments - UNE Line Sharing
20	Percent Missed Installation Appointments - Local IC Trunks
21	Average Completion Interval - Resale POTS
22	Average Completion Interval - Resale Design
23	Average Completion Interval - UNE Loop and Port Combinations
24	Average Completion Interval - UNE Loops
25	Average Completion Interval - UNE xDSL
26	Average Completion Interval - UNE Line Sharing
27	Average Completion Interval - Local IC Trunks
28	Coordinated Customer Conversions Interval - Unbundled Loops
29	Coordinated Customer Conversions - Hot Cut Timeliness Percent within interval - UNE Loops

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
30	Coordinated Customer Conversions - Percent Provisioning Troubles Received within 7 days of a completed service order - UNE Loops
31	Cooperative Acceptance Testing - Percent UNE xDSL Loops Tested
32	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale POTS
33	Percent Provisioning Troubles within 30 days of Service Order Completion - Resale Design
34	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loop and Port Combinations
35	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE Loops
36	Percent Provisioning Troubles within 30 days of Service Order Completion - UNE xDSL
37	Provisioning Troubles within 30 days of Service Order Completion - UNE Line Sharing
38	Percent Provisioning Troubles within 30 days of Service Order Completion - Local IC Trunks
39	LNP - Percent Missed Installation Appointments
40	Missed Repair Appointments - Resale POTS
41	Missed Repair Appointments - Resale Design
42	Missed Repair Appointments - UNE Loop and Port Combinations
43	Missed Repair Appointments - UNE Loops
44	Missed Repair Appointments - UNE xDSL
45	Missed Repair Appointments - UNE Line Sharing
46	Missed Repair Appointments - Local IC Trunks
47	Customer Trouble Report Rate - Resale POTS
48	Customer Trouble Report Rate - Resale Design
49	Customer Trouble Report Rate - UNE Loop and Port Combinations
50	Customer Trouble Report Rate - UNE Loops
51	Customer Trouble Report Rate - UNE xDSL
52	Customer Trouble Report Rate - UNE Line Sharing
53	Customer Trouble Report Rate - Local IC Trunks
54	Maintenance Average Duration - Resale POTS
55	Maintenance Average Duration - Resale Design
56	Maintenance Average Duration - UNE Loop and Port Combinations
57	Maintenance Average Duration - UNE Loops
58	Maintenance Average Duration - UNE xDSL
59	Maintenance Average Duration - UNE Line Sharing
60	Maintenance Average Duration - Local IC Trunks
61	Percent Repeat Troubles within 30 days - Resale POTS
62	Percent Repeat Troubles within 30 days - Resale Design

**Table B-2: Tier 2 Submetrics (Continued)**

Item No.	Tier 2 Sub Metrics
63	Percent Repeat Troubles within 30 days - UNE Loop and Port Combinations
64	Percent Repeat Troubles within 30 days - UNE Loops
65	Percent Repeat Troubles within 30 days - UNE xDSL
66	Percent Repeat Troubles within 30 days - UNE Line Sharing
67	Percent Repeat Troubles within 30 days - Local IC Trunks
68	Invoice Accuracy
69	Mean Time to Deliver Invoices
70	Usage Data Delivery Accuracy
71	Trunk Group Performance - Aggregate
72	Collocation Percent of Due Dates Missed
73	Timeliness of Change Management Notices
74	Timeliness of Documents Associated with Change
75	Percent of Software Errors Corrected in X (10, 30, 45) Business Days
76	Percent of Change Requests Accepted or Rejected Within 10 Days
77	Percent of Change Requests Implemented Within 60 Weeks of Prioritization
78	Service Order Accuracy - Resale Residence
79	Service Order Accuracy - Resale Business
80	Service Order Accuracy - Resale Design (Specials)
81	Service Order Accuracy - UNE Specials (Design)
82	Service Order Accuracy - UNE (Non-Design)
83	Service Order Accuracy - Local Interconnection Trunks
<u>84</u>	<u>Non-Coordinated Customer Conversions - % Completed and Notified on Due Date</u>

# KY EXHIBIT AJV-4

AJV PM Affidavit

Exhibit AJV-1

Georgia

## DISCUSSION OF PERFORMANCE MEASUREMENTS DATA FOR HOT CUTS AND UNE LOCAL LOOPS

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#### Attachments:

- 1 Georgia Results for Hot Cuts and UNE Local Loops

# KY EXHIBIT AJV-4

AJV PM Affidavit

Exhibit AJV-1

Georgia

## GEORGIA PERFORMANCE MEASUREMENT DATA DEMONSTRATE THAT

### BELLSOUTH PROVIDES NONDISCRIMINATORY PERFORMANCE FOR

#### HOT CUTS AND UNE LOCAL LOOPS

##### A. INTRODUCTION

1. Hot Cut and other UNE Local Loop data for October 2002 through September 2003 are included with this Exhibit as Attachment 1. However, because of the major changes with the implementation of the more stringent Georgia II SQM beginning with March 2003 data, only March through September 2003 has been included with this analysis. These performance data indicate whether each sub-metric demonstrates parity performance by comparing the CLEC data to the applicable retail analogue or benchmark as stated in the SQM.
2. BellSouth will first discuss the overall Hot Cut performance in detail and then follow up with other performance data for UNE Local Loops in Georgia. All data will include BellSouth's performance for the months of March through September 2003.
3. A high level summary of the measurement results indicates the high level of service that BellSouth provides as follows. BellSouth met the Coordinated Customer Conversion 15-minute benchmark for over 99.7% of all cutovers in the past 7 months in Georgia. This measurement calculates the average time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For UNE Local Loops, BellSouth processed 95% of all LSRs by the

# KY EXHIBIT AJV-4

AJV PM Affidavit  
Exhibit AJV-1  
Georgia

required benchmark interval during the period. BellSouth met the performance standard for 91% of the provisioning sub-metrics and 93% of the maintenance & repair sub-metrics during the 7-month period. BellSouth also met the performance standard for 100% of all collocation sub-metrics during this period.

4. BellSouth has maintained high performance levels over the past twelve months in Georgia for all of its customers, both retail and wholesale. The GPSC established high performance thresholds for BellSouth to meet. The hot cut, ordering, provisioning and maintenance & repair benchmarks and retail analogues are some of the most stringent of any of the nine states within BellSouth.

## **B. SUMMARY OF MEASUREMENTS**

5. The SQM Hot Cut measures discussed in this Exhibit include the following:
  - (P-7) Coordinated Customer Conversions
  - (P-7A) Hot Cut Timeliness
  - (P-7C) % Provisioning Troubles within 7 days of Hot Cut
6. BellSouth has included the following SQM measures associated with Ordering, Provisioning in addition to the hot cut measurements referenced above and Maintenance & Repair functions for UNE local loops in Georgia in this analysis:
  - Ordering

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Georgia

- i. (O-8) Reject Interval - Fully Mechanized, Partial Mechanized and Non Mechanized
  - ii. (O-9) FOC Timeliness - Fully Mechanized, Partial Mechanized and Non Mechanized
  - iii. (O-11) FOC and Reject Response Completeness - Fully Mechanized, Partial Mechanized and Non Mechanized
  - iv. (O-3) Flow Through – UNE products
  - v. (O-10) Service Inquiry with Firm Order
- Provisioning (in addition to the hot cut measurements)
    - i. (P-1) Mean Held Order Interval
    - ii. (P-2) Average Jeopardy Notice Interval (Mechanized)
    - iii. (P-2) % Jeopardy Notice  $\geq$  48 Hours (Mechanized)
    - iv. (P-4) Order Completion Interval
    - v. (P-3) Missed Installation Appointments
    - vi. (P-9) Provisioning Troubles within 30 Days
    - vii. (P-5) Average Completion Notice Interval (Mechanized)
    - viii. (P-8) Cooperative Test Attempts for DSL
    - ix. (P-11) Service Order Accuracy (Design & Non Design)
  - Maintenance & Repair
    - i. (M&R-1) Missed Repair Appointments
    - ii. (M&R-2) Customer Trouble Report Rate
    - iii. (M&R-3) Maintenance Average Duration
    - iv. (M&R-4) Repeat Troubles within 30 Days

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Exhibit AJV-1  
Georgia

7. The Collocation Measures included with this filing are:

- (C-1) Average Response Time
- (C-2) Average Arrangement Time
- (C-3) Due Dates Missed

8. BellSouth has included the latest performance data with this filing for October 2002 through September 2003. When errors in the data occur, BellSouth must report these data errors in accordance with the Commission's approved reposting policy. During this 12-month period, the only reposted data that impact the results included in this filing are for March and April of 2003 for UNE Other and UNE-P Flow Through. The data, as reposted for these two months, are reflected in the results provided herein.

9. Each month BellSouth files a Notice of Proposed Changes to performance measurements and holds a conference call to discuss them with the CLECs. Any changes in the method of calculating data are listed in the Notice. BellSouth has notified the GPSC and the CLECs of upcoming changes to its measures for October through January data months that could affect data in the months used in this analysis. The notification items potentially affecting the data included with this exhibit are as follows:

**October 2003**

**Ordering Measurements**

- (1) *Affected Measures in Exhibit: O-8, O-9 & O-11*

# KY EXHIBIT AJV-4

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Exhibit AJV-1

Georgia

*Description of Change:* For LENS (WEB), and TAG LSRs, PMAP is currently using the timestamp from LEO or LNP, where a timestamp is not available in the interface. BellSouth proposes to use a new time stamp in SGG, where SGG is available, which is closer to the CLEC interface. This proposed change was Item (1) on the Preliminary October 2003 Data Notification filed on August 1, 2003. (RQ2028 & RQ3978)

*Impact of Change:* Intervals will be slightly longer but BellSouth does not expect an impact on overall results.

## **Provisioning Measurements**

### (5) *Affected Measure in Exhibit: P- 3*

*Description of Change:* Currently, certain denial and restoral orders are being classified inappropriately as missed appointments. Denial/Restoral Orders are bulk completed in the switch. However, the recorded completion date is the date that SOCS completes the bulk orders reflecting the denial and restoral of service. If the bulk completion occurs after the appointment day, these orders are being incorrectly counted as a BellSouth missed appointment even though there is no missed appointment code on the order. If the appointment was missed, the order would reflect a missed appointment code input by the RCMAG organization. BellSouth proposes counting only records with a valid missed appointment code in the numerator of this measure. This proposed change was Item (4) on the Preliminary September 2003 Data Notification filed on July 1, 2003. (RQ3074)

*Impact of Change:* For May 2003 for both Retail and Wholesale, 198 of 3,337,331 records (0.0005%) were marked as missed appointments without a valid missed appointment code.

### (6) *Affected Measures in Exhibit: P-1, P-2, P-3, P-4, P-5, P-6, & P-9*

*Description of Change:* Station Worked On (SWO) codes are the section of the completed service order that describes the number of lines worked on, which is used to determine in which circuit category to report the order (<10, >=10). Currently, PMAP is using the wrong table to determine the SWO code. BellSouth proposes using the correct table. This proposed change was Item (7) on the Preliminary July 2003 Data Notification filed on May 1, 2003. (RQ3215)

*Impact of Change:* For January 2003 in Georgia, only 1 of 709,109 wholesale and retail orders was incorrectly identified, resulting in a .00014% difference in reported records.

# KY EXHIBIT AJV-4

AJV PM Affidavit  
Exhibit AJV-1  
Georgia

(8) *Affected Measure in Exhibit: P-5*

*Description of Change:* Currently, the ending timestamp for Average Completion Notice Interval is the first timestamp indicating that a completion notice was sent. In some cases, this initial notice is misleading because the order may be updated before it goes to final completion status and a final notice is sent. The code will be modified to only report the notify timestamp when the order goes to final completion status. This proposed change was Item (5) on the Preliminary September 2003 Data Notification filed on July 1, 2003, but has been expanded to include Georgia. (RQ3914 & RQ4120)

*Impact of Change:* In May 2003, for 294,837 records in Alabama, the average duration was 1.117 hours. With this change, the average duration would be 1.120 hours. In June 2003, of 19,985 records sampled in Georgia, the ACNI duration increased from .71 hours to .80 hours.

## November 2003

### Ordering Measurements

(2) *Affected Measures in Exhibit: O-8, O-9 & O-11*

*Description of Change:* With Encore Release 14.0, BellSouth will implement the ability to electronically process groups of related PONs (RPONs) submitted by the CLECs. To accommodate this new capability, BellSouth proposes to use the timestamp associated with the last PON received of any RPON group. This proposed change was item two (2) on preliminary November 2003 Data Notification filed on September 2, 2003. (RQ4381)

*Impact of Change:* Information required to determine impact is not available.

## December 2003

### Provisioning Measurements

(5) *Affected Measure in Exhibit: P-7*

*Description of Change:* Currently, hot cuts with durations equal to fifteen minutes are being counted as misses. BellSouth proposes counting these hot cuts as met, consistent with the SQM. This proposed change was Item (2) on the Preliminary December 2003 Data Notification tiled on October 1,2003. (RQ4326)

*Impact of change:* Regional results for June 2003 would increase by 0.28%.

# KY EXHIBIT AJV-4

AJV PM Affidavit  
Exhibit AJV-1  
Georgia

## M&R Measurements

(7) *Affected Measures in Exhibit: MR- 1, MR-2, MR-3 & MR-4*

*Description of Change:* Currently, BellSouth is unable to identify the wire center on some retail services provided over Fiber in the Loop (F/TL). BellSouth proposes using the wire frame code for these services to identify the wire center. This proposed change was Item (4) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4366)

*Impact of Change:* Based on August 2003 data the ADSL provided to Retail trouble report rate would increase .36%.

## January 2004

### Ordering Measurements

(1) *Affected Measures in Exhibit: O-8, O-9 & O-11*

*Description of Change:* In addition to the current fields, BellSouth proposes to use the LSR Local Serving Office to more accurately identify the state to which the order should be assigned. This change will permit some records currently going to an error file due to an unidentified state code to be included in the data. This proposed change was Item (1) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4586)

*Impact of Change:* For August 2003, 1456 CLEC orders in the region, with an unidentified state code, could be correctly identified using the new criteria.

(2) *Affected Measure in Exhibit: O-11*

*Description of Change:* For manual LSRs, the denominator of measure O-11 erroneously includes FOCs/Rejects for LSRs received in the prior month in addition to LSRs received in the data month. BellSouth proposes to correct both of these problems. This proposed change was Item (2) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4601)

*Impact of Change:* For August 2003, for Measure O-11, 586 of 30,340 (1.93%) manually submitted LSRs should not have been counted in the denominator. This change will increase the performance of O-11 (non-mechanized) from 94.88% to 96.75%.

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(3) *Affected Measures in Exhibit: O-8, O-9 & O-11*

*Description of Change:* Currently, the PMAP code is not utilizing certain criteria that correctly identify an LNP LSR as Partially Mechanized. In these cases, the LSR is assigned as Fully Mechanized. BellSouth proposes to change the code to utilize these additional criteria. This proposed change was Item (3) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4623)

*Impact of Change:* For July 2003, 29 of 6,609 LNP orders were misclassified as Fully Mechanized.

## **Provisioning Measurements**

(6) *Affected Measures in Exhibit: P-7C*

*Description of Change:* Currently, BellSouth does not include non-coordinated conversions for the Provisioning Trouble in 7 Days Measure. BellSouth proposes to include these orders as required by the SQM. This proposed change was Item (5) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4128)

*Impact of Change:* For May 2003, there were 17 non-coordinated conversions that were not reported, none of which had troubles.

(7) *Affected Measure in Exhibit: P-1 (Georgia and Tennessee only)*

*Description of Change:* BellSouth currently does not include held orders, which were actually completed (and service was delivered) in the current month, but the completion was not posted in SOCS until the following month. This circumstance would occur when orders are completed near the end of the month and posting of the completion in SOCS is delayed into the following month. BellSouth proposes modifying the processing to include these held orders in the measure. This proposed change was Item (6) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4207).

*Impact of Change:* For June 2003, 3 additional records would be included in the wholesale results. Minimal change to reported result.

(8) *Affected Measure in Exhibit: P-8*

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*Description of Change:* For this measure, all orders completed in the data month should be reflected in the data. Currently, the original due date is used to determine the data month for SQM data and the date the data was extracted by PMAP is used to determine the data month for MSS data. BellSouth proposes to use the completion date to determine the month in which data is reported on all reports. This proposed change was Item (7) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4308)

*Impact of Change:* For June 2003, there were 495 total orders, one of which should have been included in the July data. Moving the orders to July data would result in a .2% change in the volume.

(9) *Affected Measures in Exhibit:* All Provisioning Measures

*Description of Change:* BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (8) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4522)

*Impact of Change:* Less than 1% volume impact in July 2003 data.

(11) *Affected Measures in Exhibit:* All Provisioning Measures

*Description of Change:* Service orders occasionally appear in the data with an issue date that is later than the due date, resulting in a negative interval. When this occurs, BellSouth proposes to use the earliest timestamp that appears in the SOCS history file as the issue date. If this date is later than the due date, which generally occurs when a new or change order was issued solely to correct records, BellSouth proposes to exclude the record. This proposed change was Item (10) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4540)

*Impact of Change:* For August 2003, 3725 of 4,482,341 (.08%) wholesale and retail orders had negative durations.

## **M&R Measurements**

(13) *Affected Measures in Exhibit:* All

*Description of Change:* BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This

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proposed change was Item (12) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4550)

*Impact of Change:* Less than 1% volume impact in July 2003 data.

10. None of the above notice items impacted the data to the extent that reposting would be required.

11. The following paragraphs that discuss BellSouth's Hot Cut and UNE Local Loop performance in Georgia provide empirical evidence that demonstrate that BellSouth provides nondiscriminatory access to UNE Loops. Except where noted, all measures and sub-metrics indicate state level results for the CLEC aggregate and BellSouth retail analogues.

## **C. BELLSOUTH'S HOT CUT PERFORMANCE IN GEORGIA**

12. Attachment 1 to this Exhibit provides detailed data for BellSouth's performance measurements for Hot Cuts that provide comparative performance data to facilitate the evaluation of compliance with the section 271 requirements. Attachment 1 consists of the charts for the measurements referenced in the remainder of this exhibit. Each chart has a number, such as B.2.12 and this number is included with the heading on the following paragraphs.

## Coordinated Conversions – Hot Cuts

13. BellSouth's SQM measures included with this Exhibit provide the Georgia

Commission sufficient evidence to evaluate the extent to which BellSouth complies with the Commission's requirements regarding the timeliness of coordinated cutovers. A cursory review of the data shows that BellSouth met 52 of the 54 sub-metrics with CLEC activity from March through September 2003. This strong performance indicated by a cursory view is further supported by the more detailed analyses that follow and indicates BellSouth's commitment to performing hot cuts timely and accurately for CLECs in Georgia. These results, both individually and collectively, demonstrate that BellSouth's performance does not pose a barrier for market entry for the CLECs.

## Coordinated Customer Conversions (B.2. 12)

14. This report measures the average elapsed time it takes to disconnect an unbundled loop from the BellSouth switch and cross connect it to the CLEC equipment. For the coordinated conversions (i.e., hot cuts), BellSouth in Georgia met the 15-minute benchmark for 4,006 of the 4,018 scheduled conversions (lines) or 99.7% for the 7-month period. The average interval for each cutover was 2:44 minutes (minutes: seconds) during this period.

## % Hot Cuts > 15 minutes Early (B.2.13)

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15. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes before the agreed upon start time. During the period of March through September 2003, BellSouth in Georgia performed 1,840 hot cuts (orders). This measure includes the actual number of orders instead of the individual lines as shown in the Coordinated Customer Conversions measure B.2.12 above. The order has a specific start time to begin the cutover of the series of lines on that order. For the entire 7-month period, there were only 13 orders with an actual beginning time in excess of the 15 minutes allowed. The resulting performance met or exceeded the 5% benchmark 22 of the 23 sub-metrics with CLEC activity.

## Hot Cut Timeliness (B.2.14)

16. This category measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order. There were a total of 1,840 hot cuts hot cuts (orders) during March through September 2003, and 99.24% of these were within the 15-minute cutover criteria. There was a total of 1 missed sub-metric out of the 23 with CLEC activity during the period. For the non-time specific SL2 cutovers, BellSouth met 16 of 17 cutovers in August. With such small volumes and a 95% benchmark, BellSouth would have to perform perfectly to meet this benchmark.

## % Hot Cuts > 15 minutes Late (B.2.15)

17. This measure reflects the extent to which BellSouth begins a hot cut more than 15 minutes after the agreed upon start time. During the period of March through

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September 2003, BellSouth in Georgia performed 1,840 hot cuts (orders). There was only 1 late order cutover over the period, which met or exceeded the 5% benchmark in each of the 7 months.

## % Provisioning Troubles within 7 days of the Hot Cut (B.2.17)

18. The percent of completed service orders that had a trouble reported within 7 days of completion associated with a Hot Cut Conversion measures the quality and accuracy of Coordinated Customer Conversion activities. BellSouth in Georgia met the Commission established benchmark for 24 of the 25 sub-metrics that had CLEC activity in March through September 2003. In September 2003, BellSouth received a total of 3 trouble reports for the 36 total completed hot cut service order circuits (8.33%) for the UNE Loop Design non-dispatch category. While this did not meet the 5% benchmark, no systemic issues were identified for any of the 3 reports received for September.

## D. BELLSOUTH'S PERFORMANCE IN GEORGIA FOR UNE LOCAL LOOPS

19. Attachment 1 to this Exhibit provides detailed comparative performance data for UNE Local Loops to facilitate evaluation of the extent to which nondiscriminatory performance is provided. BellSouth's SQM measures show that BellSouth provides high quality performance for CLECs in Georgia.

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20. BellSouth has included the following disaggregations within the UNE Local Loop

data with this filing:

- xDSL – this includes ADSL, HDSL and UCL except UCL-ND
- UCL-ND
- UNE ISDN Loops – this includes BRI, PRI and UDC
- UNE 2W Analog Loops Design with and without LNP
- UNE 2W Analog Loops Non Design with and without LNP
- EELs

These categories were chosen because they appear to cover all of the likely products that a CLEC would order to convert from UNE-P to UNE Loops (UNE-L) when unbundling switching is no longer required.

## **UNE Ordering Measures**

21. Items B.1.1 – B.1.16 show data for Reject Interval, FOC Timeliness, and FOC & Reject Response Completeness. These reports are disaggregated by interface type (electronic, partially electronic and manual), as well as product type. BellSouth will discuss the ordering measures at the aggregate level. For many of these sub-metrics, the individual sub-metrics contain such small volumes that it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

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## Reject Interval

22. Items B.1.4 - B.1.8 examine the Reject Interval for BellSouth in Georgia. BellSouth demonstrated strong performance in this category with 3,617 of the 4,028 LSRs (90%) returned to the CLEC within the specified benchmarks during the months of March through September 2003. BellSouth has provided excellent performance in the three interface categories (electronic, partially electronic and manual) as well.

### Reject Interval / Electronic (B.1.4.)

23. For orders submitted electronically, the benchmark is a very stringent - 97% returned within one hour. Fully mechanized is defined as an order that is submitted electronically and does not require any manual handling by a service representative. BellSouth met the one-hour benchmark for 1,872 of the 1,967 LSRs (95%) returned to the CLECs in the 7-month period.

24. For those LSRs for which BellSouth did not meet the benchmark, BellSouth has conducted a detailed root cause analysis of the process for electronic rejects. The root cause analysis has identified three issues that account for a significant portion of the LSRs that are rejected back to the CLEC and missed the 1-hour benchmark. These three issues and their corresponding status are as follows:

<u>ISSUE</u>	<u>STATUS</u>
1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes	1. Feature implemented with Release 12.0 on 3/30/03.

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<p>the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.</p>	
<p>2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as Fully Mechanized. The LSR does not reflect that it was handled by the service representative and therefore is counted as fully mechanized.</p>	<p>2. Feature implemented with Release 13.0 on 6/22/03</p>
<p>3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.</p>	<p>3. Feature implemented with Release 13.0 on 6/22/03</p>

25. With the implementation of Release 13.0 with May data, BellSouth has met the 1-hour benchmark for 1,374 of the 1,428 (96%) of the rejected LSRs for May through September 2003. Importantly, none of these changes were to correct a problem with the systems. Two of the changes simply corrected conditions that caused BellSouth to

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understate its performance and the third required a change in both CLEC and retail order processing. BellSouth continues to review the small number of rejected LSRs that did not meet the 1-hour benchmark for potential system issues.

## Reject Interval / Partially Electronic (B.1.6.)

26. For orders that are submitted electronically but require additional handling by a BellSouth service representative, the benchmark was 90% within 7 hours. This is a much more stringent benchmark than the 85% within 10 hours that was used to evaluate BellSouth's 271 application in Georgia. BellSouth returned 1,093 of 1,393 LSRs (78%) within the 7-hour benchmark for March through September 2003. BellSouth returned 1,266 of 1,393 LSRs (91%) within the 10-hour benchmark for March through September 2003.
27. To address the remaining LSRs that were not returned within the 7-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

-BellSouth experienced delays in processing LSRs submitted via the EDI system.

During September and October 2003, this problem was corrected. The EDI CPUs and hard drives were replaced as well as additional CPU capacity installed. Also, additional pathways between the EDI translator and down stream Legacy systems were added. Finally, the electronic processing of certain administrative and

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archival activities was removed from the EDI translator to reduce overall processing time of the LSRs.

– Some LSRs experience delays in resolving incorrect connecting facility assignments (CFA) by the CLECs. BellSouth has determined that when an incorrect CFA is provided, it is being assigned an error status for further correction. Additional analysis is being performed to determine if the resolution is being delayed by a system problem or if the service representatives are not handling the corrections in a timely manner.

– LSRs are dropping out for manual handling because of an error discovered after a FOC was returned to the CLEC. There are instances where an error is discovered as the Service Order begins to process through the provisioning systems. Due to the way the ordering and provisioning systems interact, it is not feasible for the order processing systems to query the provisioning system to detect these errors, prior to sending the FOC. Thus, when the error is detected as the Service Order begins to process, the reject is returned to the CLEC, but the time interval is measured from when the LSR was first received, resulting in an unusually long reject interval. It may be appropriate to exclude these types of rejects from the reject interval measurement and this exclusion can be addressed in the next periodic review of measurements. There are only small quantities of cases where the types of conditions that cause BellSouth to miss the standard occur, averaging about 65 per month. These volumes make it extremely difficult

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to duplicate the event that caused the problem, so that the problem can be corrected. Importantly, the small volume of misses indicates that performance is not having a significant adverse impact on CLECs.

## Reject Interval / Manual (B.1.8.)

29. For orders that are submitted on a non-mechanized basis, the benchmark is 95% within 24 hours. BellSouth met or exceeded the 24-hour benchmark for 652 of 668 LSRs (98%) rejected for March through September 2003, well above the 95% requirement.

## **FOC Timeliness**

30. Items B.1.9 - B.1.13 examine the FOC Timeliness for BellSouth in Georgia. The overall results for these measurements in Georgia demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 7-month period of March through September 2003, BellSouth met the specified time interval for 16,148 of the 17,768 FOCs (91%) returned.

## FOC Timeliness / Electronic (B.1.9.)

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31. For orders submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. During the March through September 2003 time period, 33,947 of the 35,104 FOCs returned (97%) met the 3-hour benchmark.

## FOC Timeliness / Partially Electronic (B.1.12.)

32. For partially mechanized orders, the benchmark is 90% returned within 7 hours. This is a much more stringent benchmark than the 85% within 10 hours that was used to evaluate the 271 application. BellSouth returned FOCs for 4,524 of the 5,883 partially electronic LSRs (77%) submitted by the CLECs within the 7-hour criteria for the months of March through September 2003. . BellSouth returned FOCs for 5,318 of the 5,883 partially electronic LSRs (90%) submitted by the CLECs within the 10-hour criteria for the months of March through September 2003.

33. To address the remaining LSRs that were not returned within the 7-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

–A number of FOCs were entered into the system within the benchmark but were not counted correctly due to repeated attempts to respond to the CLEC. BellSouth met its requirement of initially returning the FOC within the 7-hour benchmark. However, because of a system error the performance was stated incorrectly. The

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issue does not affect BellSouth's performance for returning the FOC to the CLEC;

it is just understating BellSouth's performance.

-BellSouth experienced delays in processing LSRs submitted via the EDI system.

See detailed explanation included with Reject Interval B.1.12 for this issue.

-Some CLECs are requesting that certain auto clarified (rejected)LSRs be corrected and processed without the CLEC resubmitting a new version of the existing LSR. In specific cases, some LSRs are being corrected and put into the ordering systems without receiving a new LSR from the CLEC. This causes the FOC to exceed the 7-hour benchmark. This is due to the fact that the beginning timestamp is not changed from the time the LSR was initially submitted by the CLEC, and as a result the entire time is included in the interval. This interval will almost always exceed the 7-hour FOC benchmark. In an effort to provide good customer service, BellSouth is meeting the request of the CLECs but this causes the FOC benchmark to be exceeded.

## FOC Timeliness / Manual (B.1.13.)

34. For non-mechanized orders, the benchmark is 95% returned within 24 hours. This is a much more stringent benchmark than the 85% within 36 hours that was used to evaluate the 271 application. BellSouth in Georgia returned FOCs for 2,106 of the

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2,177 manual LSRs (97%) submitted by the CLECs within the 24-hour criteria for the months of March through September 2003.

## **FOC and Reject Response Completeness**

35. Items B.1.14 - B.1.16 examine the FOC and Reject Response Completeness for BellSouth in Georgia. The overall results for these measurements in Georgia demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of March through September 2003, BellSouth met the benchmark for 17,923 of the 18,554 FOCs and/or Rejects (97%) returned.

### **FOC and Reject Response Completeness / Electronic (B.1.14.)**

36. For orders submitted electronically, the benchmark is 97% of the FOC and Reject Responses returned to the CLECs. During the March through September 2003 time period, 11,263 of the 11,763 LSRs (96%) had responses returned to the CLECs.

### **FOC and Reject Response Completeness / Partially Electronic (B.1.15.)**

37. For partially mechanized orders, the benchmark is 97% of the FOC and Reject Responses returned to the CLECs. BellSouth returned responses to the CLECs for 5,192 of the 5,273 partially electronic LSRs (98%) submitted by the CLECs for the months of March through September 2003.

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## FOC and Reject Response Completeness / Manual (B.1.16.)

38. For non-mechanized orders, the benchmark is 97% of the FOC and Reject Responses returned to the CLECs. BellSouth in Georgia returned responses for 1,468 of the 1,518 manual LSRs (97%) submitted by the CLECs for the months of March through September 2003.

## Flow-Through / UNE Other (F.1.1.7)

39. Beginning in March 2003, BellSouth in Georgia added UNE-P and UNE Other disaggregations to Flow-Through. The following data provides the percent flow through for UNE Other (mostly UNE Loop performance) for March through September 2003. (UNE Other is defined as the total UNE LSRs minus the UNE-P LSRs.)

<b>% OF UNE OTHER LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<u>Month</u>	<u># LSRs Submitted</u>	<u># LSRs Meeting Benchmark</u>	<u>Percentage</u>
Mar '03	10,911	9,348	85.68%
Apr '03	11,089	9,634	86.88%
May '03	11,081	9,413	84.95%
Jun '03	12,703	11,150	87.77%
Jul '03	13,367	11,600	86.78%
Aug '03	13,103	11,294	86.19%
'Sep '03	12,391	10,365	83.65%
<b>TOTAL</b>	<b>84,645</b>	<b>72804</b>	<b>86.01%</b>

## Flow-Through / LNP (F.1.3.1)

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40. The following data provides the percent flow through for LNP for March through September 2003.

<b>% OF LNP LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION</b>			
<b><u>Month</u></b>	<b><u># LSRs Submitted</u></b>	<b><u># LSRs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Mar '03	5,306	4,085	76.99%
Apr '03	4,649	3,711	79.82%
May '03	4,493	3,444	76.65%
Jun '03	4,973	4,130	83.05%
Jul '03	6,646	5,743	86.41%
Aug '03	7,188	6,084	84.64%
Sep '03	6,902	5,445	78.89%
<b>TOTAL</b>	<b>40,157</b>	<b>32,642</b>	<b>81.29%</b>

41. BellSouth filed a flow-through improvement plan progress report with the Florida Commission on September 11 and December 12, 2003. The following excerpts highlight the efforts being made to improve flow-through.

#### Flow-through Improvement Efforts

BellSouth's additional Flow-Through Improvement (FTI) project that began in August 2002 continues to focus solely on reducing or eliminating items classified as "BST errors" in the current flow-through process. Seventy-three features and defect corrections to improve flow-through have been implemented through Release 13.0 on June 22, 2003.

BellSouth's FTI project (summarized below) has consistently improved flow-through rates for Residential Resale, Business Resale, UNE, and LNP segments from August 2002 through July 2003. BellSouth's commercial data for July 2003 demonstrates the efforts placed upon meeting the benchmarks established by this

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Commission – and BellSouth's success in so doing. According to the Georgia Service Quality Measurement Plan, Version 2.0 dated January 23, 2002, the benchmarks for the segments of Percent Flow-Through Service Requests are provided below along with July 2003 results:

<b><u>SQM FLOW-THROUGH</u></b> <b><u>SEGMENTS</u></b>	<b><u>BENCHMARKS</u></b>	<b><u>JULY 2003</u></b> <b><u>RESULTS</u></b>
Residence Resale	95%	97.25%
Business Resale	90%	88.82%
Unbundled Network Elements (UNE)	85%	95.38%
Local Number Portability (LNP)	85%	86.41%

The guidelines for the FTI project are as follows:

1. This project is focusing solely on reducing or eliminating items classified as "BST errors" in the current flow-through reporting process. BST errors require manual review by the Local Carrier Service Center ("LCSC"), and are due to BellSouth's functionality. In other words, the CLEC orders are accepted by the BellSouth OSS and then the orders fall out for BST manual intervention. This 'fallout' is categorized into Error Buckets or Error Codes.
2. This project has added information technology resources, over and above those that would be designated for the normal release capacity allocation, and does not affect the capacity already identified for the 2003 or 2004 release schedule, as published and shared through the BellSouth Change Control Process ("CCP").

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3. BellSouth is following the guidelines of the CCP and has opened Type-6 defect change requests as identified for improvement purposes. A description of the CCP is outlined in the Change Control Process Document located at:

[http://www.interconnection.bellsouth.com/markets/lec/ccp\\_live/docs/bccp/ccp\\_bccp\\_guide.pdf](http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf)

These Type-6 defect change requests are being implemented during the system maintenance windows as point releases and are tied to the existing release schedule. These corrections are not available for testing in CAVE since they require no change on the part of the CLEC, and affect only orders currently being processed as “BST errors”.

4. The flow-through improvement plan outlined is focusing on the Local Exchange Service Order Generator (“LESOG”), LNP Automation (“LAUTO”), and LNP Service Order Generator (“LNP SOG”) applications. BellSouth performs an analysis of the top error codes impacting flow-through and identifies flow-through errors that are isolated to the LESOG, LAUTO and LNP SOG applications. Other systems may be impacted with future maintenance releases. Implementation began mid-August 2002 for LESOG and April 2003 for the LAUTO and LNP SOG applications.

BellSouth implemented Flow-Through Improvement items on August 25, 2002, October 13, 2002, December 29, 2002, January 19, 2003, March 30, 2003, April 13, 2003, June 22, 2003, September 13, 2003 and November 23, 2003. BellSouth

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has targeted software releases for the implementation of Flow-Through Improvement items in 2004.

The leveling-off of the projections in no way indicates any lack of focus on continued flow-through improvement by BellSouth; rather, it is due to the fact that further results improvements become increasingly difficult to produce. Most of the large-impact items have been implemented. That leaves only low-volume errors that, when corrected, yield only tenths-of-percentage-points improvement.

## LNP

BellSouth met the flow-through benchmark of 85% for July 2003 as demonstrated by BellSouth's commercial data in PMAP. BellSouth consistently met the benchmark prior to this Commission's *Order* to implement facilities check before firm order confirmation ("FOC"). LNP Percent Flow-Through dropped from 89.8% in May 2002 to 83.63% in June 2002. The facilities check before FOC was implemented in Georgia with Release 10.5 on June 1, 2002, which caused a negative impact on LNP flow-through as explained in BellSouth's July 30, 2002 filing. Subsequently, this functionality was implemented for Tennessee (December 2002), and precipitated the drop in LNP flow-through for February 2003. BellSouth implemented facility check for North Carolina on August 1, 2003. As anticipated, the LNP results for that month reflected a similar degradation of performance as experienced with the implementation of this functionality previously in Florida and Tennessee. That carried forward for a portion of the drop in the September and October results.

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September and October results were further skewed downward due to a defect that inhibits fully mechanized FOCs from being sent for requests in the three (3) states where a facility check is required, even though service orders were mechanically generated according to process. Upon discovery of the defect, BellSouth implemented a manual workaround that allowed the Local Carrier Service Centers (LCSC) to return a mechanized FOC. On November 30, 2003, BellSouth implemented a mechanized workaround to return FOCs. BellSouth implemented a code change to fix the defect on December 7, 2003.

Approximately 1,200 LSRs were impacted by this defect in October. The low volume of total requests in this segment – coupled with the relative high number of segment requests affected by this defect – created a significant impact on segment performance. The LNP segment represents only 1.56% of total mechanized LSR volume in October. Based upon current performance and planned improvements, BellSouth expects to reach the 85% benchmark with April 2004 data.

## Service Inquiry with Firm Order / xDSL (F.3.1.1)

42. This measure addresses a small group of services (*i.e.*, xDSL and Unbundled Interoffice Transport) that require BellSouth to check equipment availability before the CLEC can submit an LSR. BellSouth returned 121 of the 130 service inquiries

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(93%) within the 5-day interval specified by the Commission during the period of March through September 2003. The following table shows these results by month. From March through September 2003, BellSouth either met the 95% benchmark or missed the benchmark by one LSR except in March and September where the volume of service inquiries did not allow for any misses.

<b>% OF SERVICE INQUIRIES MEETING 95% BENCHMARK</b>			
<b><u>Month</u></b>	<b><u># SIs Submitted</u></b>	<b><u># SIs Meeting Benchmark</u></b>	<b><u>Percentage</u></b>
Mar '03	26	25	96.15%
Apr '03	8	7	87.50%
May '03	43	42	97.67%
Jun '03	9	8	88.89%
Jul '03	15	14	93.33%
Aug '03	10	10	100.00%
Sep '03	19	15	78.95%
<b>TOTAL</b>	<b>130</b>	<b>121</b>	<b>93.08%</b>

As noted above, the volume of these services has been very small. Nonetheless, BellSouth has provided good performance.

## **UNE Local Loops Provisioning Measures**

### **Mean Held Order Interval**

43. When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed retail orders. Significantly, the

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number of held orders is very low, which indicates a very high level of performance in this area.

## Mean Held Order Interval / xDSL (B.2. 3.5)

44. BellSouth met 21 of the 21 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Mean Held Order Interval / UNE ISDN Loops (B.2.3.6)

45. BellSouth met 20 of the 21 sub-metrics with CLEC activity during the period from March 2003 through September 2003. There are very few held orders in this category. The only missed sub-metric was in June 2003, where there was one CLEC held order for 8 days. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

## Mean Held Order Interval / UNE 2W Analog Loops Design with and without LNP (B.2.3.8 & B.2.3.12)

46. BellSouth met 84 of the 84 sub-metrics with CLEC activity during the period from March 2003 through September 2003. There are very few held orders in this sub-metric.

## Mean Held Order Interval / UNE 2W Analog Loops Non Design with and without LNP (B.2.3.9 & B.2.3.13)

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47. BellSouth met 78 of the 78 sub-metrics with CLEC activity during the period from March 2003 through September 2003. There are very few held orders in this sub-metric.

## Mean Held Order Interval / Combo Other (EELs) (B.2.3.4)

48. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from March through September 2003.

## Average Jeopardy Notice Interval

49. When BellSouth can determine in advance, at least 48 hours, that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC until 5pm on the due date of the order.

## Average Jeopardy Notice Interval / xDSL (B.2.8.5)

50. BellSouth met 1 of the 1 sub-metric with CLEC activity during the period from March 2003 through September 2003.

## Average Jeopardy Notice Interval / UNE ISDN Loops (B.2.8.6)

51. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

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## Average Jeopardy Notice Interval / UNE 2W Analog Loops Design with and without

### LNP (B.2.8.8 & .12)

52. BellSouth met 13 of the 13 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Average Jeopardy Notice Interval / UNE 2W Analog Loops Non Design with and

### without LNP (B.2.8.9 & .13)

53. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Average Jeopardy Notice Interval / Combo Other (EELs) (B.2.8.4)

54. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from March through September 2003.

## % Jeopardy Notice $\geq$ 48 Hours / xDSL (B.2.10.5)

BellSouth met 1 of the 1 sub-metric with CLEC activity during the period from March 2003 through September 2003.

## % Jeopardy Notice $\geq$ 48 Hours / UNE ISDN Loops (B.2.10.6)

55. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

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% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Design with and without LNP

(B.2.10.8 & .12)

56. BellSouth met 13 of the 13 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Non Design with and without

LNP (B.2.10.9 & .13)

57. BellSouth met 12 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In July 2003, BellSouth met 6 of the 8 notices for the SL1 circuits without LNP and 17 of 18 notices with LNP. In both cases with a 95% benchmark, BellSouth was required to perform perfectly to meet the benchmark. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. Also, the low number of jeopardies shows that the most meaningful activity, providing facilities to meet due dates is performed very well.

% Jeopardy Notice >= 48 Hours / Combo Other (EELs) (B.2.10.4)

58. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from March through September 2003.

Percent Missed Installation Appointments

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59. This measure monitors the reliability of BellSouth commitments with respect to due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth retail.

%Missed Installation Appointments / xDSL (B.2.18.5)

60. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

%Missed Installation Appointments / UNE ISDN Loops (B.2.18.6)

61. BellSouth met 11 of the 12 sub-metrics with CLEC activity during the period from March 2003 through September 2003. For the one missed sub-metrics, BellSouth missed 3 of the 30 scheduled appointments in July. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

%Missed Installation Appointments / UNE 2W Analog Loops Design with and without LNP (B.2.18.8 & .12)

62. BellSouth met 39 of the 39 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

%Missed Installation Appointments / UNE 2W Analog Loops Non Design with and without LNP (B.2.18.9 & .13)

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63. BellSouth met 42 of the 45 sub-metrics with CLEC activity during the period from March 2003 through September 2003. All of the missed sub-metrics were in the non-dispatched in category and missed 1 appointment each. For the non-LNP SL1 circuits, BellSouth missed 1 of 3 appointments in March and 1 of 22 in June. The LNP SL1 circuits missed one sub-metric in June with 1 missed appointment out of the 150 scheduled. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

## %Missed Installation Appointments / UCL-NDs (B.2.18.15)

64. BellSouth met 7 of the 8 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In March 2003, BellSouth missed 3 of the 5 scheduled appointments, which did not meet the retail analogue comparison. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

## %Missed Installation Appointments / EELs (B.2.18.22)

65. BellSouth met 9 of the 10 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In June 2003, BellSouth missed 3 of the 185 scheduled appointments, which did not meet the retail analogue comparison. There was no systemic issue identified for any of the missed sub-metrics.

## Average Completion Interval (OCI)

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66. The average completion interval measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The interval is measured from the time the CLEC is notified of the firm order due date until the order is completed by BellSouth. The standard for all measures except xDSL is a retail analogue. For xDSL, the orders that require conditioning are measured against a 12-day benchmark while orders that do not require conditioning have a 6-day benchmark.

## Average Completion Interval / xDSL (B.2.2.1-2)

67. BellSouth met 11 of the 11 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Average Completion Interval / UCL-ND (B.2.2.3-4)

68. BellSouth met 1 of the 8 sub-metrics with CLEC activity during the period from March 2003 through September 2003. All of the missed sub-metrics had 10 or less orders completed during the period. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. However, this measure is compared with a 5-day benchmark. The average interval for the missed sub-metrics was 6 days. BellSouth continues to work to meet the benchmark for this small number of orders.

## Average Completion Interval / UNE ISDN Loops (B.2.1.6)

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69. BellSouth met 9 of the 13 sub-metrics with CLEC activity during the period from March 2003 through September 2003. All of the missed sub-metrics were in the non-dispatch category. For UNE ISDN Loops, BellSouth is unable to determine at the time the order is received whether a technician must be dispatched to the customer's premises. As a result, all orders are scheduled assuming a dispatch is required and this assumption results in a longer provisioning interval. These orders are then compared with the shorter non-dispatched retail analogue results, thus resulting in an out of parity condition. All of these orders would have met the parity requirement if compared with the dispatched retail analogue. All the difference between the CLEC orders and the retail analogue indicate that the out of parity conditions is in part a result on inequality in the measurements instead of poor performance.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP  
(B.2.1.8 & .12)

70. BellSouth met 25 of the 33 sub-metrics with CLEC activity during the period from March 2003 through September 2003. All of the missed sub-metrics were in the non-dispatch category. BellSouth is unable to determine at the time the order is received whether a technician must be dispatched to the customer's premises. As a result, all orders are scheduled assuming a dispatch is required and this assumption results in a longer provisioning interval. These orders are then compared with the shorter non-dispatched retail analogue results, thus resulting in an out of parity condition. All of these orders would have met the parity requirement if compared with the dispatched retail analogue. All the difference between the CLEC orders and the retail analogue

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indicate that the out of parity conditions is in part a result on inequality in the measurements instead of poor performance.

## Average Completion Interval / UNE 2W Analog Loops Non Design with and without LNP (B.2.1.9 & .13)

71. BellSouth met 25 of the 37 sub-metrics with CLEC activity during the period from March 2003 through September 2003. BellSouth is unable to determine at the time the order is received whether a technician must be dispatched to the customer's premises. As a result, all orders are scheduled assuming a dispatch is required and this assumption results in a longer provisioning interval. These orders are then compared with the shorter non-dispatched retail analogue results, thus resulting in an out of parity condition. All of these orders would have met the parity requirement if compared with the dispatched retail analogue. All the difference between the CLEC orders and the retail analogue indicate that the out of parity conditions is in part a result on inequality in the measurements instead of poor performance.

## Average Completion Interval / EELs (B.2.1.4)

72. BellSouth met 1 of the 15 sub-metrics with CLEC activity during the period from March through September 2003. The products included in these sub-metrics consist mainly of designed combinations that are complex and consist of multiple facilities between customer locations and at least two central office locations. The current retail analogue for these circuits is residence, business and design which is over 90% POTS and have much shorter installation intervals than designed circuits.

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## % Provisioning Troubles within 30 Days of Service Order Completion

73. This measure shows the quality and accuracy of the completed orders. It includes the reported troubles up to 30 days after the completion of the order.

## % Provisioning Troubles within 30 Days / xDSL (B.2.19.5)

74. BellSouth met 10 of the 11 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In July 2003, there were a total of 6 troubles reported for the 13 orders that completed. There were no systemic issues identified for any of the 6 reported troubles.

## % Provisioning Troubles within 30 Days / UNE ISDN Loops (B.2.19.6)

75. BellSouth met 8 of the 11 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In July, there was 1 reported trouble for the 10 completed orders. In August, there were 4 troubles for 30 completed orders and in September there were 3 troubles reported for the 22 orders completed. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

## % Provisioning Troubles within 30 Days / UNE 2W Analog Loops Design with and without LNP (B.2.19.8 & .12)

76. BellSouth met 33 of the 34 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In July, there was only one order completed in

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the non-dispatched greater than 10 without LNP category and there was one reported trouble. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

## % Provisioning Troubles within 30 Days / UNE 2W Analog Loops Non Design with and without LNP (B.2.19.9 & .13)

77. BellSouth met 40 of the 44 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In April for the greater than 10-circuit category, there was completed order with 1 reported trouble and in August there was one trouble for two completed orders. For the LNP circuits, in May there were a total of 5 troubles reported for the 53 orders that completed. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

## % Provisioning Troubles within 30 Days / EELs (B.2.19.4)

78. BellSouth met 8 of the 10 sub-metrics with CLEC activity during the period from March through September 2003. The analysis of the 2 missed sub-metrics indicated that the reports were not confined to any one area or issue. Facilities, equipment, network terminating wire, broken jumpers, etc. were some of the reasons for the failures. With less than 300 orders in most months and one of the most complex local services offer by BellSouth, only a few troubles can increase the overall percentage when compared with a retail analogue that has a volume of at least 10 times greater

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than wholesale BellSouth continues to review this service for any potential systemic issues that may occur.

## % Provisioning Troubles within 30 Days / UCL-NDs (B.2.19.15)

79. BellSouth met 8 of the 8 sub-metrics with CLEC activity during the period from March through September 2003.

## **Cooperative Acceptance Testing**

80. A loop will be considered successfully tested when both the CLEC and BellSouth agree that the loop meets the technical specifications set forth in TR 73600 for DSL service.

## % Successful Cooperative Test Attempts for xDSL / (B.2.33)

81. BellSouth met 7 of the 7 sub-metrics with CLEC activity during the period from March through September 2003.

## Average Completion Notice Interval

82. The interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

## Average Completion Notice Interval / xDSL (B.2.21.5)

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83. BellSouth met 10 of the 10 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Average Completion Notice Interval / UNE ISDN Loop (B.2.21.6)

84. BellSouth met 10 of the 12 sub-metrics with CLEC activity during the period from March 2003 through September 2003. Both of the missed sub-metrics were in September and no systemic issue was identified for the missed sub-metric. The initial October data indicates these sub-metrics are in parity.

## Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.21.8 & .12)

85. BellSouth met 29 of the 31 sub-metrics with CLEC activity during the period from March 2003 through September 2003. Both of the missed sub-metrics were in the LNP area and had a small number of completed orders. With the implementation of the new SQM effective with March 2003 data, BellSouth incorrectly changed the ending timestamp for the ACNI measure. This issue will be addressed in a PMAP change effective with October 2003 data, as described more fully in the Proposed October 2003 Data Notification filed on September 2, 2003 (Item No. 8).

## Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.21.9 & .13)

86. BellSouth met 27 of the 38 sub-metrics with CLEC activity during the period from March 2003 through September 2003. With the implementation of the new SQM

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effective with March 2003 data, BellSouth incorrectly changed the ending timestamp for the ACNI measure. This issue will be addressed in a PMAP change effective with October 2003 data, as described more fully in the Proposed October 2003 Data Notification filed on September 2, 2003 (Item No. 8).

## Average Completion Notice Interval / UCL-NDs (B.2.21.15)

87. BellSouth met 8 of the 8 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Average Completion Notice Interval / EELs (B.2.21.21)

88. BellSouth met 9 of the 10 sub-metrics with CLEC activity during the period from March 2003 through September 2003. The missed sub-metric was in September and BellSouth is reviewing the data to determine what is in error. The intervals for both the CLEC and retail data have increased dramatically and seem to indicate a possible data problem. The initial October data indicates this sub-metric is in parity.

## Service Order Accuracy

89. This measurement indicates the accuracy with which CLEC requests for service are converted to LSRs by comparing the LSR to the completed service order after provisioning has been finished.

## % Service Order Accuracy / UNE & UNE-P (F.15.2, .3)

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90. BellSouth met 6 of the 10 sub-metrics with CLEC activity during the period from March 2003 through September 2003. While BellSouth met 5 of the 5 sub-metrics for UNE, it only met 1 of the 5 for the UNP-P sub-metrics. Over 91% of the sample of orders reviewed met the UNE-P accuracy test. The average number of LSRs sampled for UNE-P was 114 LSRs with BellSouth meeting the criteria for 110. This small difference of 4 LSRs did not indicate any systemic issue when reviewed. BellSouth continues to review the data to try and meet this 95% benchmark.

## **UNE Local Loops Maintenance & Repair Measures**

91. While the SQM does not require that the EELs and UCL-ND disaggregations be separated for maintenance and repair measures, BellSouth has provided these disaggregations to augment the information for UNE Local loops. The data for EELs and UCL-ND is also included in the sub-metrics ordered by the GPSC in the approved SQM.

## **Missed Repair Appointments**

92. This measure tracks the percent of customer reports not cleared by the committed due date and time.

### **% Missed Repair Appointments / EELs (B.3.1.4)**

93. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March through September 2003.

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## % Missed Repair Appointments / xDSL (B.3.1.5)

94. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## % Missed Repair Appointments / UNE ISDN Loops (B.3.1.6)

95. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## % Missed Repair Appointments / UNE 2W Analog Loops Design (B.3.1.8)

96. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## % Missed Repair Appointments / UNE 2W Analog Loops Non Design (B.3.1.9)

97. BellSouth met 11 of the 14 sub-metrics with CLEC activity during the period from March through September 2003. Two of the three missed sub-metrics were in the non-dispatched category. In April, BellSouth missed one of the five scheduled appointments and one of four scheduled appointments in May. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. The remaining missed sub-metric was in April for dispatched with no systemic issues identified for any of the missed appointments.

## % Missed Repair Appointments / UCD-ND (B.3.1.11)

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98. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March through September 2003.

## **Customer Trouble Report Rate**

99. This measure tracks the initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service. The standard comparison for each of these sub-metrics is a retail analogue. BellSouth provided over 98% trouble-free service to all CLEC lines during the past year.

### % Customer Trouble Report Rate / EELs (B.3.2.4)

100. BellSouth met 4 of the 14 sub-metrics with CLEC activity during the period from March through September 2003. Seven (7) of the 10 sub-metrics that did not meet the retail analogue comparison were in the dispatch category. BellSouth provided 95% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 500 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high.

### % Customer Trouble Report Rate / xDSL (B.3.2.5)

101. BellSouth met 8 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003. The 6 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth provided 99% trouble-free service to all customers in this category. The major difference is the

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volume for the analogue is over 1000 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high.

## % Customer Trouble Report Rate / UNE ISDN Loops (B.3.2.6)

102. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## % Customer Trouble Report Rate / UNE 2W Analog Loops Design (B.3.2.8)

103. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## % Customer Trouble Report Rate / UNE 2W Analog Loops Non Design (B.3.2.9)

104. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003. BellSouth has determined that the CLEC volume for this measure was being counted incorrectly. BellSouth has determined that the CLEC volume for this measure was being counted incorrectly. With December 2002 data, a new source feed from WFA began including the originating and terminating end of each circuit causing PMAP to double count the CLEC in service volume. The corrected data for Georgia is included in Attachment 1 to this exhibit. There was no change in the parity status with this update. The following item was included in the preliminary February Data Notification dated December 1, 2003.

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(8) *Affected Measures:* MR-2

*Description of Change:* Currently, BellSouth is over-counting lines for 2 wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. Bellsouth proposes to correct the over-counting of these loops. (RQ4664)

*Impact of Change:* CLEC CTRR for 2-wire analog loops non-design will approximately double.

## % Customer Trouble Report Rate / UCD-ND (B.3.2.11)

105. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March through September 2003.

## **Maintenance Average Duration**

106. This measure tracks the average duration of the customer trouble report from the receipt of the report until the time the trouble is cleared and closed within the system.

## Maintenance Average Duration / EELs (B.3.3.4)

107. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March through September 2003.

## Maintenance Average Duration / xDSL (B.3.3.5)

108. BellSouth met 13 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In July there were a total of 30 trouble reports with one having an extremely long interval. With such a small number of reports, this one interval had a major effect on the overall interval that caused an out of parity condition with the retail analogue.

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## Maintenance Average Duration / UNE ISDN Loops (B.3.3.6)

109. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Maintenance Average Duration / UNE 2W Analog Loops Design (B.3.3.8)

110. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Maintenance Average Duration / UNE 2W Analog Loops Non Design (B.3.3.9)

111. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## Maintenance Average Duration / UCD-ND (B.3.3.11)

112. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March through September 2003.

## **% Repeat Troubles within 30 Days**

113. This measurement records the percent of customer troubles, during the current reporting period, which had at least one prior trouble on the same line/circuit, anytime in the preceding 30 calendar days from the receipt of the current trouble report.

## % Repeat Troubles within 30 Days / EELs (B.3.4.4)

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114. BellSouth met 7 of the 14 sub-metrics with CLEC activity during the period from March through September 2003. There were a large number (over 50%) of these reports that were closed as no trouble found. Also, with less than 300 total reports, the small number of CLEC repeated reports increases the percentage more dramatically than the retail analogue with over 70,000 reported troubles.

## % Repeat Troubles within 30 Days / xDSL (B.3.4.5)

115. BellSouth met 12 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003. The two missed sub-metrics had 9 and 8 repeated trouble reports. However, with less than 38 total troubles reported in both sub-metrics, the small number of repeated reports increases the percentage more dramatically than the retail analogue with over 2,000 reported troubles.

## % Repeat Troubles within 30 Days / UNE ISDN Loops (B.3.4.6)

116. BellSouth met 13 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003. In July there were a total of 85 reports with 26 being repeats. There was no systemic issues identified and this was the only month that was out of parity for the period.

## % Repeat Troubles within 30 Days / UNE 2W Analog Loops Design (B.3.4.8)

117. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

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## % Repeat Troubles within 30 Days / UNE 2W Analog Loops Non Design (B.3.4.9)

118. BellSouth met 12 of the 14 sub-metrics with CLEC activity during the period from March 2003 through September 2003.

## % Repeat Troubles within 30 Days / UCD-ND (B.3.4.11)

119. BellSouth met 14 of the 14 sub-metrics with CLEC activity during the period from March through September 2003. The two missed sub-metrics had 4 troubles in one and 2 troubles in another. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

## Collocation

120. BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E, Items E.1.1.1 through E.1.3.2, provides these results.

121. During the months of March 2003 through September 2003, BellSouth met or exceeded the benchmark for every sub-metric that had CLEC activity in this category. There were a total of 92 requests for physical collocation received from the CLECs during this period. The benchmark for the average response time for such requests is less than or equal to 20 days. BellSouth averaged less than 12 days for the average response interval (E.1.1.2 & E.1.1.3) in this sub-metric. In addition, there were a total of 7 requests for virtual collocation received from the CLECs during this period. The benchmark for the average response time for virtual requests is less than or equal to

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10 days. BellSouth averaged 7 days for the average response interval (E.1.1.1) in this sub-metric.

122. There were a total of 114 physical collocation orders and 1 virtual collocation order that completed during the period. BellSouth completed all 115 orders in less than the ordered benchmarks for each sub-metric. See sub-metrics E.1.2.1 – E.1.2.13 in Attachment 1 for the individual results for each virtual and physical category.

123. During the period from March 2003 through September 2003, BellSouth completed all 115 of the 115 (100%) (E.1.3.1 - E.1.3.4) scheduled virtual and physical orders on time. These results demonstrate BellSouth's commitment to provide nondiscriminatory access to collocation arrangements in Georgia's central offices.

124. This concludes the data analysis associated with BellSouth's performance for Hot Cuts and UNE Local Loops.

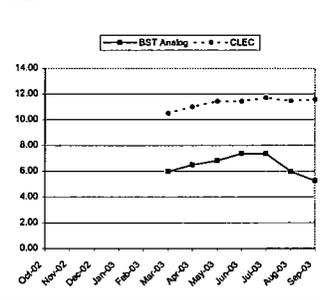
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.4.1.1 EELs<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.98	162,902	27,229	10.50	1,071	102	9.374	-4.8579	NO
Apr-03	6.50	171,051	26,334	11.00	1,243	113	8.464	-5.6452	NO
May-03	6.84	165,065	24,145	11.42	1,085	95	9.062	-4.9212	NO
Jun-03	7.37	185,006	25,104	11.43	1,863	163	9.430	-5.4786	NO
Jul-03	7.36	224,321	30,490	11.89	1,836	157	8.699	-6.2380	NO
Aug-03	5.97	158,399	26,518	11.45	1,260	110	5.342	-10.7402	NO
Sep-03	5.25	128,406	24,457	11.58	1,610	139	4.893	-15.2161	NO

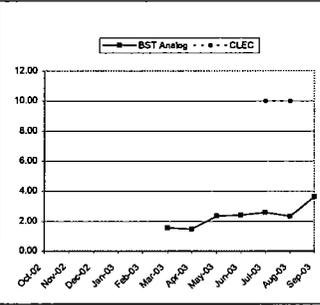


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.1.4.1.4 EELs<10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.57	274,141	175,071				2.632		
Apr-03	1.48	290,465	196,073				2.100		
May-03	2.36	136,950	58,077				4.792		
Jun-03	2.41	133,041	55,104				4.052		
Jul-03	2.60	149,908	57,667	10.00	10	1	4.213	-1.7565	NO
Aug-03	2.33	141,050	60,535	10.00	10	1	3.610	-2.1249	NO
Sep-03	3.63	282,349	77,679				4.367		

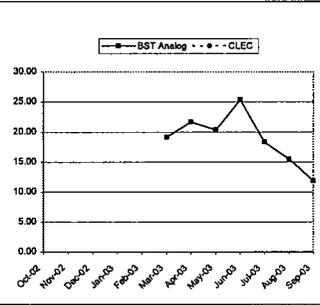


Better Performance

Note 1: Residence, Business, and Design - Dispatch In data serves as the BST Analog for this report

### B.2.1.4.2.1 EELs/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	19.16	8,352	436				18.453		
Apr-03	21.72	11,272	519				24.256		
May-03	20.36	7,748	380				19.578		
Jun-03	25.40	9,601	378				32.412		
Jul-03	18.33	6,690	365				17.627		
Aug-03	15.46	3,509	227				27.823		
Sep-03	11.92	2,478	208				12.438		

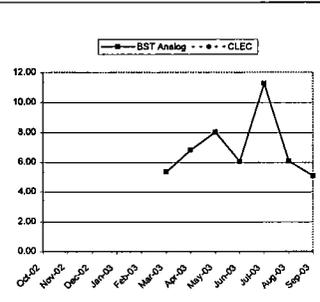


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.1.4.2.4 EELs/>=10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.36	928	173				11.971		
Apr-03	6.83	867	127				9.781		
May-03	8.03	1,052	131				14.289		
Jun-03	6.07	1,142	188				10.634		
Jul-03	11.27	1,522	135				16.686		
Aug-03	6.08	432	71				7.831		
Sep-03	5.09	443	87				6.855		



Better Performance

Note 1: Residence, Business, and Design - Dispatch In data serves as the BST Analog for this report

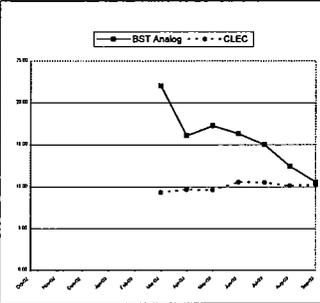
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.6.3.1 UNE ISDN/-6 circuits/Dispatch/GA (days)

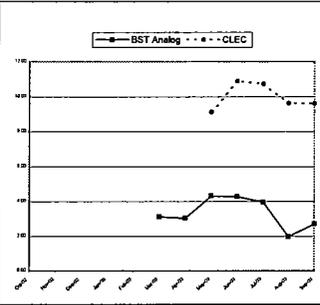
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	22.00	8,263	421	9.33	933	100	25.320	4.4994	YES
Apr-03	16.10	5,472	340	9.66	1,082	112	16.435	3.5935	YES
May-03	17.29	4,910	284	9.65	917	95	16.670	3.8649	YES
Jun-03	16.33	4,049	248	10.56	866	82	20.328	2.2270	YES
Jul-03	15.02	3,949	263	10.51	662	63	12.905	2.4907	YES
Aug-03	12.45	2,041	164	10.13	871	86	13.257	1.3129	YES
Sep-03	10.54	1,877	178	10.23	532	52	7.844	0.2526	YES



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

### B.2.1.6.3.2 UNE ISDN/-6 circuits/Non-Dispatch/GA (days)

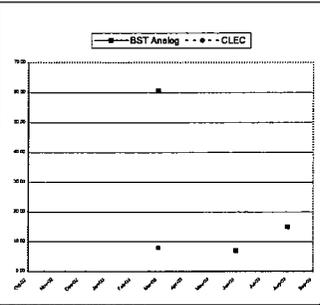
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.12	1,579	506				7.510		
Apr-03	3.04	1,572	517				6.896		
May-03	4.31	2,000	484	9.13	73	8	9.495	-1.4219	YES
Jun-03	4.27	1,401	326	10.90	109	10	8.168	-2.5285	NO
Jul-03	3.97	1,333	336	10.73	279	26	7.582	-4.3818	NO
Aug-03	1.98	815	412	9.63	154	16	3.837	-7.8205	NO
Sep-03	2.71	947	349	9.81	173	18	4.879	-5.8486	NO



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

### B.2.1.6.4.1 UNE ISDN/6-13 circuits/Dispatch/GA (days)

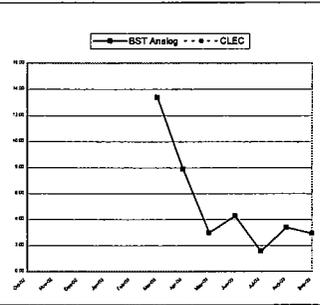
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	80.50	121	2	6.00	8	1	65.781	0.6518	YES
Apr-03									
May-03									
Jun-03	7.00	14	2				7.071		
Jul-03									
Aug-03	15.00	30	2				1.414		
Sep-03									



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

### B.2.1.6.4.2 UNE ISDN/6-13 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	13.39	228	17				16.276		
Apr-03	7.89	47	6				13.429		
May-03	2.98	48	16				3.210		
Jun-03	4.27	64	15				5.293		
Jul-03	1.56	14	9				1.787		
Aug-03	3.40	54	16				1.254		
Sep-03	2.92	35	12				4.330		



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

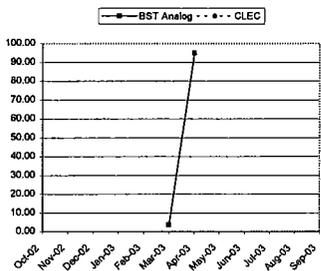
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.6.5.1 UNE ISDN/>=14 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.67	7	2				4.714		
Apr-03	95.00	95	1				0.000		
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									

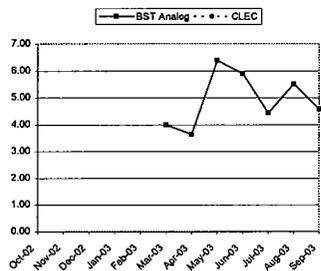


Better Performance

Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

### B.2.1.6.5.2 UNE ISDN/>=14 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.99	176	44				10.934		
Apr-03	3.65	197	54				8.267		
May-03	6.39	211	33				13.291		
Jun-03	5.90	177	30				12.606		
Jul-03	4.44	115	26				6.452		
Aug-03	5.52	110	20				10.787		
Sep-03	4.58	208	45				8.317		



Better Performance

Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

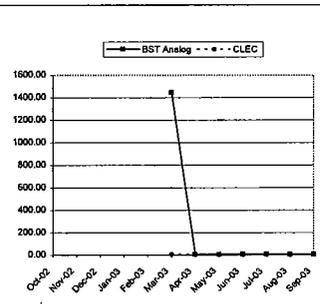
### Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)  
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

#### B.2.1.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1444.99	35,633,387	24,660	4.46	260	58	6.692	1637.4736	YES
Apr-03	6.60	155,315	23,535	4.43	164	37	7.749	1.6995	YES
May-03	6.94	152,177	21,927	4.64	51	11	7.986	0.9566	YES
Jun-03	7.40	166,561	22,510	4.17	75	18	7.679	1.7853	YES
Jul-03	7.52	208,678	27,761	4.53	77	17	7.340	1.6776	YES
Aug-03	6.67	163,517	24,523	4.43	102	23	4.951	2.1622	YES
Sep-03	5.62	134,582	22,729	4.73	104	22	5.073	1.1033	YES

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report

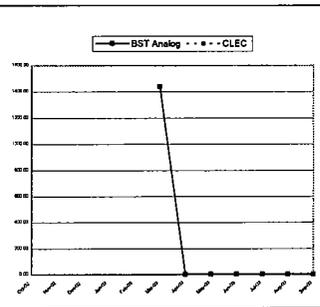


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Better Performance

#### B.2.1.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1440.83	598,616,438	415,469				1.573		
Apr-03	1.61	830,319	459,350				2.378		
May-03	1.83	787,241	431,218	4.40	66	15	2.781	-3.5850	NO
Jun-03	1.84	782,000	425,739	5.33	16	3	2.423	-2.4988	NO
Jul-03	1.92	774,239	402,212	3.43	24	7	2.584	-1.5393	YES
Aug-03	1.83	804,721	439,678	4.00	12	3	2.410	-1.5597	YES
Sep-03	2.10	924,432	440,309	4.75	19	4	3.051	-1.7376	NO

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report

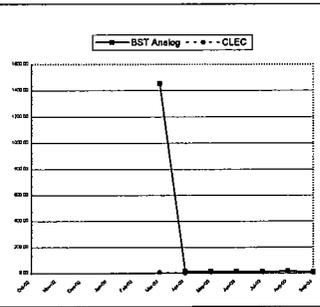


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Better Performance

#### B.2.1.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1452.12	209,105	144	7.00	21	3	17.656	140.3080	YES
Apr-03	13.83	2,020	146	2.00	2	1	17.221	0.6848	YES
May-03	11.55	1,537	133				15.231		
Jun-03	14.12	1,666	118				19.167		
Jul-03	9.53	848	89				8.661		
Aug-03	16.11	1,467	81				45.735		
Sep-03	9.63	886	92	5.00	5	1	11.476	0.4013	YES

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report

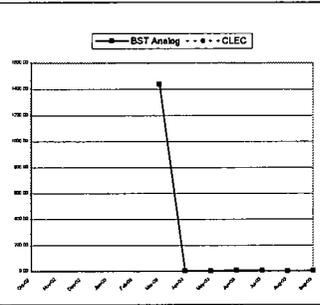


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Better Performance

#### B.2.1.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1440.62	18,728	13				0.506		
Apr-03	1.60	22	14				1.492		
May-03	1.67	50	30				1.935		
Jun-03	6.58	26	4				7.466		
Jul-03	4.44	40	9	5.00	5	1	7.254	-0.0727	YES
Aug-03	2.22	20	9				3.188		
Sep-03	3.79	42	11				5.050		

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report



↓  
Better Performance

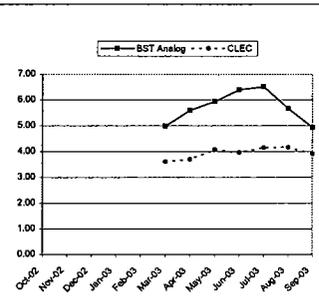
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)

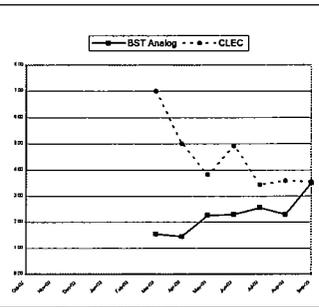
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.89	122,967	24,660	3.81	300	83	6.692	1.8648	YES
Apr-03	5.60	131,780	23,535	3.89	307	83	6.749	2.5663	YES
May-03	5.94	130,250	21,927	4.08	453	111	6.986	2.7967	YES
Jun-03	6.40	144,051	22,510	3.97	492	124	6.679	4.0430	YES
Jul-03	6.52	180,917	27,761	4.15	627	151	6.340	4.5704	YES
Aug-03	5.67	138,994	24,523	4.16	570	137	3.951	4.4531	YES
Sep-03	4.92	111,853	22,729	3.82	607	155	4.073	3.0615	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.1.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (days)

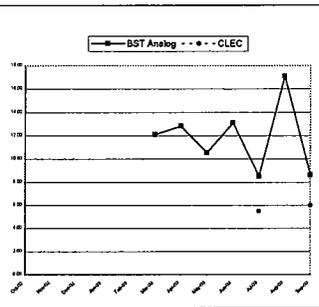
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.54	280,958	188,999	7.00	7	1	2.283	-2.3903	NO
Apr-03	1.45	282,728	194,502	5.00	10	2	1.939	-2.5865	NO
May-03	2.26	125,008	55,257	3.82	42	11	4.559	-1.1317	YES
Jun-03	2.30	123,639	53,854	4.92	59	12	3.425	-2.6507	NO
Jul-03	2.55	138,969	54,484	3.44	55	18	3.582	-0.9901	YES
Aug-03	2.30	134,204	58,282	3.58	86	24	3.329	-1.8831	NO
Sep-03	3.50	248,815	71,056	3.56	32	9	4.221	-0.0383	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.1.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)

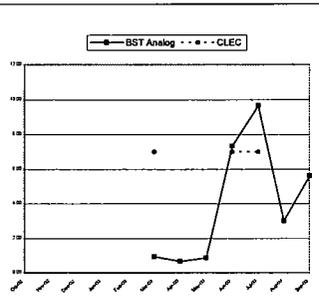
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	12.12	1,745	144				17.658		
Apr-03	12.83	1,874	146				16.221		
May-03	10.55	1,404	133				14.231		
Jun-03	13.12	1,548	118				18.167		
Jul-03	8.53	759	89	5.50	11	2	7.861	0.5528	YES
Aug-03	17.11	1,386	81				44.735		
Sep-03	6.63	794	92	6.00	6	1	10.476	0.2497	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.1.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.94	6	6	7.00	7	1	0.612	-9.1665	NO
Apr-03	0.67	7	11				0.537		
May-03	0.86	18	19				1.140		
Jun-03	7.33	22	3	7.00	7	1	6.658	0.0434	YES
Jul-03	9.67	29	3	7.00	14	2	8.327	0.3508	YES
Aug-03	3.00	9	3				3.464		
Sep-03	5.60	28	5				4.775		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

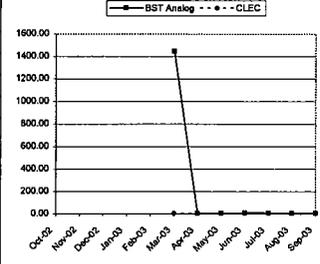
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1444.89	35,633,367	24,660	5.50	33	6	6.692	526.6493	YES
Apr-03	6.60	155,315	23,535	5.25	63	12	7.749	0.6030	YES
May-03	6.94	152,177	21,927	5.80	29	5	7.986	0.3162	YES
Jun-03	7.40	166,561	22,510	6.00	48	8	7.679	0.5154	YES
Jul-03	7.52	208,678	27,761	5.14	36	7	7.340	0.6556	YES
Aug-03	6.67	163,517	24,523	7.50	30	4	4.951	-0.3361	YES
Sep-03	5.92	134,582	22,729	4.33	13	3	5.073	0.5421	YES

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report

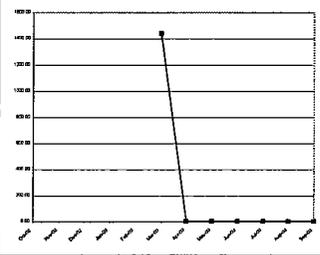


Better Performance

### B.2.1.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1440.83	598,618,438	415,469				1.573		
Apr-03	1.81	830,319	459,350				2.378		
May-03	1.83	787,241	431,218	5.00	15	3	2.781	-1.9770	NO
Jun-03	1.84	782,000	425,739	4.60	23	5	2.423	-2.5504	NO
Jul-03	1.92	774,239	402,212	5.00	30	6	2.584	-2.9146	NO
Aug-03	1.83	804,721	439,878	5.29	37	7	2.410	-3.7941	NO
Sep-03	2.10	924,432	440,309	4.25	34	8	3.051	-1.9938	NO

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report

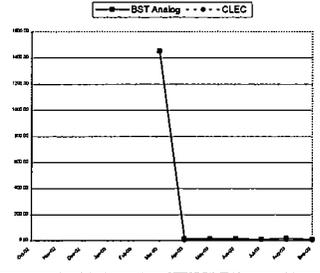


Better Performance

### B.2.1.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1452.12	209,105	144				17.656		
Apr-03	13.83	2,020	146	4.00	4	1	17.221	0.5691	YES
May-03	11.55	1,537	133				15.231		
Jun-03	14.12	1,866	118				19.167		
Jul-03	9.53	646	89				8.661		
Aug-03	18.11	1,467	81	7.00	7	1	45.735	0.2414	YES
Sep-03	9.63	886	92	6.00	6	1	11.476	0.3146	YES

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report

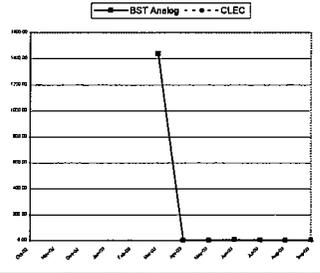


Better Performance

### B.2.1.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1440.62	18,728	13				0.506		
Apr-03	1.60	22	14				1.492		
May-03	1.67	50	30				1.935		
Jun-03	6.58	28	4	6.00	6	1	7.466	0.0699	YES
Jul-03	4.44	40	9	5.00	5	1	7.254	-0.0727	YES
Aug-03	2.22	20	9				3.186		
Sep-03	3.79	42	11				5.050		

Note 1: Retail Residence and Business (POTS) Plus One Day data serves as the BST Analog for this report



Better Performance

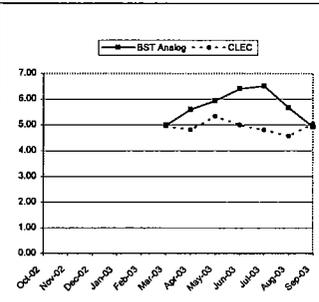
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.89	122,967	24,660	4.96	134	27	6.692	0.0183	YES
Apr-03	5.60	131,780	23,535	4.82	183	38	6.749	0.7151	YES
May-03	5.94	130,250	21,927	5.33	48	9	6.986	0.2805	YES
Jun-03	8.40	144,051	22,510	5.00	55	11	6.679	0.6947	YES
Jul-03	6.52	180,917	27,761	4.82	159	33	6.340	1.5362	YES
Aug-03	5.67	138,994	24,523	4.57	128	28	3.951	1.4877	YES
Sep-03	4.82	111,853	22,729	5.04	116	23	4.073	-0.1440	YES

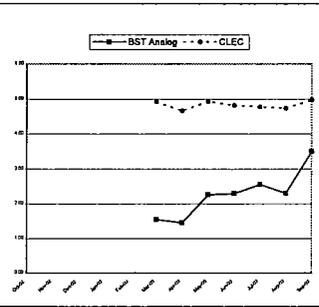


Better Performance  
↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.1.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.54	260,956	168,999	4.93	133	27	2.283	-7.6980	NO
Apr-03	1.45	282,728	194,502	4.67	84	18	1.939	-7.0299	NO
May-03	2.26	125,008	55,257	4.83	288	58	4.559	-4.4556	NO
Jun-03	2.30	123,639	53,854	4.82	265	55	3.425	-5.4595	NO
Jul-03	2.55	138,969	54,484	4.77	544	114	3.582	-6.6135	NO
Aug-03	2.30	134,204	58,282	4.74	526	111	3.329	-7.6998	NO
Sep-03	3.50	248,815	71,056	4.97	761	153	4.221	-4.3092	NO

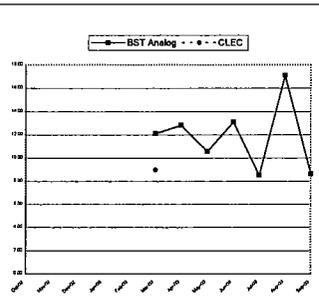


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.1.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	12.12	1,745	144	9.00	9	1	17.658	0.1759	YES
Apr-03	12.83	1,874	146				16.221		
May-03	10.55	1,404	133				14.231		
Jun-03	13.12	1,548	118				18.187		
Jul-03	6.53	759	89				7.661		
Aug-03	17.11	1,386	81				44.735		
Sep-03	6.83	794	92				10.476		

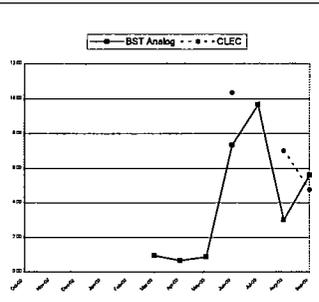


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.1.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.94	6	6				0.612		
Apr-03	0.87	7	11				0.537		
May-03	0.86	16	19				1.140		
Jun-03	7.33	22	3	10.33	31	3	6.658	-0.5518	YES
Jul-03	9.87	29	3				8.327		
Aug-03	3.00	9	3	7.00	7	1	3.484	-1.0000	YES
Sep-03	5.60	28	5	4.75	19	4	4.775	0.2654	YES



Better Performance  
↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

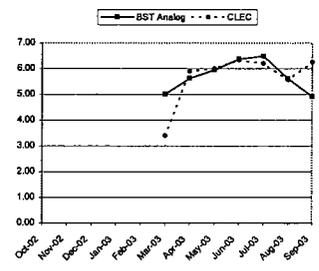
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.02	128,925	25,698	3.40	17	5	6.728	0.5374	YES
Apr-03	5.63	138,528	24,626	5.90	59	10	6.845	-0.1269	YES
May-03	5.95	135,637	22,763	6.00	12	2	7.294	-0.0090	YES
Jun-03	6.37	149,592	23,481	6.33	19	3	6.722	0.0096	YES
Jul-03	6.49	186,909	28,797	6.20	31	5	6.406	0.1014	YES
Aug-03	5.61	143,377	25,574	5.57	39	7	3.960	0.0233	YES
Sep-03	4.91	115,908	23,615	6.25	25	4	4.100	-0.6544	YES

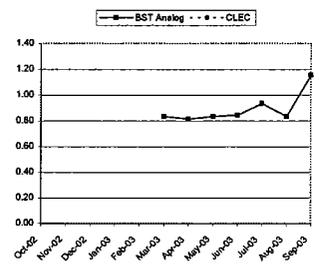


Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.1.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.84	352,445	421,976				1.731		
Apr-03	0.81	375,701	461,514				1.417		
May-03	0.83	362,279	434,475				1.817		
Jun-03	0.85	361,460	427,585				1.544		
Jul-03	0.93	379,544	406,151				1.755		
Aug-03	0.84	370,231	443,015				1.494		
Sep-03	1.15	516,818	447,765				2.186		

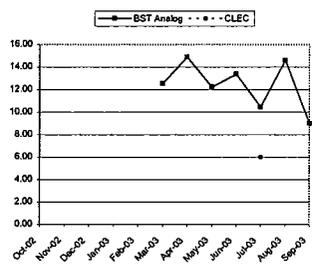


Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.1.15.2.1 UCL-ND/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	12.53	2,432	194				16.390		
Apr-03	14.89	3,098	208				23.693		
May-03	12.24	2,179	178				15.275		
Jun-03	13.36	2,395	179				22.131		
Jul-03	10.44	1,556	149	6.00	6	1	11.258	0.3933	YES
Aug-03	14.59	1,824	125				36.371		
Sep-03	8.99	1,160	129				9.889		

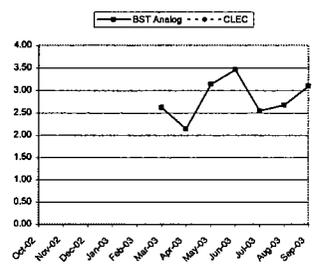


Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.1.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.62	530	202				6.545		
Apr-03	2.14	296	138				4.308		
May-03	3.14	424	135				7.261		
Jun-03	3.46	637	184				6.478		
Jul-03	2.55	326	128				3.775		
Aug-03	2.68	225	84				5.609		
Sep-03	3.10	347	112				8.031		



Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

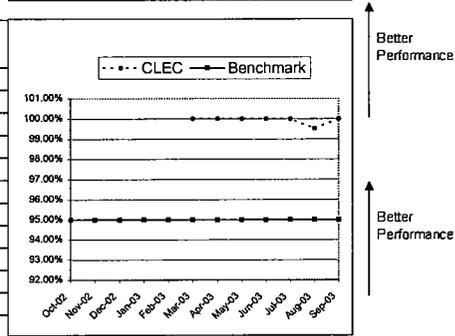
**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Coordinated Customers Conversions**

(% of Coordinated Time Intervals Worked to Cutover Loops (BST-CLEC) within 15 min)

Numerator indicates total number of coordinated loop cutovers performed within 15 min for this disaggregation in the reporting period.  
Volume indicates the number of Items cut for this disaggregation in the reporting period.

**B.2.12.2 Loops with LNP/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	322	322			YES
Apr-03	95.00%			100.00%	325	325			YES
May-03	95.00%			100.00%	370	370			YES
Jun-03	95.00%			100.00%	520	520			YES
Jul-03	95.00%			100.00%	937	937			YES
Aug-03	95.00%			99.52%	830	834			YES
Sep-03	95.00%			100.00%	710	710			YES



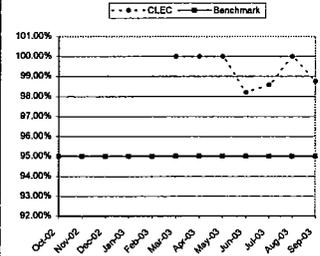
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Hot Cut Timeliness

(% of Hot Cuts Performed within 15 Minutes of Scheduled Cut)

Numerator Indicates total number of hot cuts performed within 15 minutes of scheduled cut in the reporting period.  
Volume Indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

### B.2.14.1 Time-Specific SL1/GA (%)

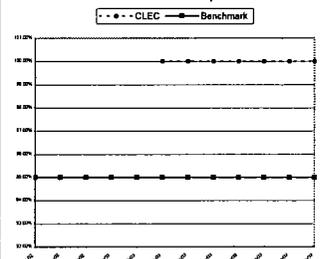
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	73	73			YES
Apr-03	95.00%			100.00%	100	100			YES
May-03	95.00%			100.00%	130	130			YES
Jun-03	95.00%			98.20%	164	167			YES
Jul-03	95.00%			98.50%	419	425			YES
Aug-03	95.00%			100.00%	416	416			YES
Sep-03	95.00%			98.76%	318	322			YES



Better Performance

### B.2.14.2 Time-Specific SL2/GA (%)

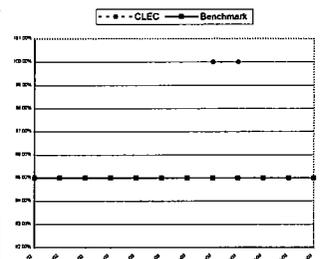
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	11	11			YES
Apr-03	95.00%			100.00%	6	6			YES
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	5	5			YES
Jul-03	95.00%			100.00%	8	8			YES
Aug-03	95.00%			100.00%	2	2			YES
Sep-03	95.00%			100.00%	3	3			YES



Better Performance

### B.2.14.3 Non-Time Specific SL1/GA (%)

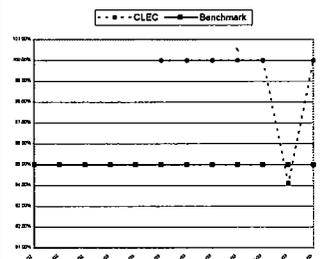
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								



Better Performance

### B.2.14.4 Non-Time Specific SL2/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	11	11			YES
Apr-03	95.00%			100.00%	42	42			YES
May-03	95.00%			100.00%	21	21			YES
Jun-03	95.00%			100.00%	23	23			YES
Jul-03	95.00%			100.00%	37	37			YES
Aug-03	95.00%			94.12%	16	17			NO
Sep-03	95.00%			100.00%	18	18			YES



Better Performance

### Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 7 Days - Hot Cuts

(% of Trouble Reports Received within 7 Days of Hot Cut Service Order Completion)

Numerator indicates total number of hot cut circuits with a trouble report within 7 days following service order completion.

Volume Indicates total number of cut counts for this disaggregation in the previous reporting period.

#### B.2.17.1.1 UNE Loop Design/Dispatch/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	5.00%								
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%			0.00%	0	104			YES
Apr-03	5.00%			0.94%	1	106			YES
May-03	5.00%			2.52%	3	119			YES
Jun-03	5.00%			0.00%	0	57			YES
Jul-03	5.00%			2.63%	1	38			YES
Aug-03	5.00%			2.08%	1	48			YES
Sep-03	5.00%			0.00%	0	50			YES

Better  
Performance

#### B.2.17.1.2 UNE Loop Design/Non-Dispatch/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	5.00%								
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%			0.00%	0	11			YES
Jul-03	5.00%			0.00%	0	49			YES
Aug-03	5.00%			3.33%	3	90			YES
Sep-03	5.00%			8.33%	3	36			NO

Better  
Performance

#### B.2.17.2.1 UNE Loop Non-Design/Dispatch/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	5.00%								
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%			2.11%	2	95			YES
Apr-03	5.00%			0.86%	1	116			YES
May-03	5.00%			1.89%	2	116			YES
Jun-03	5.00%			3.33%	2	60			YES
Jul-03	5.00%			1.89%	2	106			YES
Aug-03	5.00%			1.82%	4	220			YES
Sep-03	5.00%			0.85%	1	154			YES

Better  
Performance

#### B.2.17.2.2 UNE Loop Non-Design/Non-Dispatch/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	5.00%								
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%			0.00%	0	69			YES
Apr-03	5.00%			0.00%	0	100			YES
May-03	5.00%			1.14%	1	88			YES
Jun-03	5.00%			2.07%	5	242			YES
Jul-03	5.00%			0.61%	2	327			YES
Aug-03	5.00%			0.35%	2	578			YES
Sep-03	5.00%			1.17%	7	596			YES

Better  
Performance

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments**

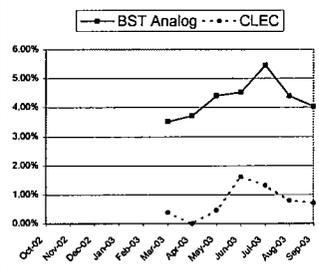
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.4.1.1 EELs<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.51%	1,199	34,141	0.38%	1	259		2.7225	YES
Apr-03	3.72%	1,217	32,745	0.00%	0	282		3.2852	YES
May-03	4.40%	1,352	30,697	0.46%	1	216		2.8131	YES
Jun-03	4.52%	1,484	32,832	1.62%	5	308		2.4358	YES
Jul-03	5.46%	1,913	35,050	1.32%	4	302		3.1486	YES
Aug-03	4.39%	1,507	34,344	0.80%	2	249		2.7517	YES
Sep-03	4.02%	1,266	31,457	0.71%	2	281		2.8131	YES

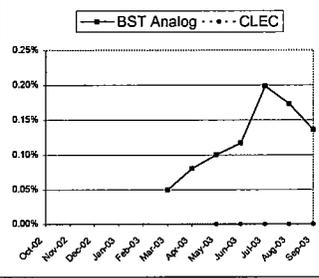


Better Performance  
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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.18.4.1.4 EELs<10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.05%	107	214,027						
Apr-03	0.08%	197	244,528						
May-03	0.10%	97	96,671	0.00%	0	17		0.1307	YES
Jun-03	0.12%	115	98,267	0.00%	0	10		0.1082	YES
Jul-03	0.20%	185	93,096	0.00%	0	16		0.1785	YES
Aug-03	0.17%	173	98,767	0.00%	0	14		0.1559	YES
Sep-03	0.14%	149	109,684	0.00%	0	17		0.1521	YES

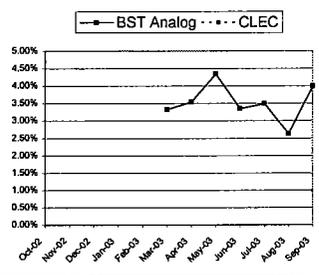


Better Performance  
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Note 1: Residence, Business, and Design - Dispatch In data serves as the BST Analog for this report

**B.2.18.4.2.1 EELs>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.33%	16	481						
Apr-03	3.54%	21	593						
May-03	4.35%	18	414						
Jun-03	3.35%	14	418						
Jul-03	3.49%	14	401						
Aug-03	2.64%	10	379						
Sep-03	3.99%	15	376						

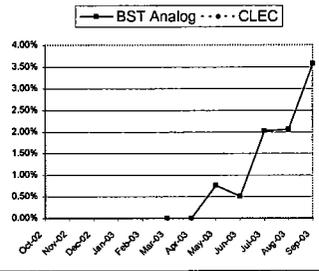


Better Performance  
↓

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.18.4.2.4 EELs>=10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	178						
Apr-03	0.00%	0	129						
May-03	0.78%	1	131						
Jun-03	0.51%	1	198						
Jul-03	2.03%	3	148						
Aug-03	2.06%	2	97						
Sep-03	3.57%	4	112						



Better Performance  
↓

Note 1: Residence, Business, and Design - Dispatch In data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments**

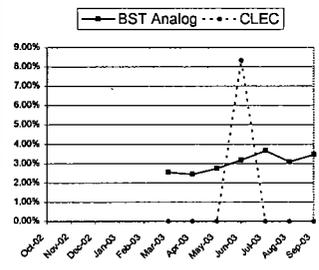
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume Indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.55%	303	11,869	0.00%	0	122		1.7786	YES
Apr-03	2.45%	294	12,011	0.00%	0	26		0.8068	YES
May-03	2.75%	365	13,291	0.00%	0	10		0.5312	YES
Jun-03	3.17%	430	13,558	8.33%	2	24		-1.4415	YES
Jul-03	3.68%	528	14,429	0.00%	0	15		0.7544	YES
Aug-03	3.09%	549	17,790	0.00%	0	10		0.5841	YES
Sep-03	3.47%	517	14,911	0.00%	0	11		0.6283	YES

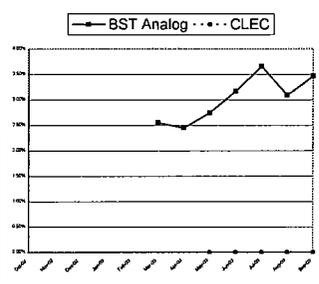


Better Performance  
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Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.55%	303	11,869						
Apr-03	2.45%	294	12,011						
May-03	2.75%	365	13,291	0.00%	0	9		0.5040	YES
Jun-03	3.17%	430	13,558	0.00%	0	13		0.8523	YES
Jul-03	3.68%	528	14,429	0.00%	0	12		0.6748	YES
Aug-03	3.09%	549	17,790	0.00%	0	6		0.4370	YES
Sep-03	3.47%	517	14,911	0.00%	0	9		0.5684	YES

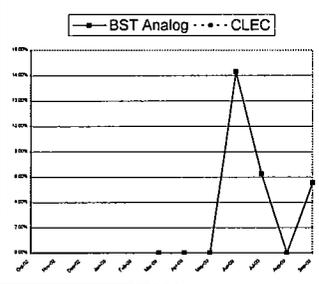


Better Performance  
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Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	10						
Apr-03	0.00%	0	9						
May-03	0.00%	0	11						
Jun-03	14.29%	2	14						
Jul-03	6.25%	1	16						
Aug-03	0.00%	0	14						
Sep-03	5.56%	1	18						

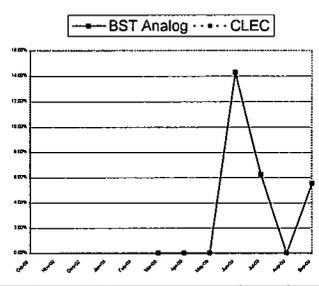


Better Performance  
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Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	10						
Apr-03	0.00%	0	9						
May-03	0.00%	0	11						
Jun-03	14.29%	2	14						
Jul-03	6.25%	1	16						
Aug-03	0.00%	0	14						
Sep-03	5.56%	1	18						



Better Performance  
↓

Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Missed Installation Appointments

(% of Installation Order Appointments Missed)

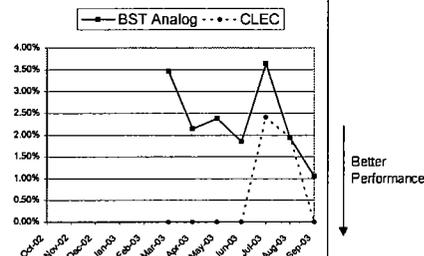
Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume Indicates total orders for this disaggregation completed in the reporting period.

### B.2.18.6.1.1 UNE ISDN<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.46%	13	376	0.00%	0	134		1.8810	YES
Apr-03	2.14%	8	373	0.00%	0	132		1.4618	YES
May-03	2.38%	7	294	0.00%	0	114		1.4155	YES
Jun-03	1.85%	5	271	0.00%	0	97		1.1588	YES
Jul-03	3.64%	10	275	2.41%	2	83		0.5233	YES
Aug-03	1.94%	5	258	1.94%	2	103		-0.0023	YES
Sep-03	1.05%	3	285	0.00%	0	89		0.7687	YES

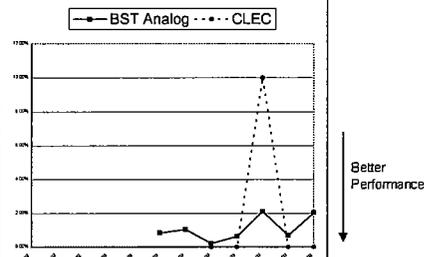
Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report



### B.2.18.6.1.2 UNE ISDN<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.84%	5	597						
Apr-03	1.05%	7	665						
May-03	0.22%	4	1,859	0.00%	0	10		0.1465	YES
Jun-03	0.63%	3	480	0.00%	0	10		0.2482	YES
Jul-03	2.11%	9	426	10.00%	3	30		-2.9036	NO
Aug-03	0.68%	4	591	0.00%	0	22		0.3802	YES
Sep-03	2.04%	10	491	0.00%	0	21		0.6471	YES

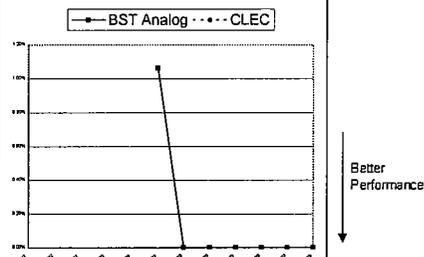
Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report



### B.2.18.6.2.1 UNE ISDN >= 10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.06%	1	94						
Apr-03	0.00%	0	4						
May-03	0.00%	0	2						
Jun-03	0.00%	0	2						
Jul-03	0.00%	0	3						
Aug-03	0.00%	0	3						
Sep-03	0.00%	0	1						

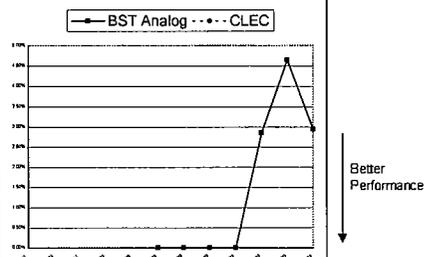
Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report



### B.2.18.6.2.2 UNE ISDN >= 10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	88						
Apr-03	0.00%	0	61						
May-03	0.00%	0	46						
Jun-03	0.00%	0	40						
Jul-03	2.86%	1	35						
Aug-03	4.65%	2	43						
Sep-03	2.94%	2	68						

Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report



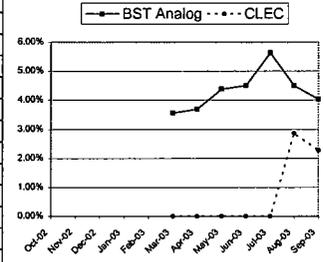
**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments**

(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.56%	1,159	32,565	0.00%	0	83		1.7479	YES
Apr-03	3.69%	1,141	30,937	0.00%	0	89		1.6237	YES
May-03	4.38%	1,282	29,299	0.00%	0	22		1.0030	YES
Jun-03	4.51%	1,404	31,145	0.00%	0	28		1.1492	YES
Jul-03	5.64%	1,877	33,302	0.00%	0	25		1.2215	YES
Aug-03	4.49%	1,465	32,646	2.88%	1	35		0.4856	YES
Sep-03	4.02%	1,207	30,010	2.27%	1	44		0.5901	YES

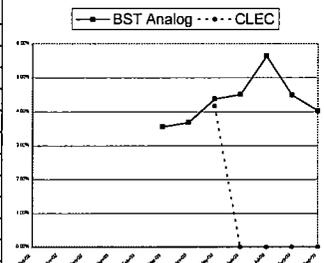


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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.56%	1,159	32,565						
Apr-03	3.69%	1,141	30,937						
May-03	4.38%	1,282	29,299	4.17%	1	24		0.0500	YES
Jun-03	4.51%	1,404	31,145	0.00%	0	8		0.6145	YES
Jul-03	5.64%	1,877	33,302	0.00%	0	15		0.9463	YES
Aug-03	4.49%	1,465	32,646	0.00%	0	7		0.5734	YES
Sep-03	4.02%	1,207	30,010	0.00%	0	13		0.7378	YES

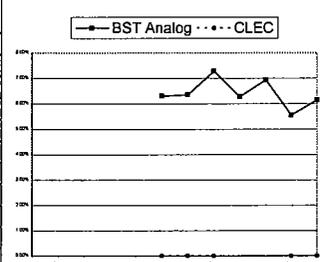


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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	6.31%	14	222	0.00%	0	3		0.4464	YES
Apr-03	6.38%	15	236	0.00%	0	2		0.3889	YES
May-03	7.28%	15	206	0.00%	0	1		0.2796	YES
Jun-03	6.28%	13	207						
Jul-03	6.94%	12	173						
Aug-03	5.58%	10	180	0.00%	0	1		0.2419	YES
Sep-03	6.15%	12	195	0.00%	0	1		0.2554	YES

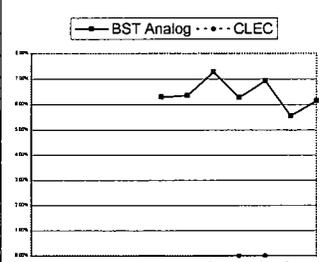


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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	6.31%	14	222						
Apr-03	6.36%	15	236						
May-03	7.28%	15	206						
Jun-03	6.28%	13	207	0.00%	0	1		0.2562	YES
Jul-03	6.94%	12	173	0.00%	0	2		0.3839	YES
Aug-03	5.58%	10	180						
Sep-03	6.15%	12	195						



↓  
Better Performance

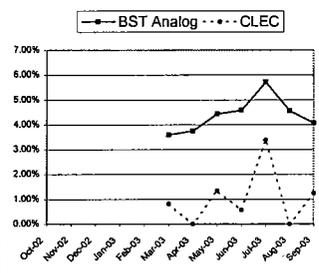
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.59%	1,132	31,497	0.81%	1	123		1.6537	YES
Apr-03	3.78%	1,120	29,797	0.00%	0	130		2.2484	YES
May-03	4.43%	1,259	28,395	1.34%	2	149		1.8285	YES
Jun-03	4.58%	1,380	30,135	0.57%	1	176		2.5383	YES
Jul-03	5.71%	1,842	32,233	3.36%	7	207		1.4414	YES
Aug-03	4.56%	1,434	31,475	0.00%	0	197		3.0570	YES
Sep-03	4.07%	1,180	29,004	1.24%	3	241		2.2096	YES

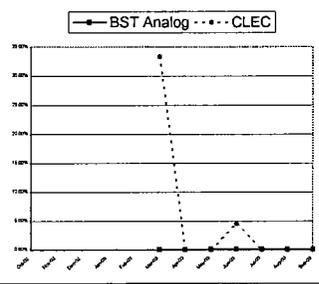


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Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.05%	101	207,927	33.33%	1	3		-26.1639	NO
Apr-03	0.08%	188	242,880	0.00%	0	3		0.0479	YES
May-03	0.08%	88	93,818	0.00%	0	16		0.1228	YES
Jun-03	0.11%	108	96,975	4.55%	1	22		-6.2349	NO
Jul-03	0.19%	174	89,874	0.00%	0	27		0.2288	YES
Aug-03	0.17%	165	97,269	0.00%	0	29		0.2220	YES
Sep-03	0.13%	138	102,893	0.00%	0	14		0.1371	YES

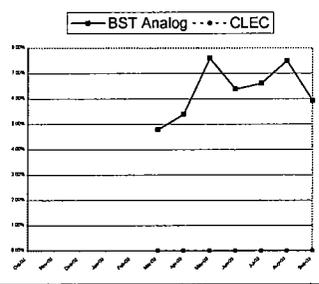


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Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.79%	8	167	0.00%	0	1		0.2236	YES
Apr-03	5.39%	9	167	0.00%	0	3		0.4097	YES
May-03	7.59%	12	158	0.00%	0	1		0.2858	YES
Jun-03	6.38%	9	141	0.00%	0	1		0.2602	YES
Jul-03	6.60%	7	106	0.00%	0	2		0.3728	YES
Aug-03	7.50%	9	120	0.00%	0	1		0.2836	YES
Sep-03	5.93%	8	135	0.00%	0	1		0.2501	YES

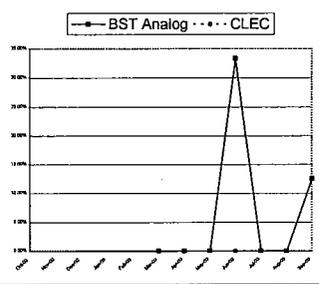


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Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	6	0.00%	0	1			YES
Apr-03	0.00%	0	11						
May-03	0.00%	0	19						
Jun-03	33.33%	1	3	0.00%	0	1		0.6124	YES
Jul-03	0.00%	0	3	0.00%	0	2			YES
Aug-03	0.00%	0	3						
Sep-03	12.50%	1	8						



↓  
Better Performance

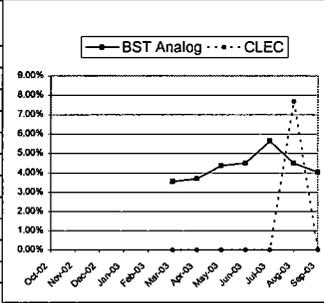
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.56%	1,159	32,565	0.00%	0	16		0.7682	YES
Apr-03	3.69%	1,141	30,937	0.00%	0	39		1.2213	YES
May-03	4.38%	1,282	29,299	0.00%	0	15		0.8283	YES
Jun-03	4.51%	1,404	31,145	0.00%	0	17		0.8956	YES
Jul-03	5.64%	1,877	33,302	0.00%	0	14		0.9143	YES
Aug-03	4.49%	1,465	32,646	7.69%	1	13		-0.5580	YES
Sep-03	4.02%	1,207	30,010	0.00%	0	7		0.5415	YES

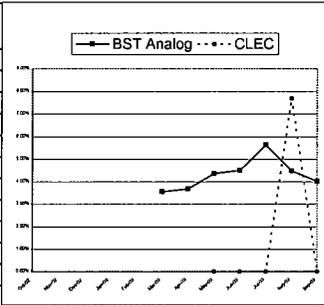


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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.56%	1,159	32,565						
Apr-03	3.69%	1,141	30,937						
May-03	4.38%	1,282	29,299	0.00%	0	5		0.4783	YES
Jun-03	4.51%	1,404	31,145	0.00%	0	11		0.7205	YES
Jul-03	5.64%	1,877	33,302	0.00%	0	20		1.0926	YES
Aug-03	4.49%	1,465	32,646	7.69%	1	13		-0.5580	YES
Sep-03	4.02%	1,207	30,010	0.00%	0	21		0.9378	YES

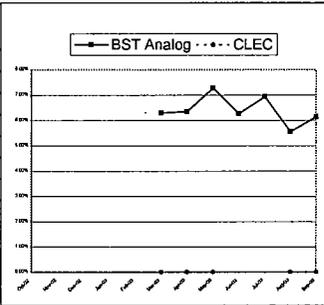


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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	6.31%	14	222	0.00%	0	2		0.3653	YES
Apr-03	6.36%	15	236	0.00%	0	2		0.3669	YES
May-03	7.28%	15	206	0.00%	0	2		0.3944	YES
Jun-03	6.28%	13	207						
Jul-03	6.94%	12	173						
Aug-03	5.56%	10	180	0.00%	0	1		0.2419	YES
Sep-03	6.15%	12	195	0.00%	0	1		0.2554	YES

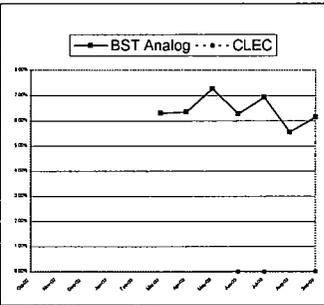


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Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	6.31%	14	222						
Apr-03	6.36%	15	236						
May-03	7.28%	15	206						
Jun-03	6.28%	13	207	0.00%	0	1		0.2582	YES
Jul-03	6.94%	12	173	0.00%	0	1		0.2722	YES
Aug-03	5.56%	10	180						
Sep-03	6.15%	12	195	0.00%	0	1		0.2554	YES



↓  
Better Performance

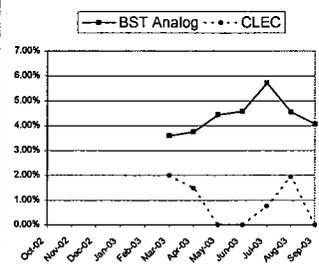
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Provisioning**  
**% Missed Installation Appointments**  
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.59%	1,132	31,497	2.00%	1	50		0.8050	YES
Apr-03	3.78%	1,120	29,797	1.49%	1	67		0.9742	YES
May-03	4.43%	1,259	28,395	0.00%	0	22		1.0069	YES
Jun-03	4.58%	1,380	30,135	0.00%	0	53		1.5935	YES
Jul-03	5.71%	1,842	32,233	0.76%	1	132		2.4485	YES
Aug-03	4.56%	1,434	31,475	1.94%	2	103		1.2703	YES
Sep-03	4.07%	1,180	29,004	0.00%	0	71		1.7331	YES

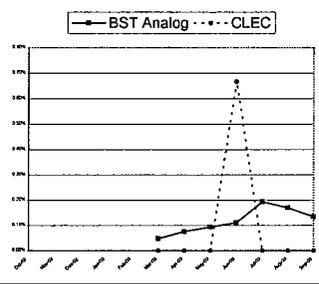


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.05%	101	207,927	0.00%	0	54		0.1620	YES
Apr-03	0.08%	188	242,880	0.00%	0	53		0.2015	YES
May-03	0.09%	88	93,818	0.00%	0	138		0.3571	YES
Jun-03	0.11%	108	96,975	0.67%	1	150		-2.0375	NO
Jul-03	0.19%	174	89,874	0.00%	0	353		0.8259	YES
Aug-03	0.17%	165	97,269	0.00%	0	404		0.8268	YES
Sep-03	0.13%	138	102,893	0.00%	0	348		0.6825	YES

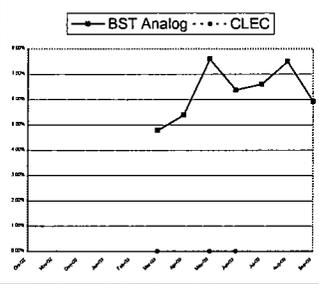


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.78%	8	167	0.00%	0	1		0.2238	YES
Apr-03	5.39%	9	167						
May-03	7.59%	12	158	0.00%	0	1		0.2858	YES
Jun-03	6.38%	9	141	0.00%	0	2		0.3667	YES
Jul-03	6.60%	7	106						
Aug-03	7.50%	9	120						
Sep-03	5.93%	8	135						

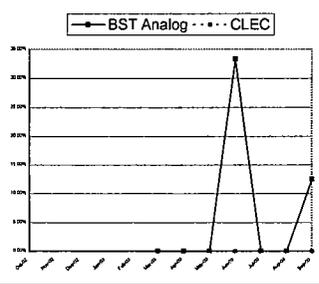


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	6						
Apr-03	0.00%	0	11						
May-03	0.00%	0	19	0.00%	0	3			YES
Jun-03	33.33%	1	3	0.00%	0	3		0.8860	YES
Jul-03	0.00%	0	3						
Aug-03	0.00%	0	3	0.00%	0	1			YES
Sep-03	12.50%	1	8	0.00%	0	4		0.6172	YES



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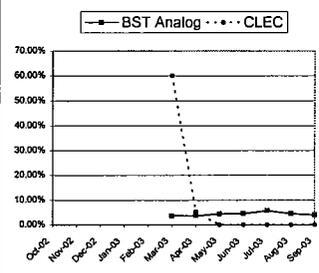
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Missed Installation Appointments (% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

### B.2.18.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.56%	1,159	32,585	80.00%	3	5		-6.8116	NO
Apr-03	3.69%	1,141	30,937	5.26%	1	19		-0.3642	YES
May-03	4.38%	1,282	29,299	0.00%	0	5		0.4783	YES
Jun-03	4.51%	1,404	31,145	0.00%	0	4		0.4345	YES
Jul-03	5.64%	1,877	33,302	0.00%	0	6		0.5986	YES
Aug-03	4.49%	1,465	32,646	0.00%	1	9		0.6502	YES
Sep-03	4.02%	1,207	30,010	0.00%	1	6		0.5014	YES

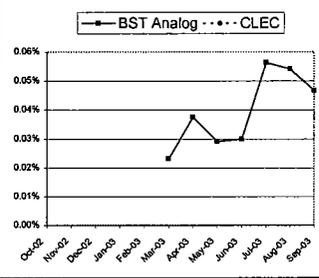


Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.18.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.02%	107	461,141						
Apr-03	-0.04%	192	510,196						
May-03	0.03%	138	473,349						
Jun-03	-0.03%	141	471,028						
Jul-03	0.09%	249	441,821						
Aug-03	0.05%	261	482,474						
Sep-03	0.05%	224	479,923						

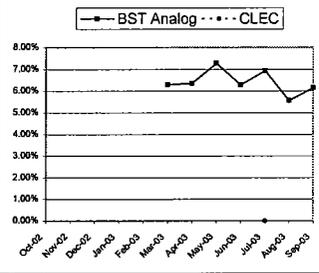


Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.18.15.2.1 UCL-ND/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	6.31%	14	222						
Apr-03	6.36%	15	236						
May-03	7.28%	15	206						
Jun-03	6.28%	13	207						
Jul-03	6.94%	12	173	0.00%	0	1		0.2722	YES
Aug-03	5.56%	10	180						
Sep-03	6.15%	12	195						

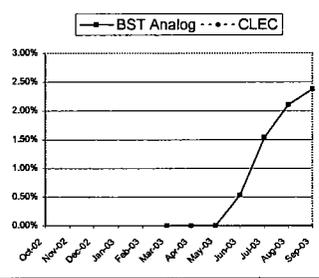


Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.18.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	207						
Apr-03	0.00%	0	141						
May-03	0.00%	0	135						
Jun-03	0.53%	1	187						
Jul-03	1.54%	2	130						
Aug-03	2.11%	2	95						
Sep-03	2.38%	3	126						



Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Missed Installation Appointments

(% of Installation Order Appointments Missed)

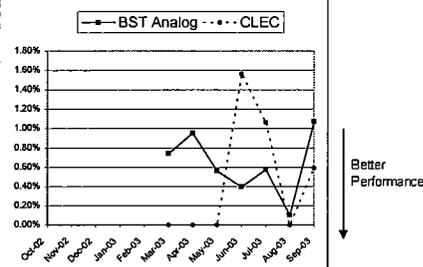
Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume indicates total orders for this disaggregation completed in the reporting period.

### B.2.18.22.1.1 EELs<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.74%	7	945	0.00%	0	124		0.9045	YES
Apr-03	0.96%	10	1,047	0.00%	0	135		1.0738	YES
May-03	0.56%	5	891	0.00%	0	119		0.7897	YES
Jun-03	0.40%	4	1,008	1.56%	3	192		-2.3547	NO
Jul-03	0.58%	5	867	1.08%	2	188		-0.7998	YES
Aug-03	0.10%	1	960	0.00%	0	139		0.3558	YES
Sep-03	1.07%	11	1,027	0.59%	1	169		0.5610	YES

Note 1: Retail DS1/DS3 data serves as the BST Analog for this report

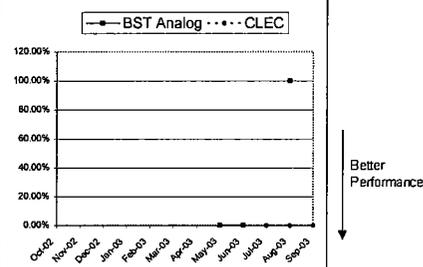


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### B.2.18.22.1.2 EELs<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.00%	0	1	0.00%	0	0			
Jun-03	0.00%	0	1	0.00%	0	0			
Jul-03				0.00%	0	1			
Aug-03	100.00%	1	1	0.00%	0	1			
Sep-03				0.00%	0	0			

Note 1: Retail DS1/DS3 data serves as the BST Analog for this report

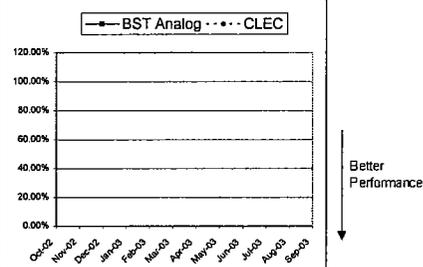


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### B.2.18.22.2.1 EELs>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									

Note 1: Retail DS1/DS3 data serves as the BST Analog for this report

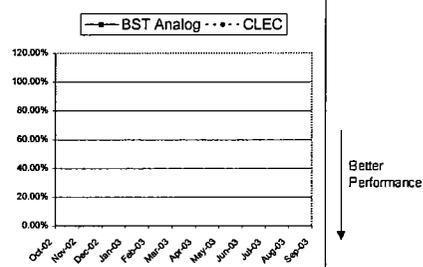


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### B.2.18.22.2.2 EELs>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									

Note 1: Retail DS1/DS3 data serves as the BST Analog for this report



Better Performance

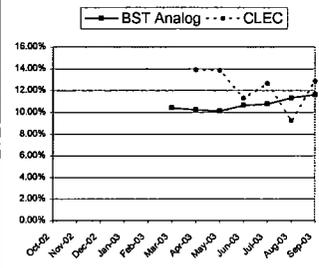
### Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

#### B.2.19.4.1.1 EELs<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.42%	3,237	31,064						
Apr-03	10.24%	3,497	34,141	13.90%	36	259		-1.9336	NO
May-03	10.10%	3,308	32,745	13.83%	39	282		-2.0682	NO
Jun-03	10.64%	3,306	31,079	11.31%	25	221		-0.3242	YES
Jul-03	10.76%	3,533	32,832	12.66%	39	308		-1.0719	YES
Aug-03	11.32%	3,967	35,050	9.27%	28	302		1.1178	YES
Sep-03	11.61%	3,989	34,344	12.85%	32	249		-0.6068	YES

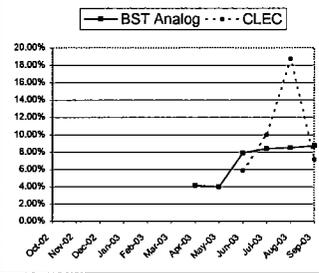


Better Performance  
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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

#### B.2.19.4.1.4 EELs<10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03	4.13%	8,849	214,027						
May-03	4.01%	8,803	244,528						
Jun-03	7.90%	7,651	96,901	5.88%	1	17		0.3078	YES
Jul-03	8.40%	8,259	98,287	10.00%	1	10		-0.1818	YES
Aug-03	8.51%	7,926	83,096	18.75%	3	16		-1.4870	YES
Sep-03	8.74%	8,722	99,767	7.14%	1	14		0.2119	YES

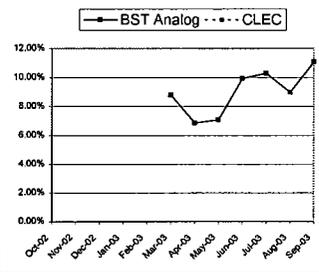


Better Performance  
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Note 1: Residence, Business, and Design - Dispatch In data serves as the BST Analog for this report

#### B.2.19.4.2.1 EELs>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	8.82%	32	363						
Apr-03	8.88%	33	481						
May-03	7.08%	42	593						
Jun-03	9.93%	44	443						
Jul-03	10.28%	43	418						
Aug-03	8.98%	36	401						
Sep-03	11.08%	42	379						

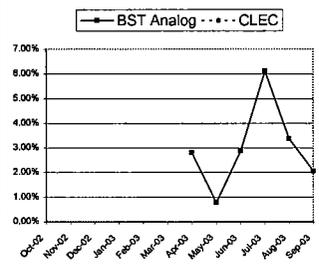


Better Performance  
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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

#### B.2.19.4.2.4 EELs>=10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03	2.81%	5	178						
May-03	0.78%	1	129						
Jun-03	2.88%	4	139						
Jul-03	6.12%	12	196						
Aug-03	3.38%	5	148						
Sep-03	2.06%	2	97						



Better Performance  
↓

Note 1: Residence, Business, and Design - Dispatch In data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

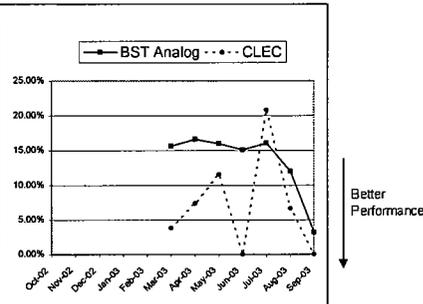
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.86%	1,721	10,992	3.82%	5	131		3.7071	YES
Apr-03	16.62%	1,973	11,869	7.38%	9	122		2.7292	YES
May-03	15.97%	1,918	12,011	11.54%	3	26		0.8160	YES
Jun-03	15.12%	2,020	13,381	0.00%	0	10		1.3341	YES
Jul-03	16.10%	2,182	13,556	20.83%	5	24		-0.6309	YES
Aug-03	12.02%	1,734	14,429	6.87%	1	15		0.6370	YES
Sep-03	3.21%	571	17,790	0.00%	0	10		0.5757	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

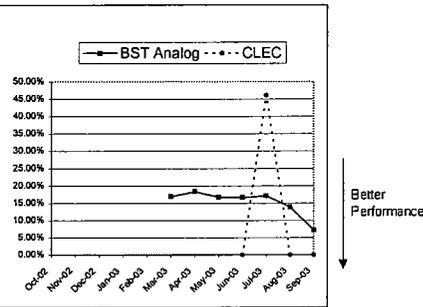


Better Performance  
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### B.2.19.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	16.87%	754	4,469						
Apr-03	18.33%	866	4,725						
May-03	16.78%	775	4,624						
Jun-03	16.62%	819	4,927	0.00%	0	9		1.3383	YES
Jul-03	17.10%	841	4,917	46.15%	6	13		-2.7780	NO
Aug-03	13.90%	691	4,972	0.00%	0	12		1.3901	YES
Sep-03	7.17%	472	6,584	0.00%	0	6		0.6804	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

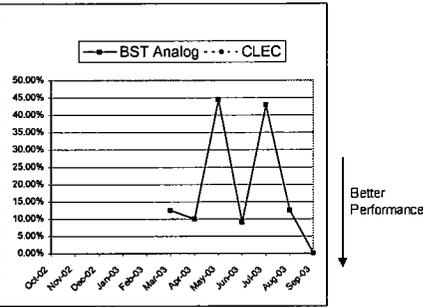


Better Performance  
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### B.2.19.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	12.50%	1	8						
Apr-03	10.00%	1	10						
May-03	44.44%	4	9						
Jun-03	9.09%	1	11						
Jul-03	42.86%	6	14						
Aug-03	12.50%	2	16						
Sep-03	0.00%	0	14						

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

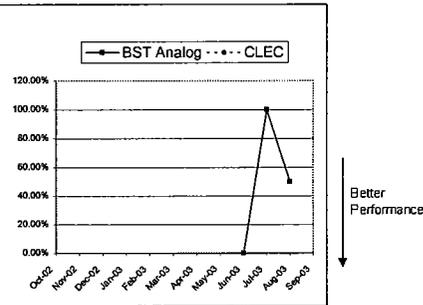


Better Performance  
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### B.2.19.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03	0.00%	0	1						
Jul-03	100.00%	1	1						
Aug-03	50.00%	1	2						
Sep-03									

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



Better Performance  
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## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

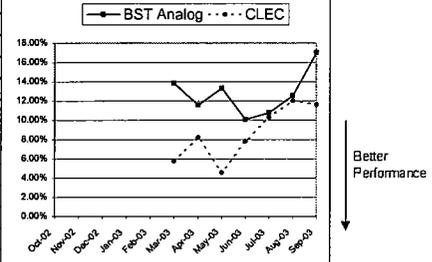
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.6.1.1 UNE ISDN/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	13.83%	35	253	5.76%	8	139		2.2163	YES
Apr-03	11.58%	24	207	8.21%	11	134		0.9537	YES
May-03	13.33%	34	255	4.55%	6	132		2.4110	YES
Jun-03	10.10%	21	208	7.83%	9	115		0.6484	YES
Jul-03	10.80%	19	176	10.31%	10	97		0.1239	YES
Aug-03	12.57%	21	167	12.05%	10	83		0.1183	YES
Sep-03	17.02%	24	141	11.65%	12	103		1.1025	YES

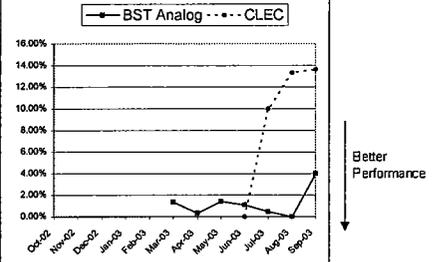
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



### B.2.19.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.37%	4	293						
Apr-03	0.33%	1	299						
May-03	1.41%	5	354						
Jun-03	1.10%	3	273	0.00%	0	10		0.3274	YES
Jul-03	0.47%	1	214	10.00%	1	10		-4.3204	NO
Aug-03	0.00%	0	177	13.33%	4	30			NO
Sep-03	3.99%	13	326	13.64%	3	22		-2.2386	NO

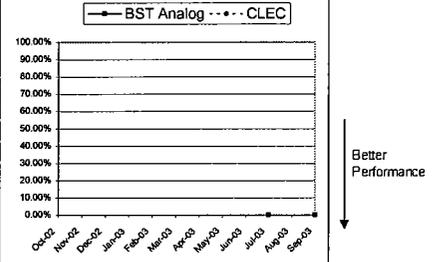
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



### B.2.19.6.2.1 UNE ISDN/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03	0.00%	0	1						
Aug-03									
Sep-03	0.00%	0	1						

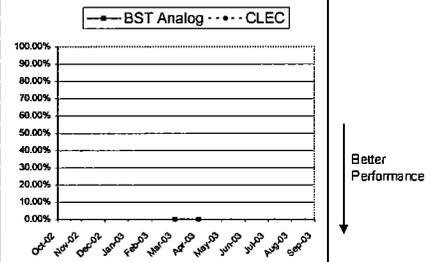
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



### B.2.19.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	1						
Apr-03	0.00%	0	9						
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



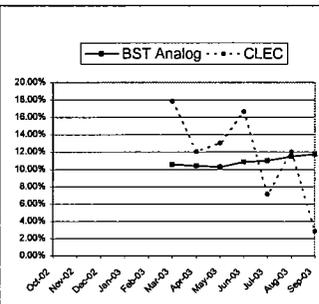
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.58%	3,144	29,725	17.86%	5	28		-1.2520	YES
Apr-03	10.43%	3,395	32,565	12.05%	10	83		-0.4832	YES
May-03	10.28%	3,179	30,937	13.04%	9	69		-0.7563	YES
Jun-03	10.87%	3,210	29,534	16.87%	4	24		-0.9122	YES
Jul-03	11.02%	3,432	31,145	7.14%	2	28		0.6548	YES
Aug-03	11.50%	3,829	33,302	12.00%	3	25		-0.0787	YES
Sep-03	11.75%	3,837	32,646	2.86%	1	35		1.6333	YES

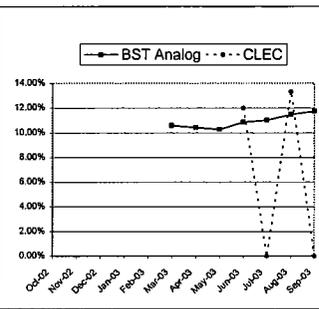


Better Performance  
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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.19.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.58%	3,144	29,725						
Apr-03	10.43%	3,395	32,565						
May-03	10.28%	3,179	30,937						
Jun-03	10.87%	3,210	29,534	12.00%	3	25		-0.1816	YES
Jul-03	11.02%	3,432	31,145	0.00%	0	8		0.9952	YES
Aug-03	11.50%	3,829	33,302	13.33%	2	15		-0.2228	YES
Sep-03	11.75%	3,837	32,646	0.00%	0	7		0.9655	YES

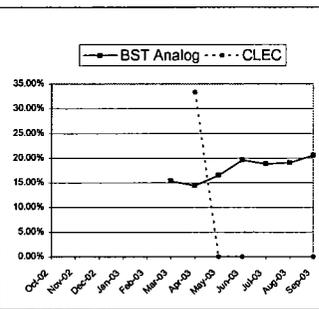


Better Performance  
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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.19.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.34%	29	189						
Apr-03	14.41%	32	222	33.33%	1	3		-0.9267	YES
May-03	16.53%	39	236	0.00%	0	2		0.8266	YES
Jun-03	19.62%	41	209	0.00%	0	1		0.4928	YES
Jul-03	18.84%	39	207						
Aug-03	19.08%	33	173						
Sep-03	20.56%	37	180	0.00%	0	1		0.5073	YES

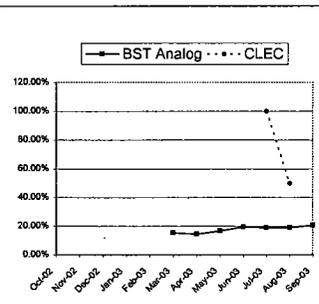


Better Performance  
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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.19.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.34%	29	189						
Apr-03	14.41%	32	222						
May-03	16.53%	39	236						
Jun-03	19.62%	41	209						
Jul-03	18.84%	39	207	100.00%	1	1		-2.0705	NO
Aug-03	19.08%	33	173	50.00%	1	2		-1.1068	YES
Sep-03	20.56%	37	180						



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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

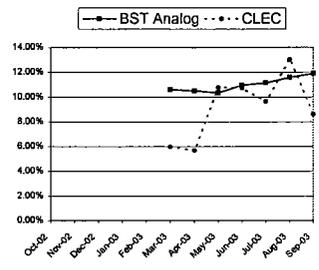
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.60%	3,031	28,589	5.98%	7	117		1.6196	YES
Apr-03	10.52%	3,313	31,497	5.69%	7	123		1.7417	YES
May-03	10.36%	3,088	29,797	10.77%	14	130		-0.1540	YES
Jun-03	10.98%	3,142	28,624	10.74%	16	149		0.0929	YES
Jul-03	11.15%	3,361	30,135	9.66%	17	178		0.6278	YES
Aug-03	11.60%	3,739	32,233	13.04%	27	207		-0.6465	YES
Sep-03	11.89%	3,743	31,475	8.63%	17	197		1.4103	YES

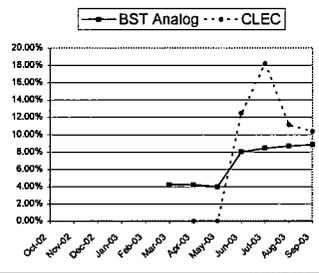


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.23%	8,176	193,514						
Apr-03	4.21%	8,758	207,927	0.00%	0	3		0.3832	YES
May-03	4.01%	9,729	242,880	0.00%	0	3		0.3538	YES
Jun-03	6.03%	7,553	94,023	12.50%	2	16		-0.6573	YES
Jul-03	8.45%	8,191	96,975	18.18%	4	22		-1.8419	YES
Aug-03	8.69%	7,814	89,874	11.11%	3	27		-0.4458	YES
Sep-03	8.85%	8,612	97,269	10.34%	3	29		-0.2826	YES

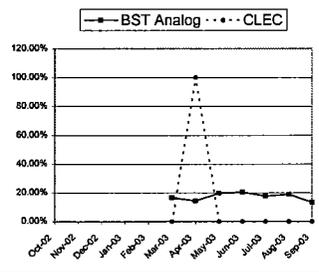


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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	16.56%	25	151	0.00%	0	4		0.8793	YES
Apr-03	14.37%	24	167	100.00%	1	1		-2.4337	NO
May-03	19.76%	33	167	0.00%	0	3		0.8519	YES
Jun-03	20.50%	33	161	0.00%	0	1		0.5082	YES
Jul-03	17.73%	25	141	0.00%	0	1		0.4826	YES
Aug-03	18.87%	20	106	0.00%	0	2		0.6757	YES
Sep-03	13.33%	16	120	0.00%	0	1		0.3906	YES

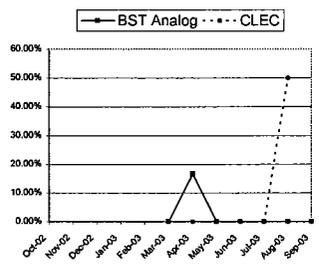


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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	3						
Apr-03	16.67%	1	6	0.00%	0	1		0.4140	YES
May-03	0.00%	0	11						
Jun-03	0.00%	0	19						
Jul-03	0.00%	0	3	0.00%	0	1			YES
Aug-03	0.00%	0	3	50.00%	1	2			NO
Sep-03	0.00%	0	3						



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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

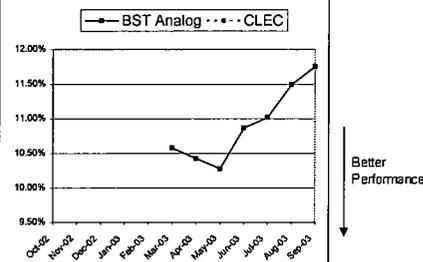
**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days**

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

**B.2.19.10.1.1 2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (%)**

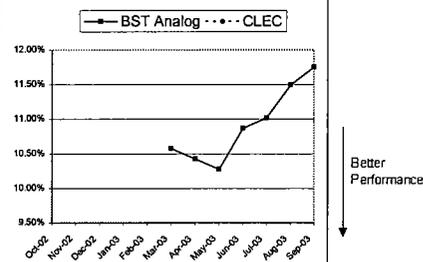
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.58%	3,144	29,725						
Apr-03	10.43%	3,395	32,565						
May-03	10.28%	3,179	30,937						
Jun-03	10.87%	3,210	29,534						
Jul-03	11.02%	3,432	31,145						
Aug-03	11.50%	3,829	33,302						
Sep-03	11.75%	3,837	32,646						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.19.10.1.2 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (%)**

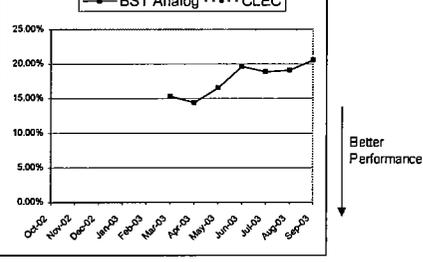
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.58%	3,144	29,725						
Apr-03	10.43%	3,395	32,565						
May-03	10.28%	3,179	30,937						
Jun-03	10.87%	3,210	29,534						
Jul-03	11.02%	3,432	31,145						
Aug-03	11.50%	3,829	33,302						
Sep-03	11.75%	3,837	32,646						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.19.10.2.1 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (%)**

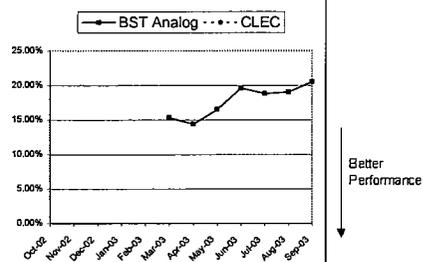
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.34%	29	189						
Apr-03	14.41%	32	222						
May-03	16.53%	39	236						
Jun-03	19.62%	41	209						
Jul-03	18.84%	39	207						
Aug-03	19.08%	33	173						
Sep-03	20.58%	37	180						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.19.10.2.2 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.34%	29	189						
Apr-03	14.41%	32	222						
May-03	16.53%	39	236						
Jun-03	19.62%	41	209						
Jul-03	18.84%	39	207						
Aug-03	19.08%	33	173						
Sep-03	20.58%	37	180						



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

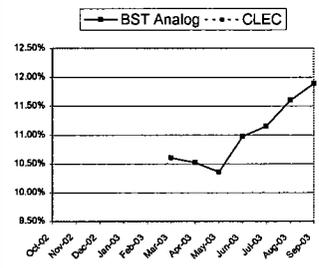
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.11.1.1 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.60%	3,031	28,589						
Apr-03	10.52%	3,313	31,497						
May-03	10.36%	3,086	29,797						
Jun-03	10.98%	3,142	28,624						
Jul-03	11.15%	3,361	30,135						
Aug-03	11.60%	3,739	32,233						
Sep-03	11.89%	3,743	31,475						

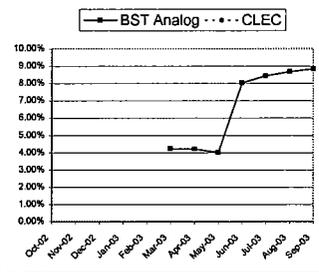


Better  
Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.11.1.4 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.23%	8,176	193,514						
Apr-03	4.21%	8,758	207,927						
May-03	4.01%	9,729	242,880						
Jun-03	8.03%	7,553	94,023						
Jul-03	8.45%	8,191	96,975						
Aug-03	8.89%	7,814	89,874						
Sep-03	8.85%	8,812	97,269						

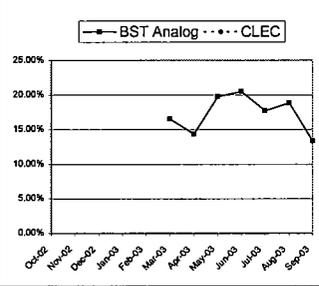


Better  
Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.11.2.1 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	16.56%	25	151						
Apr-03	14.37%	24	167						
May-03	19.76%	33	197						
Jun-03	20.50%	33	161						
Jul-03	17.73%	25	141						
Aug-03	18.87%	20	106						
Sep-03	13.33%	16	120						

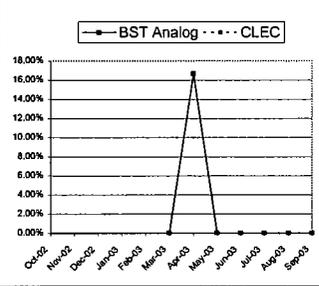


Better  
Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.11.2.4 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	3						
Apr-03	16.67%	1	6						
May-03	0.00%	0	11						
Jun-03	0.00%	0	19						
Jul-03	0.00%	0	3						
Aug-03	0.00%	0	3						
Sep-03	0.00%	0	3						



Better  
Performance  
↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

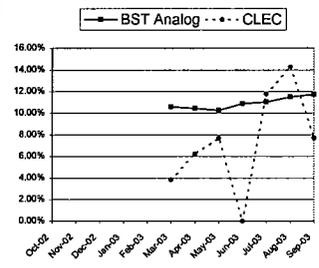
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.58%	3,144	29,725	3.85%	1	28		1.1155	YES
Apr-03	10.43%	3,395	32,585	8.25%	1	16		0.5464	YES
May-03	10.28%	3,179	30,937	7.69%	3	39		0.5310	YES
Jun-03	10.87%	3,210	29,534	0.00%	0	15		1.3521	YES
Jul-03	11.02%	3,432	31,145	11.76%	2	17		-0.0981	YES
Aug-03	11.50%	3,829	33,302	14.29%	2	14		-0.3269	YES
Sep-03	11.75%	3,837	32,646	7.69%	1	13		0.4546	YES

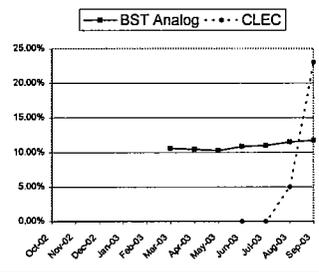


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.19.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.58%	3,144	29,725						
Apr-03	10.43%	3,395	32,585						
May-03	10.28%	3,179	30,937						
Jun-03	10.87%	3,210	29,534	0.00%	0	5		0.7808	YES
Jul-03	11.02%	3,432	31,145	0.00%	0	11		1.1669	YES
Aug-03	11.50%	3,829	33,302	5.00%	1	20		0.9107	YES
Sep-03	11.75%	3,837	32,646	23.08%	3	13		-1.2675	YES

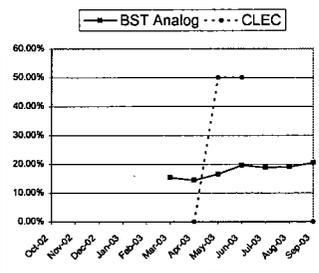


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.19.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.34%	29	189						
Apr-03	14.41%	32	222	0.00%	0	2		0.5778	YES
May-03	16.53%	39	238	50.00%	1	2		-1.2692	YES
Jun-03	19.62%	41	209	50.00%	1	2		-1.0769	YES
Jul-03	18.84%	39	207						
Aug-03	19.08%	33	173						
Sep-03	20.56%	37	180	0.00%	0	1		0.5073	YES

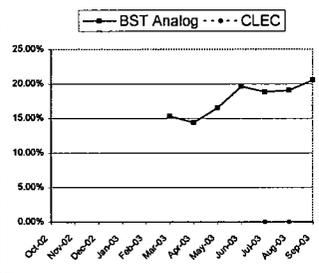


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.19.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.34%	29	189						
Apr-03	14.41%	32	222						
May-03	16.53%	39	238						
Jun-03	19.62%	41	209						
Jul-03	18.84%	39	207	0.00%	0	1		0.4807	YES
Aug-03	19.08%	33	173	0.00%	0	1		0.4841	YES
Sep-03	20.56%	37	180						



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

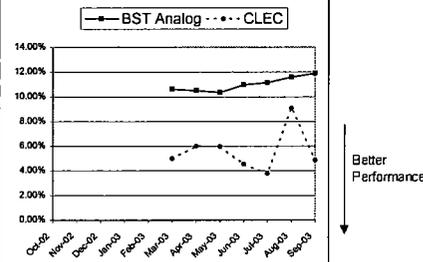
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (%)

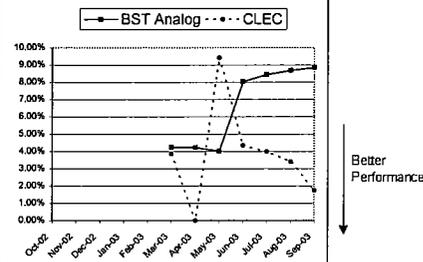
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.80%	3,031	28,589	5.00%	2	40		1.1500	YES
Apr-03	10.52%	3,313	31,497	6.00%	3	50		1.0406	YES
May-03	10.36%	3,086	29,797	5.67%	4	67		1.1771	YES
Jun-03	10.98%	3,142	28,624	4.55%	1	22		0.9646	YES
Jul-03	11.15%	3,361	30,135	3.77%	2	53		1.7052	YES
Aug-03	11.60%	3,739	32,233	9.08%	12	132		0.8984	YES
Sep-03	11.89%	3,743	31,475	4.85%	5	103		2.2029	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (%)

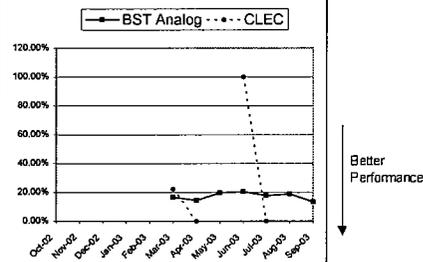
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.23%	8,176	193,514	3.85%	2	52		0.1358	YES
Apr-03	4.21%	8,758	207,927	0.00%	0	54		1.5407	YES
May-03	4.01%	9,729	242,880	9.43%	5	53		-2.0151	NO
Jun-03	8.03%	7,553	94,023	4.35%	6	138		1.5916	YES
Jul-03	8.45%	8,191	96,975	4.00%	6	150		1.9568	YES
Aug-03	8.69%	7,814	89,874	3.40%	12	353		3.5240	YES
Sep-03	8.85%	8,812	97,269	1.73%	7	404		5.0281	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (%)

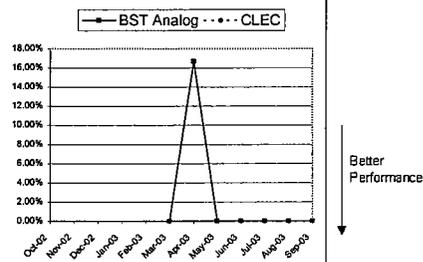
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	18.56%	25	151	22.22%	2	9		-0.4443	YES
Apr-03	14.37%	24	167	0.00%	0	1		0.4085	YES
May-03	19.75%	33	167						
Jun-03	20.50%	33	161	100.00%	1	1		-1.9634	NO
Jul-03	17.73%	25	141	0.00%	0	2		0.6519	YES
Aug-03	18.87%	20	106						
Sep-03	13.33%	16	120						



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.19.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	3						
Apr-03	16.67%	1	6						
May-03	0.00%	0	11						
Jun-03	0.00%	0	19	0.00%	0	3			YES
Jul-03	0.00%	0	3	0.00%	0	3			YES
Aug-03	0.00%	0	3						
Sep-03	0.00%	0	3	0.00%	0	1			YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

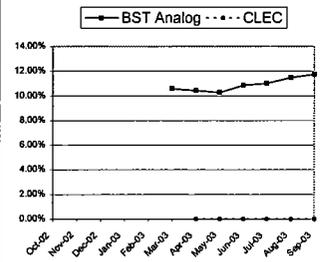
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

### B.2.19.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.58%	3,144	29,725						
Apr-03	10.43%	3,395	32,565	0.00%	0	5		0.7628	YES
May-03	10.28%	3,179	30,937	0.00%	0	19		1.4747	YES
Jun-03	10.87%	3,210	29,534	0.00%	0	5		0.7808	YES
Jul-03	11.02%	3,432	31,145	0.00%	0	4		0.7038	YES
Aug-03	11.50%	3,829	33,302	0.00%	0	6		0.8828	YES
Sep-03	11.75%	3,837	32,646	0.00%	0	9		1.0947	YES

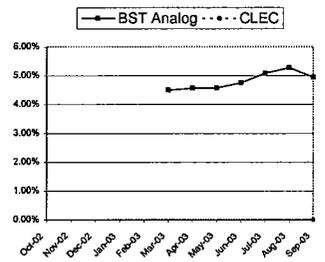


Better Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.19.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.50%	19,885	437,381						
Apr-03	4.57%	21,074	461,141						
May-03	4.58%	23,380	510,198						
Jun-03	4.76%	22,594	474,485						
Jul-03	5.09%	23,965	471,028						
Aug-03	5.27%	23,300	441,821						
Sep-03	4.94%	23,848	482,474	0.00%	0	2		0.3225	YES

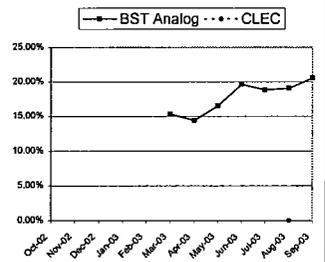


Better Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.19.15.2.1 UCL-ND/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.34%	29	189						
Apr-03	14.41%	32	222						
May-03	16.53%	39	238						
Jun-03	19.62%	41	209						
Jul-03	18.84%	39	207						
Aug-03	19.08%	33	173	0.00%	0	1		0.4841	YES
Sep-03	20.56%	37	180						

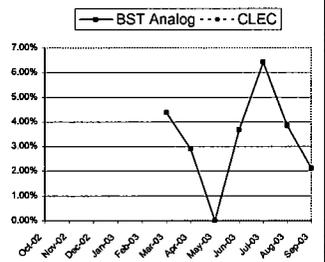


Better Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.19.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.38%	6	137						
Apr-03	2.90%	6	207						
May-03	0.00%	0	141						
Jun-03	3.68%	5	136						
Jul-03	6.42%	12	187						
Aug-03	3.85%	5	130						
Sep-03	2.11%	2	95						



Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

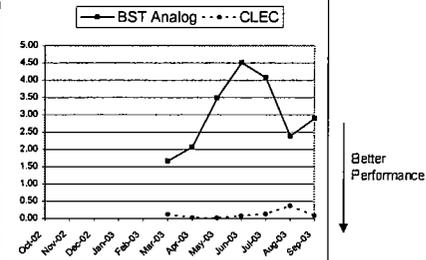
Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

### B.2.21.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.66	19,761	11,902	0.12	6	50	17.446	0.6229	YES
Apr-03	2.07	24,988	12,068	0.02	0	19	12.417	0.7180	YES
May-03	3.49	46,589	13,361	0.02	0	1	18.847	0.1841	YES
Jun-03	4.51	61,200	13,556	0.07	0	4	23.200	0.3830	YES
Jul-03	4.07	58,750	14,429	0.13	0	2	26.968	0.2065	YES
Aug-03	2.38	42,375	17,790	0.37	0	1	22.099	0.0912	YES
Sep-03	2.90	43,178	14,911	0.08	0	1	30.910	0.0910	YES

Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report

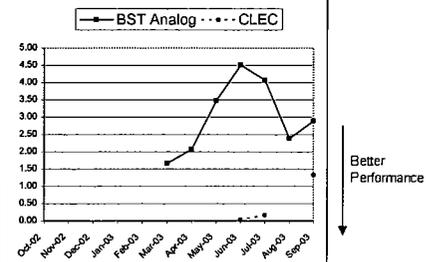


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### B.2.21.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.66	19,761	11,902				17.446		
Apr-03	2.07	24,988	12,068				12.417		
May-03	3.49	46,589	13,361				18.847		
Jun-03	4.51	61,200	13,556	0.03	0	1	23.200	0.1932	YES
Jul-03	4.07	58,750	14,429	0.17	0	1	26.968	0.1448	YES
Aug-03	2.38	42,375	17,790				22.099		
Sep-03	2.90	43,178	14,911	1.33	1	1	30.910	0.0505	YES

Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report

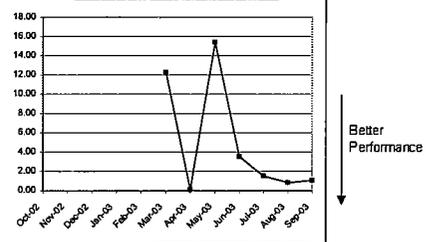


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### B.2.21.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	12.28	123	10				28.082		
Apr-03	0.09	1	9				0.148		
May-03	15.42	170	11				49.990		
Jun-03	3.52	49	14				11.872		
Jul-03	1.51	24	16				5.820		
Aug-03	0.84	12	14				3.021		
Sep-03	1.05	19	18				4.112		

Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report

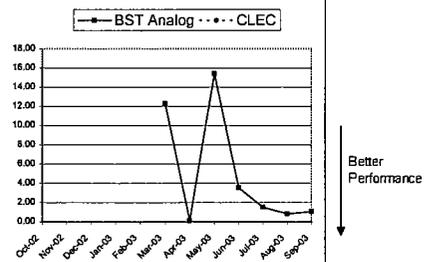


Better Performance  
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### B.2.21.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	12.28	123	10				28.082		
Apr-03	0.09	1	9				0.148		
May-03	15.42	170	11				49.990		
Jun-03	3.52	49	14				11.872		
Jul-03	1.51	24	16				5.820		
Aug-03	0.84	12	14				3.021		
Sep-03	1.05	19	18				4.112		

Note 1: ADSL (With Dispatch) Provided to Retail data serves as the BST Analog for this report



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**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized**

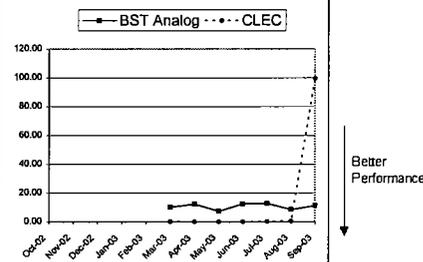
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.6.1.1 UNE ISDN<10 circuits/Dispatch/GA (hours)**

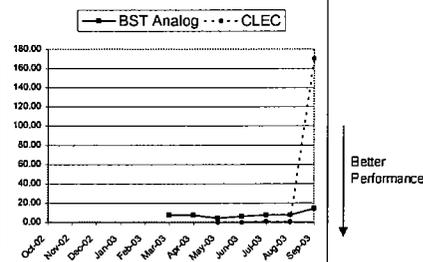
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.29	4,248	413	0.18	22	125	42.060	2.3542	YES
Apr-03	12.28	4,938	402	0.03	4	117	41.350	2.8208	YES
May-03	7.43	2,324	313	0.02	2	110	29.934	2.2323	YES
Jun-03	12.45	3,374	271	0.10	9	93	40.880	2.5144	YES
Jul-03	12.66	3,480	275	0.17	12	69	38.983	2.3791	YES
Aug-03	8.45	2,181	258	0.43	44	102	30.242	2.2882	YES
Sep-03	11.17	3,185	285	99.68	5,382	54	117.777	-5.0830	NO



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

**B.2.21.6.1.2 UNE ISDN<10 circuits/Non-Dispatch/GA (hours)**

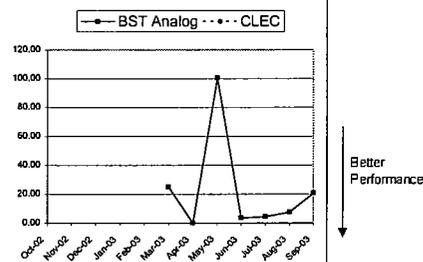
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	7.82	4,620	606				36.600		
Apr-03	7.17	4,844	878				36.654		
May-03	4.40	8,216	1,868	0.02	0	9	17.642	0.7427	YES
Jun-03	6.19	2,971	480	0.05	0	9	39.242	0.4654	YES
Jul-03	7.59	3,232	426	1.03	24	23	33.991	0.9015	YES
Aug-03	7.75	4,582	591	0.78	16	21	33.296	0.9423	YES
Sep-03	14.36	7,082	491	170.43	2,557	15	136.439	-4.3838	NO



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

**B.2.21.6.2.1 UNE ISDN>=10 circuits/Dispatch/GA (hours)**

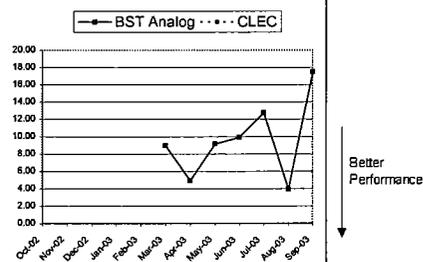
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	24.61	3,225	130				51.193		
Apr-03	0.02	0	4				0.000		
May-03	100.41	201	2				0.012		
Jun-03	3.54	7	2				4.985		
Jul-03	4.42	13	3				7.534		
Aug-03	7.45	22	3				12.875		
Sep-03	20.73	21	1				0.000		



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

**B.2.21.6.2.2 UNE ISDN>=10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	8.96	690	77				31.343		
Apr-03	4.92	305	62				19.169		
May-03	9.12	429	47				35.324		
Jun-03	9.92	397	40				27.807		
Jul-03	12.75	446	35				52.328		
Aug-03	3.90	184	42				17.518		
Sep-03	17.49	1,190	68				78.403		



Note 1: Retail ISDN - BRI and PRI data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized**

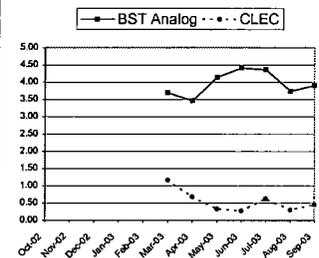
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.70	121,530	32,865	1.16	78	67	25.772	0.8051	YES
Apr-03	3.47	108,191	31,203	0.68	40	59	23.504	0.9099	YES
May-03	4.15	122,509	29,533	0.33	7	20	24.061	0.7096	YES
Jun-03	4.42	137,898	31,141	0.28	7	25	25.908	0.7889	YES
Jul-03	4.37	145,405	33,299	0.63	13	20	28.646	0.5837	YES
Aug-03	3.74	122,194	32,645	0.30	9	31	26.316	0.7271	YES
Sep-03	3.91	117,389	30,006	0.46	19	41	35.423	0.6244	YES

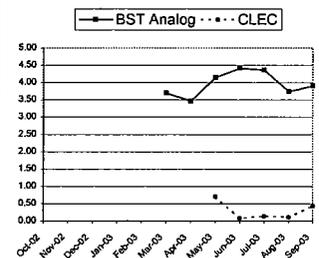


Better Performance  
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Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.70	121,530	32,865				25.772		
Apr-03	3.47	108,191	31,203				23.504		
May-03	4.15	122,509	29,533	0.70	15	21	24.061	0.6567	YES
Jun-03	4.42	137,696	31,141	0.08	0	6	25.908	0.4101	YES
Jul-03	4.37	145,405	33,299	0.14	2	11	28.646	0.4897	YES
Aug-03	3.74	122,194	32,645	0.11	1	6	26.316	0.3380	YES
Sep-03	3.91	117,389	30,006	0.43	5	11	35.423	0.3255	YES

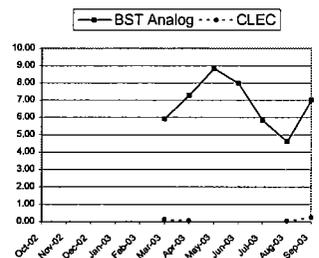


Better Performance  
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Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.8.2.1 2W Analog Loop Design>=10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.92	1,349	228	0.13	0	1	20.592	0.2803	YES
Apr-03	7.28	1,733	238	0.05	0	1	26.133	0.2761	YES
May-03	8.83	1,846	209				31.276		
Jun-03	7.98	1,652	207				21.017		
Jul-03	5.83	1,008	173				19.713		
Aug-03	4.60	828	180	0.03	0	1	15.609	0.2919	YES
Sep-03	7.01	1,360	194	0.23	0	1	33.896	0.1995	YES

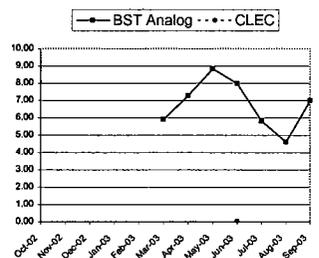


Better Performance  
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Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.8.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.92	1,349	228				20.592		
Apr-03	7.28	1,733	238				26.133		
May-03	8.83	1,846	209				31.276		
Jun-03	7.98	1,652	207	0.05	0	1	21.017	0.3785	YES
Jul-03	5.83	1,008	173				19.713		
Aug-03	4.60	828	180				15.609		
Sep-03	7.01	1,360	194				33.896		



Better Performance  
↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

### Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Average Completion Notice Interval - Mechanized

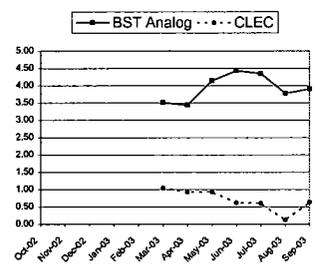
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

#### B.2.21.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.51	111,653	31,772	1.05	123	117	24.572	1.0836	YES
Apr-03	3.44	103,230	30,052	0.92	113	122	23.432	1.1815	YES
May-03	4.15	118,885	28,623	0.93	135	145	24.248	1.5922	YES
Jun-03	4.44	133,784	30,131	0.82	97	156	26.122	1.8207	YES
Jul-03	4.36	140,376	32,230	0.80	112	187	28.860	1.7743	YES
Aug-03	3.78	119,063	31,474	0.12	22	184	26.587	1.8627	YES
Sep-03	3.91	113,381	29,000	0.84	146	228	35.795	1.3737	YES

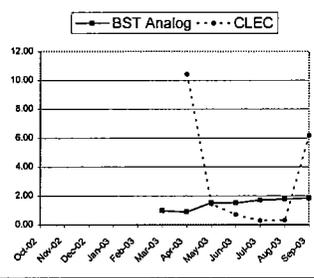


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.21.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.98	203,934	207,964				9.486		
Apr-03	0.89	217,314	242,854	10.43	10	1	6.644	-1.4356	YES
May-03	1.53	143,806	94,020	1.45	16	11	11.200	0.0243	YES
Jun-03	1.51	146,494	96,971	0.70	10	14	10.229	0.2961	YES
Jul-03	1.71	154,013	89,872	0.29	7	23	15.597	0.4362	YES
Aug-03	1.77	171,880	97,265	0.31	7	22	15.794	0.4330	YES
Sep-03	1.84	189,088	102,890	6.16	68	11	19.785	-0.7237	YES

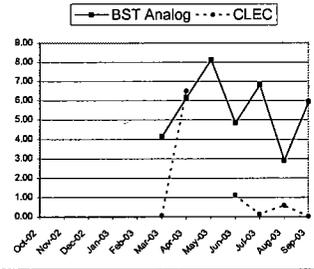


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.21.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.15	701	189	0.07	0	1	14.946	0.2724	YES
Apr-03	6.15	1,033	168	6.51	20	3	27.124	-0.0228	YES
May-03	8.13	1,309	161				27.235		
Jun-03	4.84	683	141	1.13	1	1	15.225	0.2428	YES
Jul-03	6.82	723	106	0.13	0	2	23.770	0.3941	YES
Aug-03	2.90	348	120	0.58	1	1	9.483	0.2430	YES
Sep-03	5.93	801	135	0.02	0	1	28.310	0.2083	YES

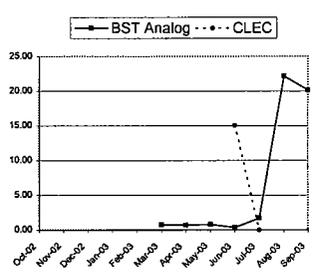


Better Performance  
↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.21.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.75	3	4				0.286		
Apr-03	0.88	3	4				0.244		
May-03	0.79	5	6				0.316		
Jun-03	0.37	1	3	15.08	15	1	0.326	-39.0937	NO
Jul-03	1.71	5	3	0.02	0	2	1.036	1.7923	YES
Aug-03	22.16	66	3				36.379		
Sep-03	20.14	161	8				48.999		



Better Performance  
↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Provisioning**  
**Average Completion Notice Interval - Mechanized**

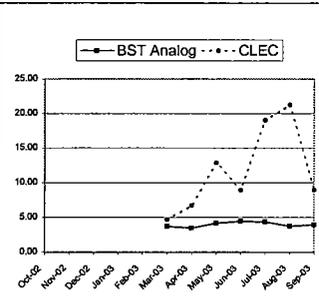
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.70	121,530	32,865	4.69	58	12	25.772	-0.1332	YES
Apr-03	3.47	108,191	31,203	6.71	181	27	23.504	-0.7159	YES
May-03	4.15	122,509	29,533	12.83	154	12	24.061	-1.2494	YES
Jun-03	4.42	137,696	31,141	8.93	125	14	25.908	-0.6518	YES
Jul-03	4.37	145,405	33,299	19.03	171	9	28.846	-1.5354	YES
Aug-03	3.74	122,194	32,645	21.25	170	8	26.316	-1.8812	NO
Sep-03	3.91	117,389	30,006	8.94	36	4	35.423	-0.2837	YES

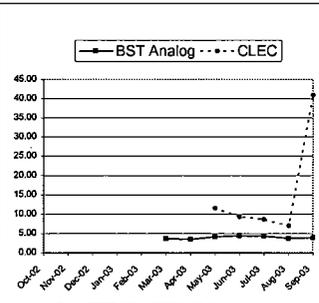


Better Performance  
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Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.70	121,530	32,865				25.772		
Apr-03	3.47	108,191	31,203				23.504		
May-03	4.15	122,509	29,533	11.60	58	5	24.061	-0.6922	YES
Jun-03	4.42	137,696	31,141	9.30	74	8	25.908	-0.5327	YES
Jul-03	4.37	145,405	33,299	6.68	104	12	28.846	-0.5216	YES
Aug-03	3.74	122,194	32,645	6.97	42	6	26.316	-0.3005	YES
Sep-03	3.91	117,389	30,006	40.90	532	13	118.846	-1.1218	YES

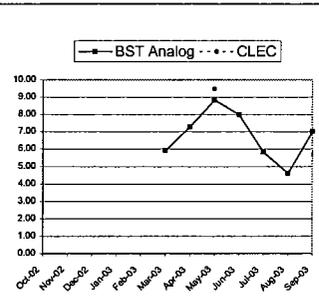


Better Performance  
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Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.92	1,349	228				20.592		
Apr-03	7.28	1,733	238				26.133		
May-03	8.83	1,848	209	9.49	19	2	31.276	-0.0298	YES
Jun-03	7.98	1,652	207				21.017		
Jul-03	5.83	1,008	173				19.713		
Aug-03	4.60	828	180				15.609		
Sep-03	7.01	1,380	194				33.896		

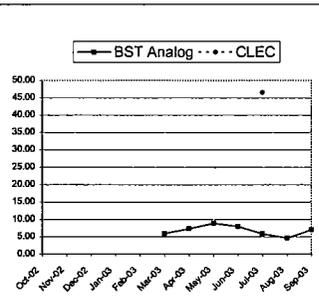


Better Performance  
↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**B.2.21.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.92	1,349	228				20.592		
Apr-03	7.28	1,733	238				26.133		
May-03	8.83	1,848	209				31.276		
Jun-03	7.98	1,652	207				21.017		
Jul-03	5.83	1,008	173	46.58	47	1	19.713	-2.0614	NO
Aug-03	4.60	828	180				15.609		
Sep-03	7.01	1,380	194				33.896		



Better Performance  
↓

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized**

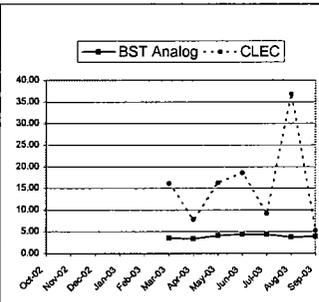
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (hours)**

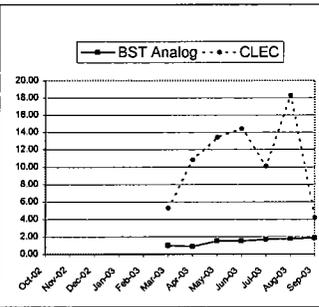
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.51	111,653	31,772	16.13	629	39	27.009	-2.9144	NO
Apr-03	3.44	103,230	30,052	7.87	362	48	23.432	-1.2824	YES
May-03	4.15	118,685	28,823	16.24	325	20	24.248	-2.2300	NO
Jun-03	4.44	133,784	30,131	18.56	371	20	26.122	-2.4163	NO
Jul-03	4.36	140,376	32,230	9.18	9	1	28.860	-0.1673	YES
Aug-03	3.76	119,063	31,474	36.80	221	6	26.587	-3.0416	NO
Sep-03	3.91	113,381	29,000	5.28	21	4	35.795	-0.0763	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.21.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (hours)**

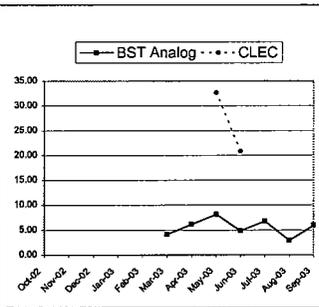
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.98	203,934	207,964	5.29	265	50	9.486	-3.2155	NO
Apr-03	0.89	217,314	242,854	10.83	509	47	18.124	-3.7589	NO
May-03	1.53	143,608	94,020	13.41	1,622	121	11.200	-11.6618	NO
Jun-03	1.51	146,494	96,971	14.44	1,227	85	11.126	-10.7062	NO
Jul-03	1.71	154,013	89,872	10.10	91	9	15.597	-1.6123	YES
Aug-03	1.77	171,880	97,265	18.29	238	13	29.750	-2.0024	NO
Sep-03	1.84	189,088	102,890	4.18	121	29	11.583	-1.0877	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.21.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (hours)**

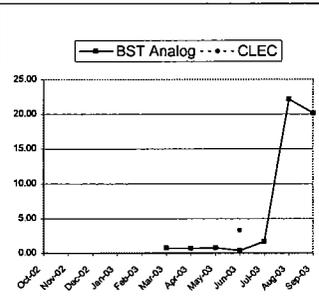
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.15	701	189				14.948		
Apr-03	6.15	1,033	168				27.124		
May-03	8.13	1,309	161	32.68	33	1	27.235	-0.8988	YES
Jun-03	4.84	683	141	20.83	42	2	15.225	-1.4740	YES
Jul-03	6.82	723	106				23.770		
Aug-03	2.80	348	120				9.483		
Sep-03	5.93	801	135				28.310		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.21.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.75	3	4				0.266		
Apr-03	0.86	3	4				0.244		
May-03	0.79	5	6				0.316		
Jun-03	0.37	1	3	3.33	3	1	0.328	-7.6689	NO
Jul-03	1.71	5	3				1.036		
Aug-03	22.16	66	3				36.379		
Sep-03	20.14	161	8				48.999		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Provisioning**  
**Average Completion Notice Interval - Mechanized**

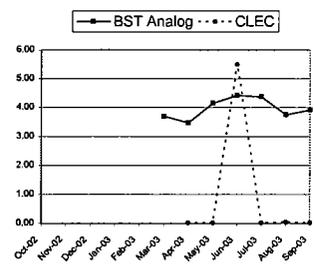
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.70	121,530	32,865				25.772		
Apr-03	3.47	108,191	31,203	0.02	0	6	23.504	0.3592	YES
May-03	4.15	122,509	29,533	0.02	0	5	24.061	0.3836	YES
Jun-03	4.42	137,696	31,141	5.50	22	4	25.908	-0.0832	YES
Jul-03	4.37	145,405	33,289	0.02	0	5	28.846	0.3393	YES
Aug-03	3.74	122,194	32,645	0.04	0	9	26.316	0.4221	YES
Sep-03	3.91	117,389	30,006	0.02	0	6	35.423	0.2691	YES

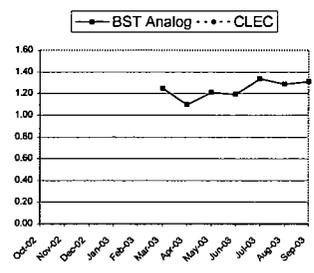


Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.2.21.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.25	577,060	461,918				12.326		
Apr-03	1.10	560,279	510,688				8.217		
May-03	1.21	573,123	474,385				9.496		
Jun-03	1.19	560,951	470,284				9.449		
Jul-03	1.34	589,599	441,316				11.703		
Aug-03	1.29	620,241	482,364				10.974		
Sep-03	1.31	628,047	478,895				9.413		

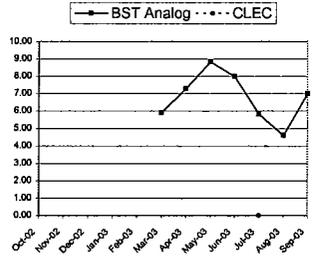


Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.2.21.15.2.1 UCL-ND/≥10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.92	1,349	228				20.592		
Apr-03	7.28	1,733	238				26.133		
May-03	8.83	1,846	209				31.276		
Jun-03	7.96	1,652	207				21.017		
Jul-03	5.83	1,008	173	0.02	0	1	19.713	0.2940	YES
Aug-03	4.60	828	180				15.609		
Sep-03	7.01	1,360	194				33.896		

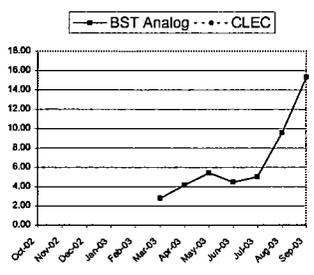


Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.2.21.15.2.2 UCL-ND/≥10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.80	569	203				13.983		
Apr-03	4.17	559	134				17.205		
May-03	5.41	665	123				27.529		
Jun-03	4.46	834	187				17.091		
Jul-03	5.01	651	130				26.379		
Aug-03	9.57	900	94				44.341		
Sep-03	15.35	1,919	125				65.124		



Better Performance  
↓

Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized**

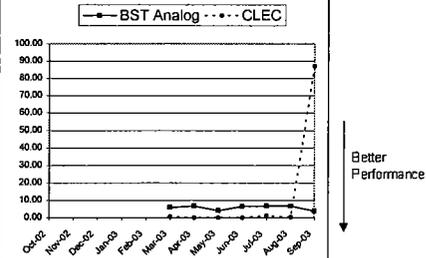
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice Intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.22.1.1 EELs<10 circuits/Dispatch/GA (hours)**

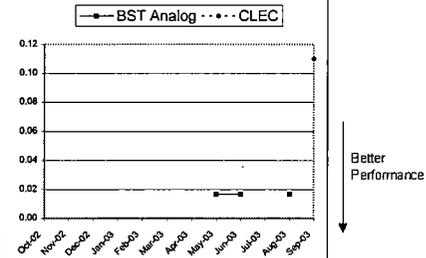
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.97	5,977	1,001	0.54	13	25	25.837	1.0386	YES
Apr-03	6.69	7,383	1,103	0.02	1	37	40.578	0.9840	YES
May-03	4.09	3,822	934	0.02	1	35	18.583	1.2729	YES
Jun-03	6.56	6,610	1,008	0.08	3	42	27.504	1.5000	YES
Jul-03	6.70	5,805	867	1.07	45	42	28.071	1.3858	YES
Aug-03	6.85	6,380	960	0.34	11	32	63.051	0.5565	YES
Sep-03	3.85	3,958	1,027	87.02	2,088	24	126.733	-3.1779	NO



Note 1: Retail DS1/DS3 data serves as the BST Analog for this report

**B.2.21.22.1.2 EELs<10 circuits/Non-Dispatch/GA (hours)**

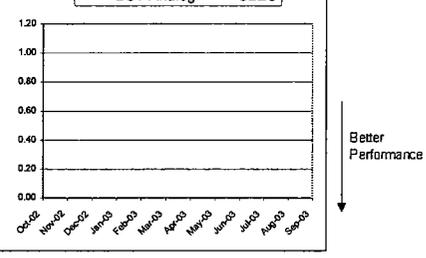
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	0.02	0	1				0.000		
Jun-03	0.02	0	1				0.035		
Jul-03									
Aug-03	0.02	0	1				0.059		
Sep-03				0.11	20	3	0.100		



Note 1: Retail DS1/DS3 data serves as the BST Analog for this report

**B.2.21.22.2.1 EELs>=10 circuits/Dispatch/GA (hours)**

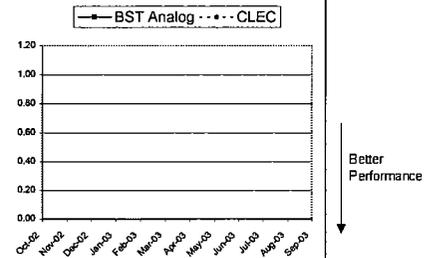
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									



Note 1: Retail DS1/DS3 data serves as the BST Analog for this report

**B.2.21.22.2.2 EELs>=10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									



Note 1: Retail DS1/DS3 data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003

### General - Provisioning

#### Service Order Accuracy Interim

(% of partial mech orders that are accurate)

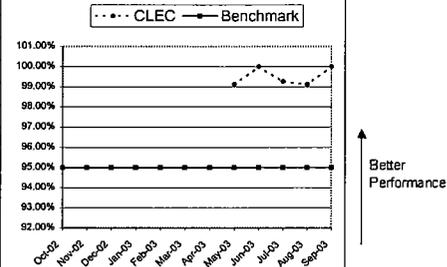
Numerator indicates total number of service orders that are accurate in the sample.

Volume indicates total number of service orders in the sample that have been reviewed.

F.15.2

UNE/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%			99.12%	112	113			YES
Jun-03	95.00%			100.00%	86	86			YES
Jul-03	95.00%			99.26%	135	136			YES
Aug-03	95.00%			99.12%	113	114			YES
Sep-03	95.00%			100.00%	98	98			YES



## Georgia II, October 2002 - September 2003

### General - Provisioning

#### Service Order Accuracy Interim

(% of partial mech orders that are accurate)

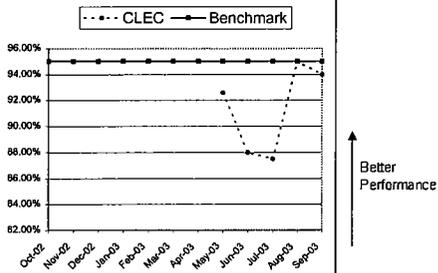
Numerator indicates total number of service orders that are accurate in the sample.

Volume indicates total number of service orders in the sample that have been reviewed.

F.15.3

UNE-P/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%			92.59%	125	135			NO
Jun-03	95.00%			88.00%	88	100			NO
Jul-03	95.00%			87.50%	126	144			NO
Aug-03	95.00%			95.00%	114	120			YES
Sep-03	95.00%			94.00%	94	100			NO



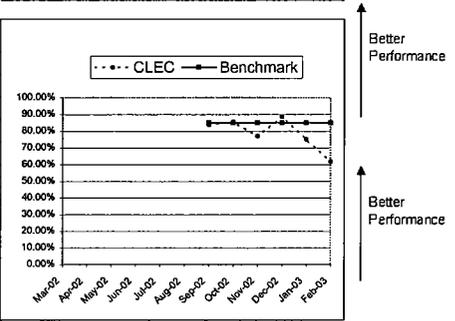
Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Partially Mechanized - 10 hours  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.4

EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	85.00%			83.78%	31	37			NO
Oct-02	85.00%			85.71%	54	63			YES
Nov-02	85.00%			77.05%	47	61			NO
Dec-02	85.00%			88.57%	31	35			YES
Jan-03	85.00%			75.21%	88	117			NO
Feb-03	85.00%			61.93%	122	197			NO

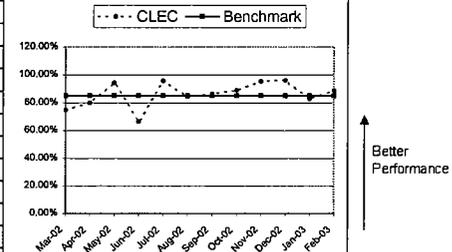


**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Partially Mechanized - 10 hours  
(% of CLEC Firm Order Confirmation Intervals within 10 hours)**

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

**B.1.12.5 xDSL (ADSL, HDSL and UCL)/GA (%)**

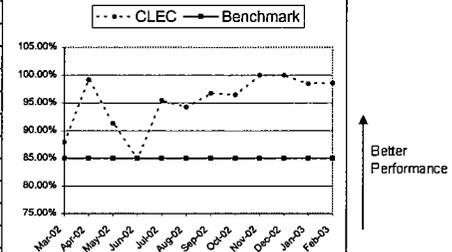
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			75.00%	15	20			NO
Apr-02	85.00%			80.00%	40	50			NO
May-02	85.00%			94.23%	49	52			YES
Jun-02	85.00%			68.87%	6	9			NO
Jul-02	85.00%			85.65%	22	23			YES
Aug-02	85.00%			84.62%	33	39			NO
Sep-02	85.00%			88.59%	71	82			YES
Oct-02	85.00%			89.09%	114	128			YES
Nov-02	85.00%			95.45%	84	88			YES
Dec-02	85.00%			96.08%	98	102			YES
Jan-03	85.00%			82.93%	34	41			NO
Feb-03	85.00%			88.89%	32	38			YES



↑  
Better  
Performance

**B.1.12.6 ISDN Loop (UDN, UDC)/GA (%)**

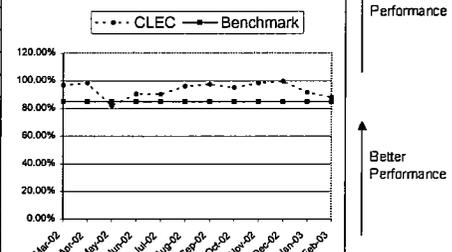
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			87.97%	329	374			YES
Apr-02	85.00%			99.18%	354	357			YES
May-02	85.00%			91.32%	305	334			YES
Jun-02	85.00%			85.00%	17	20			YES
Jul-02	85.00%			95.45%	21	22			YES
Aug-02	85.00%			94.23%	49	52			YES
Sep-02	85.00%			96.72%	59	61			YES
Oct-02	85.00%			96.43%	27	28			YES
Nov-02	85.00%			100.00%	21	21			YES
Dec-02	85.00%			100.00%	13	13			YES
Jan-03	85.00%			98.46%	64	65			YES
Feb-03	85.00%			98.61%	71	72			YES



↑  
Better  
Performance

**B.1.12.8 2W Analog Loop Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			96.88%	186	192			YES
Apr-02	85.00%			98.60%	211	214			YES
May-02	85.00%			82.09%	110	134			NO
Jun-02	85.00%			90.53%	258	285			YES
Jul-02	85.00%			90.45%	142	157			YES
Aug-02	85.00%			96.09%	123	128			YES
Sep-02	85.00%			97.67%	168	172			YES
Oct-02	85.00%			95.24%	120	126			YES
Nov-02	85.00%			98.50%	197	200			YES
Dec-02	85.00%			100.00%	117	117			YES
Jan-03	85.00%			91.89%	34	37			YES
Feb-03	85.00%			88.24%	15	17			YES



↑  
Better  
Performance

↑  
Better  
Performance

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC Timeliness - Partially Mechanized - 10 hours**

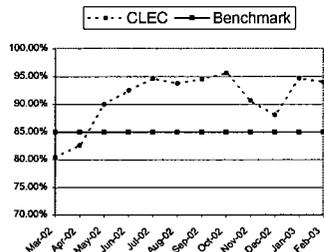
(% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

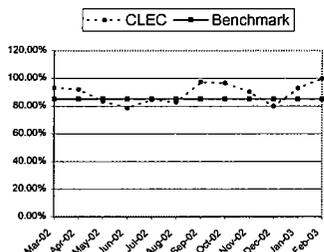
**B.1.12.9 2W Analog Loop Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			80.43%	74	92			NO
Apr-02	85.00%			82.61%	57	69			NO
May-02	85.00%			90.00%	54	60			YES
Jun-02	85.00%			92.47%	135	146			YES
Jul-02	85.00%			94.60%	263	278			YES
Aug-02	85.00%			93.78%	226	241			YES
Sep-02	85.00%			94.51%	172	182			YES
Oct-02	85.00%			95.58%	173	181			YES
Nov-02	85.00%			90.64%	155	171			YES
Dec-02	85.00%			88.10%	148	168			YES
Jan-03	85.00%			94.67%	142	150			YES
Feb-03	85.00%			93.96%	140	149			YES



**B.1.12.12 2W Analog Loop w/LNP Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			83.10%	135	145			YES
Apr-02	85.00%			92.13%	117	127			YES
May-02	85.00%			83.41%	186	223			NO
Jun-02	85.00%			78.71%	122	155			NO
Jul-02	85.00%			84.71%	72	85			NO
Aug-02	85.00%			82.69%	43	52			NO
Sep-02	85.00%			97.30%	36	37			YES
Oct-02	85.00%			96.67%	58	60			YES
Nov-02	85.00%			80.48%	19	21			YES
Dec-02	85.00%			80.00%	8	10			NO
Jan-03	85.00%			92.86%	13	14			YES
Feb-03	85.00%			100.00%	23	23			YES

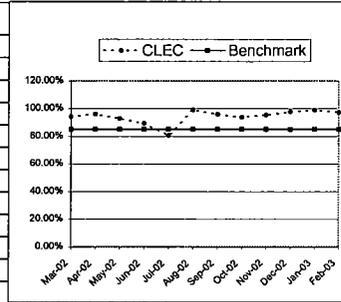


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC Timeliness - Partially Mechanized - 10 hours**  
 (% of CLEC Firm Order Confirmation Intervals within 10 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 10 hours for this disaggregation in the reporting period.  
 Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

**B.1.12.13 2W Analog Loop w/LNP Non-Design/GA (%)**

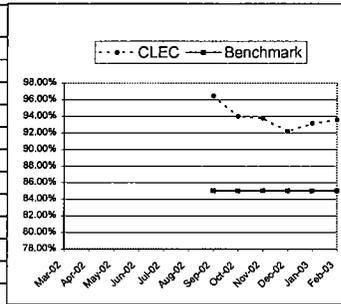
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			94.37%	151	160			YES
Apr-02	85.00%			96.23%	102	106			YES
May-02	85.00%			92.86%	78	84			YES
Jun-02	85.00%			89.41%	78	85			YES
Jul-02	85.00%			80.58%	83	103			NO
Aug-02	85.00%			99.20%	124	125			YES
Sep-02	85.00%			95.87%	116	121			YES
Oct-02	85.00%			93.86%	107	114			YES
Nov-02	85.00%			95.59%	130	136			YES
Dec-02	85.00%			97.75%	87	89			YES
Jan-03	85.00%			99.00%	99	100			YES
Feb-03	85.00%			97.27%	178	183			YES



↑  
Better Performance

**B.1.12.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	85.00%			96.44%	1,519	1,575			YES
Oct-02	85.00%			94.00%	956	1,017			YES
Nov-02	85.00%			93.75%	570	608			YES
Dec-02	85.00%			92.18%	460	499			YES
Jan-03	85.00%			93.14%	489	525			YES
Feb-03	85.00%			93.58%	481	514			YES



↑  
Better Performance

↑  
Better Performance

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Non-Mechanized**

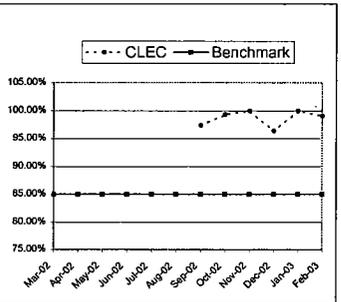
(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

**B.1.13.4 EELs/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%								
Apr-02	85.00%								YES
May-02	85.00%								YES
Jun-02	85.00%								YES
Jul-02	85.00%								YES
Aug-02	85.00%								YES
Sep-02	85.00%			97.37%	111	114			YES
Oct-02	85.00%			98.32%	145	146			YES
Nov-02	85.00%			100.00%	90	90			YES
Dec-02	85.00%			96.39%	80	83			YES
Jan-03	85.00%			100.00%	110	110			YES
Feb-03	85.00%			99.07%	106	107			YES



### Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

#### B.1.13.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			100.00%	148	148			YES
Apr-02	85.00%			100.00%	98	98			YES
May-02	85.00%			100.00%	118	118			YES
Jun-02	85.00%			100.00%	132	132			YES
Jul-02	85.00%			100.00%	68	68			YES
Aug-02	85.00%			100.00%	59	59			YES
Sep-02	85.00%			100.00%	54	54			YES
Oct-02	85.00%			100.00%	37	37			YES
Nov-02	85.00%			100.00%	39	39			YES
Dec-02	85.00%			100.00%	22	22			YES
Jan-03	85.00%			92.31%	12	13			YES
Feb-03	85.00%			100.00%	8	8			YES

#### B.1.13.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			100.00%	142	142			YES
Apr-02	85.00%			100.00%	43	43			YES
May-02	85.00%			100.00%	25	25			YES
Jun-02	85.00%			100.00%	37	37			YES
Jul-02	85.00%			100.00%	19	19			YES
Aug-02	85.00%			100.00%	31	31			YES
Sep-02	85.00%			100.00%	17	17			YES
Oct-02	85.00%			96.00%	24	25			YES
Nov-02	85.00%			100.00%	16	16			YES
Dec-02	85.00%			100.00%	7	7			YES
Jan-03	85.00%			100.00%	10	10			YES
Feb-03	85.00%			100.00%	14	14			YES

#### B.1.13.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			100.00%	55	55			YES
Apr-02	85.00%			100.00%	25	25			YES
May-02	85.00%			100.00%	60	60			YES
Jun-02	85.00%			100.00%	27	27			YES
Jul-02	85.00%			100.00%	35	35			YES
Aug-02	85.00%			100.00%	36	38			YES
Sep-02	85.00%			100.00%	47	47			YES
Oct-02	85.00%			100.00%	45	45			YES
Nov-02	85.00%			100.00%	18	18			YES
Dec-02	85.00%			100.00%	27	27			YES
Jan-03	85.00%			100.00%	24	24			YES
Feb-03	85.00%			100.00%	15	15			YES

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering FOC Timeliness - Non-Mechanized

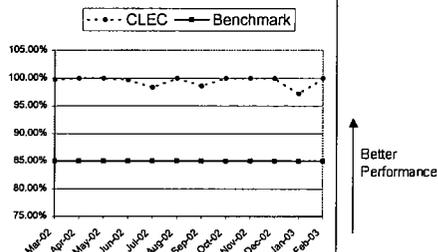
(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

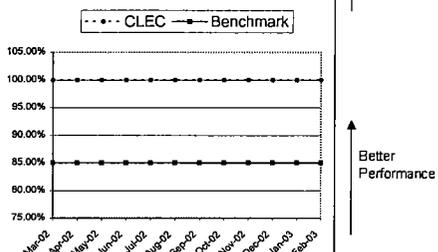
### B.1.13.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			99.71%	690	692			YES
Apr-02	85.00%			100.00%	444	444			YES
May-02	85.00%			100.00%	491	491			YES
Jun-02	85.00%			99.89%	318	319			YES
Jul-02	85.00%			98.33%	59	60			YES
Aug-02	85.00%			100.00%	85	85			YES
Sep-02	85.00%			98.58%	70	71			YES
Oct-02	85.00%			100.00%	94	94			YES
Nov-02	85.00%			100.00%	64	64			YES
Dec-02	85.00%			100.00%	63	63			YES
Jan-03	85.00%			97.22%	35	36			YES
Feb-03	85.00%			100.00%	40	40			YES



### B.1.13.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			100.00%	6	6			YES
Apr-02	85.00%			100.00%	7	7			YES
May-02	85.00%			100.00%	6	6			YES
Jun-02	85.00%			100.00%	11	11			YES
Jul-02	85.00%			100.00%	36	36			YES
Aug-02	85.00%			100.00%	11	11			YES
Sep-02	85.00%			100.00%	1	1			YES
Oct-02	85.00%			100.00%	8	8			YES
Nov-02	85.00%			100.00%	4	4			YES
Dec-02	85.00%			100.00%	7	7			YES
Jan-03	85.00%			100.00%	24	24			YES
Feb-03	85.00%			100.00%	17	17			YES



## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering FOC Timeliness - Non-Mechanized

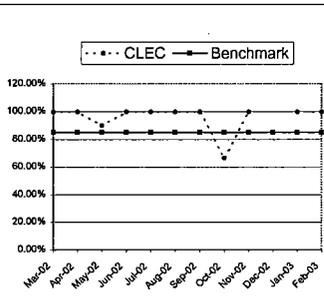
(% of CLEC Firm Order Confirmation Intervals within 36 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 36 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.13.13 2W Analog Loop w/LNP Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			100.00%	24	24			YES
Apr-02	85.00%			100.00%	19	19			YES
May-02	85.00%			90.00%	9	10			YES
Jun-02	85.00%			100.00%	13	13			YES
Jul-02	85.00%			100.00%	12	12			YES
Aug-02	85.00%			100.00%	2	2			YES
Sep-02	85.00%			100.00%	2	2			YES
Oct-02	85.00%			66.67%	2	3			NO
Nov-02	85.00%			100.00%	1	1			YES
Dec-02	85.00%								
Jan-03	85.00%			100.00%	1	1			YES
Feb-03	85.00%			100.00%	1	1			YES

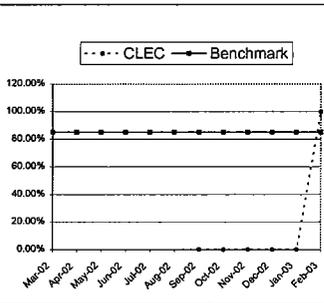


Better Performance

Better Performance

### B.1.13.15 UCL-ND/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%								YES
Apr-02	85.00%								YES
May-02	85.00%								YES
Jun-02	85.00%								YES
Jul-02	85.00%								YES
Aug-02	85.00%								YES
Sep-02	85.00%			0.00%	0	0			YES
Oct-02	85.00%			0.00%	0	0			YES
Nov-02	85.00%			0.00%	0	0			YES
Dec-02	85.00%			0.00%	0	0			YES
Jan-03	85.00%			0.00%	0	0			YES
Feb-03	85.00%			100.00%	6	6			YES



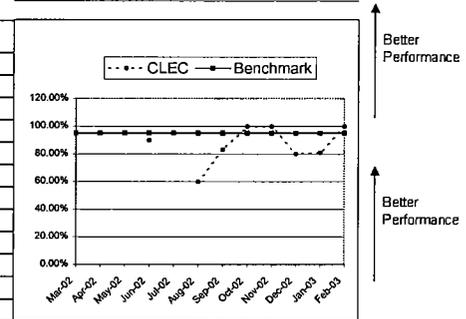
Better Performance

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

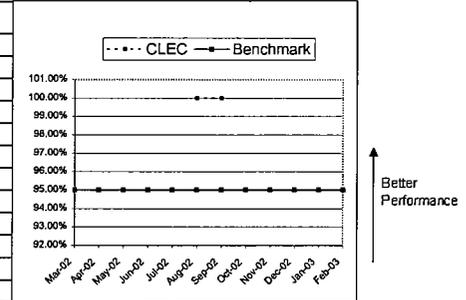
**B.1.14.4.1 EELs/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%								
May-02	95.00%								
Jun-02	95.00%			80.00%	18	20			NO
Jul-02	95.00%								
Aug-02	95.00%			80.00%	3	5			NO
Sep-02	95.00%			83.33%	5	6			NO
Oct-02	95.00%			100.00%	2	2			YES
Nov-02	95.00%			100.00%	4	4			YES
Dec-02	95.00%			80.00%	4	5			NO
Jan-03	95.00%			80.95%	34	42			NO
Feb-03	95.00%			100.00%	30	30			YES



**B.1.14.4.2 EELs/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%								
May-02	95.00%								
Jun-02	95.00%								
Jul-02	95.00%								
Aug-02	95.00%			100.00%	1	1			YES
Sep-02	95.00%			100.00%	2	2			YES
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								

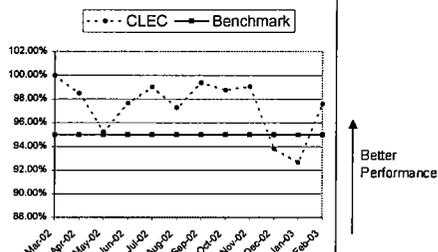


### Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering FOC & Reject Response Completeness - Mechanized (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

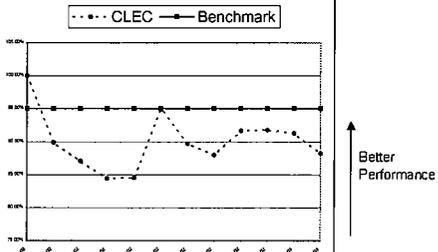
#### B.1.14.5.1 xDSL (ADSL, HDSL and UCL)/EDI/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	346	346			YES
Apr-02	95.00%			98.48%	517	525			YES
May-02	95.00%			95.26%	442	464			YES
Jun-02	95.00%			97.84%	456	467			YES
Jul-02	95.00%			99.02%	405	409			YES
Aug-02	95.00%			97.27%	392	403			YES
Sep-02	95.00%			99.38%	318	320			YES
Oct-02	95.00%			98.77%	480	486			YES
Nov-02	95.00%			98.07%	427	431			YES
Dec-02	95.00%			93.82%	410	437			NO
Jan-03	95.00%			92.67%	177	191			NO
Feb-03	95.00%			97.61%	245	251			YES



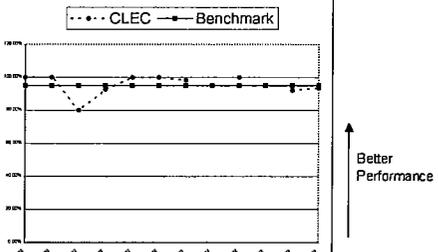
#### B.1.14.5.2 xDSL (ADSL, HDSL and UCL)/TAG/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	276	276			YES
Apr-02	95.00%			89.66%	231	257			NO
May-02	95.00%			87.06%	175	201			NO
Jun-02	95.00%			84.43%	499	591			NO
Jul-02	95.00%			84.50%	229	271			NO
Aug-02	95.00%			94.82%	224	236			NO
Sep-02	95.00%			88.71%	386	408			NO
Oct-02	95.00%			88.01%	345	392			NO
Nov-02	95.00%			91.67%	209	228			NO
Dec-02	95.00%			91.75%	189	208			NO
Jan-03	95.00%			91.30%	105	115			NO
Feb-03	95.00%			88.24%	165	187			NO



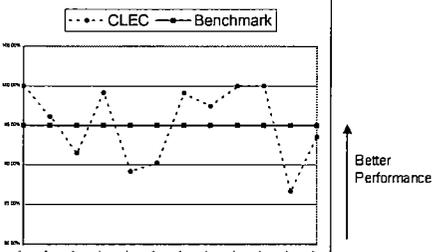
#### B.1.14.6.1 ISDN Loop (UDN, UDC)/EDI/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	10	10			YES
Apr-02	95.00%			100.00%	17	17			YES
May-02	95.00%			80.00%	8	10			NO
Jun-02	95.00%			92.59%	25	27			NO
Jul-02	95.00%			100.00%	16	16			YES
Aug-02	95.00%			100.00%	34	34			YES
Sep-02	95.00%			98.33%	59	60			YES
Oct-02	95.00%								
Nov-02	95.00%			100.00%	2	2			YES
Dec-02	95.00%								
Jan-03	95.00%			92.00%	276	300			NO
Feb-03	95.00%			93.42%	355	380			NO



#### B.1.14.6.2 ISDN Loop (UDN, UDC)/TAG/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	129	129			YES
Apr-02	95.00%			96.13%	149	155			YES
May-02	95.00%			91.46%	75	82			NO
Jun-02	95.00%			98.13%	114	115			YES
Jul-02	95.00%			88.16%	296	332			NO
Aug-02	95.00%			90.25%	287	318			NO
Sep-02	95.00%			98.08%	217	219			YES
Oct-02	95.00%			97.44%	38	39			YES
Nov-02	95.00%			100.00%	34	34			YES
Dec-02	95.00%			100.00%	31	31			YES
Jan-03	95.00%			88.67%	52	60			NO
Feb-03	95.00%			93.59%	73	78			NO

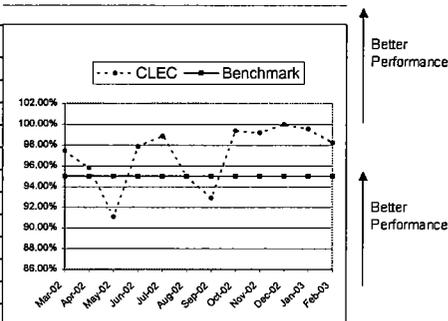


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

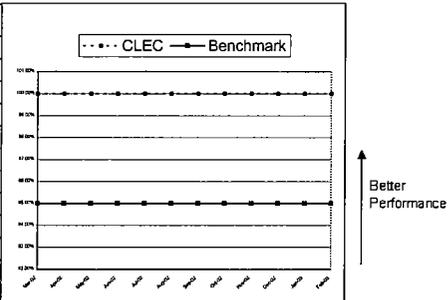
**B.1.14.8.1 2W Analog Loop Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			97.46%	346	355			YES
Apr-02	95.00%			95.79%	387	404			YES
May-02	95.00%			91.09%	327	359			NO
Jun-02	95.00%			97.66%	229	234			YES
Jul-02	95.00%			98.88%	176	178			YES
Aug-02	95.00%			95.00%	152	160			YES
Sep-02	95.00%			92.91%	131	141			NO
Oct-02	95.00%			99.37%	158	159			YES
Nov-02	95.00%			99.19%	123	124			YES
Dec-02	95.00%			100.00%	120	120			YES
Jan-03	95.00%			99.55%	222	223			YES
Feb-03	95.00%			88.25%	168	171			YES



**B.1.14.8.2 2W Analog Loop Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	33	33			YES
Apr-02	95.00%			100.00%	32	32			YES
May-02	95.00%			100.00%	67	67			YES
Jun-02	95.00%			100.00%	136	136			YES
Jul-02	95.00%			100.00%	208	208			YES
Aug-02	95.00%			100.00%	133	133			YES
Sep-02	95.00%			100.00%	111	111			YES
Oct-02	95.00%			100.00%	66	66			YES
Nov-02	95.00%			100.00%	51	51			YES
Dec-02	95.00%			100.00%	39	39			YES
Jan-03	95.00%			100.00%	35	35			YES
Feb-03	95.00%			100.00%	67	67			YES

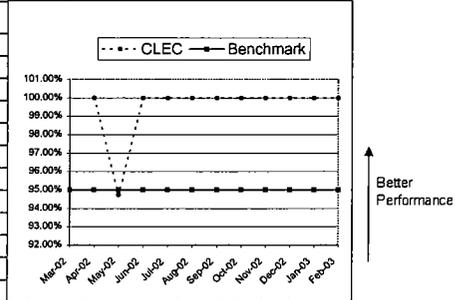


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

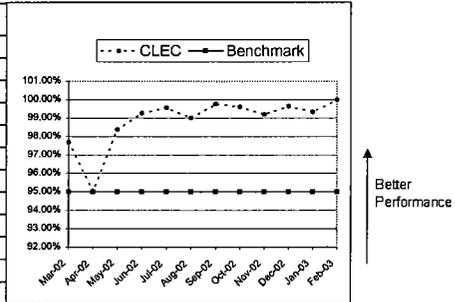
**B.1.14.9.1 2W Analog Loop Non-Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%			100.00%	1	1			YES
May-02	95.00%			94.74%	18	19			NO
Jun-02	95.00%			100.00%	24	24			YES
Jul-02	95.00%			100.00%	14	14			YES
Aug-02	95.00%			100.00%	1	1			YES
Sep-02	95.00%			100.00%	7	7			YES
Oct-02	95.00%			100.00%	9	9			YES
Nov-02	95.00%			100.00%	36	36			YES
Dec-02	95.00%			100.00%	15	15			YES
Jan-03	95.00%			100.00%	36	36			YES
Feb-03	95.00%			100.00%	34	34			YES



**B.1.14.9.2 2W Analog Loop Non-Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			97.69%	127	130			YES
Apr-02	95.00%			95.04%	115	121			YES
May-02	95.00%			98.37%	121	123			YES
Jun-02	95.00%			99.26%	538	542			YES
Jul-02	95.00%			99.57%	692	695			YES
Aug-02	95.00%			99.00%	497	502			YES
Sep-02	95.00%			99.77%	436	437			YES
Oct-02	95.00%			99.61%	513	515			YES
Nov-02	95.00%			99.20%	249	251			YES
Dec-02	95.00%			99.64%	276	277			YES
Jan-03	95.00%			99.33%	295	297			YES
Feb-03	95.00%			100.00%	278	278			YES

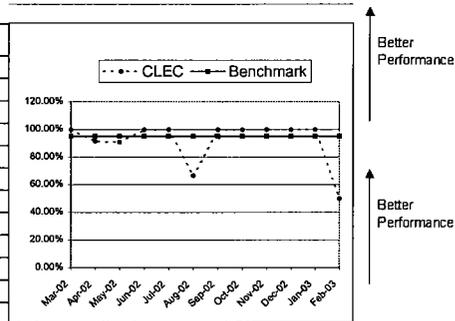


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

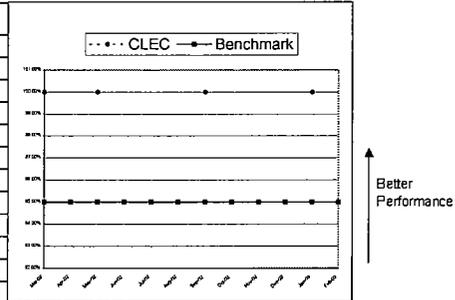
**B.1.14.12.1 2W Analog Loop w/LNP Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	14	14			YES
Apr-02	95.00%			91.67%	11	12			NO
May-02	95.00%			90.91%	60	66			NO
Jun-02	95.00%			100.00%	23	23			YES
Jul-02	95.00%			100.00%	16	16			YES
Aug-02	95.00%			86.67%	4	6			NO
Sep-02	95.00%			100.00%	7	7			YES
Oct-02	95.00%			100.00%	5	5			YES
Nov-02	95.00%			100.00%	3	3			YES
Dec-02	95.00%			100.00%	7	7			YES
Jan-03	95.00%			100.00%	6	6			YES
Feb-03	95.00%			50.00%	1	2			NO



**B.1.14.12.2 2W Analog Loop w/LNP Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	3	3			YES
Apr-02	95.00%								
May-02	95.00%			100.00%	3	3			YES
Jun-02	95.00%								
Jul-02	95.00%								
Aug-02	95.00%								
Sep-02	95.00%			100.00%	1	1			YES
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			100.00%	1	1			YES
Feb-03	95.00%								



**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.14.13.1 2W Analog Loop w/LNP Non-Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%								
May-02	95.00%								
Jun-02	95.00%								
Jul-02	95.00%								
Aug-02	95.00%			100.00%	1	1			YES
Sep-02	95.00%			100.00%	2	2			YES
Oct-02	95.00%			100.00%	2	2			YES
Nov-02	95.00%			100.00%	2	2			YES
Dec-02	95.00%			100.00%	4	4			YES
Jan-03	95.00%			100.00%	4	4			YES
Feb-03	95.00%			100.00%	4	4			YES

**B.1.14.13.2 2W Analog Loop w/LNP Non-Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	6	6			YES
Apr-02	95.00%			100.00%	9	9			YES
May-02	95.00%			80.00%	8	10			NO
Jun-02	95.00%			100.00%	8	8			YES
Jul-02	95.00%			100.00%	7	7			YES
Aug-02	95.00%			66.67%	4	6			NO
Sep-02	95.00%			100.00%	13	13			YES
Oct-02	95.00%			92.86%	13	14			NO
Nov-02	95.00%			100.00%	14	14			YES
Dec-02	95.00%			100.00%	5	5			YES
Jan-03	95.00%			100.00%	14	14			YES
Feb-03	95.00%			100.00%	10	10			YES

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

**B.1.14.15.1 UCL-ND/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	95.00%			99.94%	8,208	8,213			YES
Oct-02	95.00%			99.96%	9,492	9,496			YES
Nov-02	95.00%			99.83%	10,245	10,262			YES
Dec-02	95.00%			99.83%	8,228	8,234			YES
Jan-03	95.00%			99.98%	10,037	10,039			YES
Feb-03	95.00%			99.40%	6,102	6,139			YES

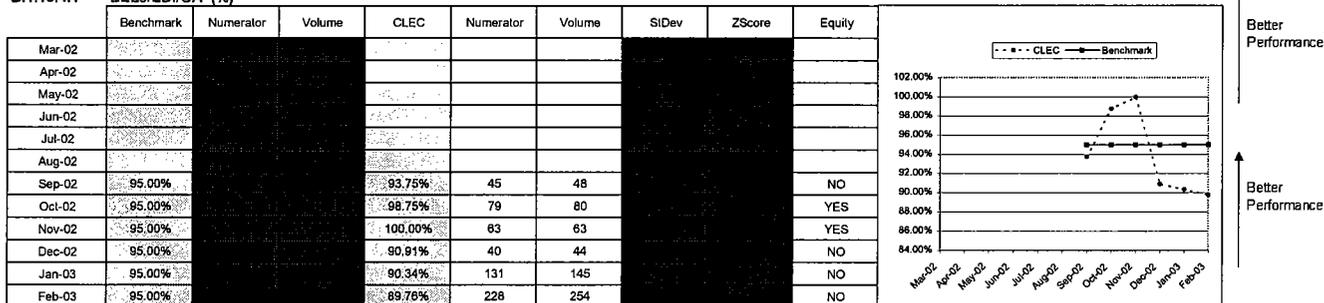
**B.1.14.15.2 UCL-ND/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	95.00%			99.54%	1,288	1,294			YES
Oct-02	95.00%			99.43%	1,221	1,228			YES
Nov-02	95.00%			98.79%	408	413			YES
Dec-02	95.00%			99.01%	401	405			YES
Jan-03	95.00%			99.49%	778	782			YES
Feb-03	95.00%			100.00%	435	435			YES

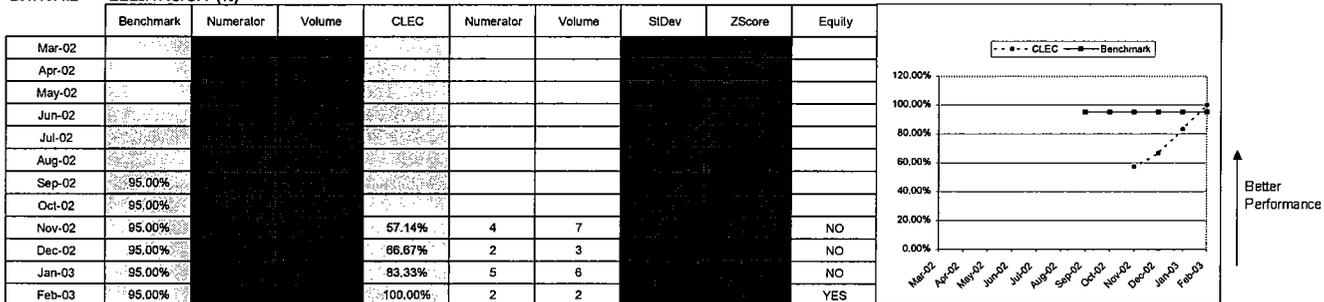
**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

**B.1.15.4.1 EELs/EDI/GA (%)**



**B.1.15.4.2 EELs/TAG/GA (%)**

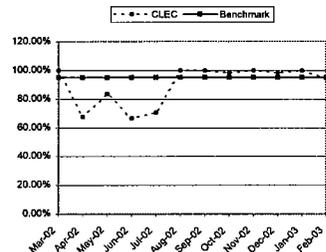


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

**B.1.15.5.1 xDSL (ADSL, HDSL and UCL)/EDI/GA (%)**

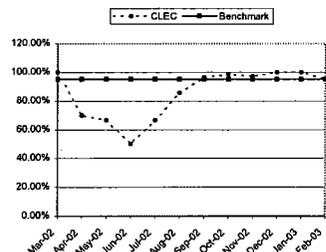
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	7	7			YES
Apr-02	95.00%			67.39%	31	48			NO
May-02	95.00%			83.87%	41	49			NO
Jun-02	95.00%			66.67%	4	6			NO
Jul-02	95.00%			70.59%	12	17			NO
Aug-02	95.00%			100.00%	19	19			YES
Sep-02	95.00%			100.00%	30	30			YES
Oct-02	95.00%			98.46%	64	65			YES
Nov-02	95.00%			100.00%	56	56			YES
Dec-02	95.00%			98.41%	62	63			YES
Jan-03	95.00%			100.00%	21	21			YES
Feb-03	95.00%			94.44%	17	18			NO



↑  
Better Performance

**B.1.15.5.2 xDSL (ADSL, HDSL and UCL)/TAG/GA (%)**

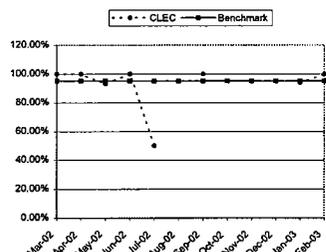
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	14	14			YES
Apr-02	95.00%			70.00%	21	30			NO
May-02	95.00%			66.67%	12	18			NO
Jun-02	95.00%			50.00%	4	8			NO
Jul-02	95.00%			68.87%	14	21			NO
Aug-02	95.00%			85.71%	16	21			NO
Sep-02	95.00%			96.43%	54	56			YES
Oct-02	95.00%			98.53%	67	68			YES
Nov-02	95.00%			96.97%	32	33			YES
Dec-02	95.00%			100.00%	48	48			YES
Jan-03	95.00%			100.00%	21	21			YES
Feb-03	95.00%			95.24%	20	21			YES



↑  
Better Performance

**B.1.15.6.1 ISDN Loop (UDN, UDC)/EDI/GA (%)**

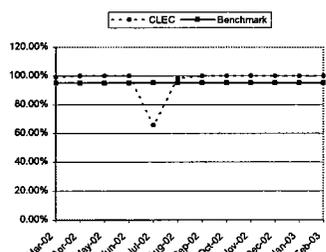
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	45	45			YES
Apr-02	95.00%			100.00%	37	37			YES
May-02	95.00%			93.10%	27	29			NO
Jun-02	95.00%			100.00%	1	1			YES
Jul-02	95.00%			50.00%	1	2			NO
Aug-02	95.00%								
Sep-02	95.00%			100.00%	8	8			YES
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			93.88%	46	49			NO
Feb-03	95.00%			100.00%	47	47			YES



↑  
Better Performance

**B.1.15.6.2 ISDN Loop (UDN, UDC)/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			99.18%	362	365			YES
Apr-02	95.00%			100.00%	366	368			YES
May-02	95.00%			100.00%	302	302			YES
Jun-02	95.00%			100.00%	13	13			YES
Jul-02	95.00%			65.71%	23	35			NO
Aug-02	95.00%			98.11%	52	53			YES
Sep-02	95.00%			100.00%	61	61			YES
Oct-02	95.00%			100.00%	25	25			YES
Nov-02	95.00%			100.00%	21	21			YES
Dec-02	95.00%			100.00%	13	13			YES
Jan-03	95.00%			100.00%	21	21			YES
Feb-03	95.00%			100.00%	34	34			YES

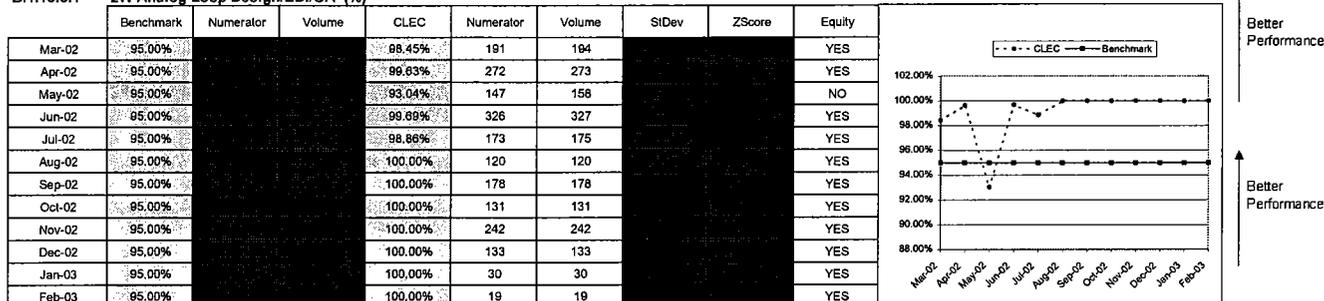


↑  
Better Performance

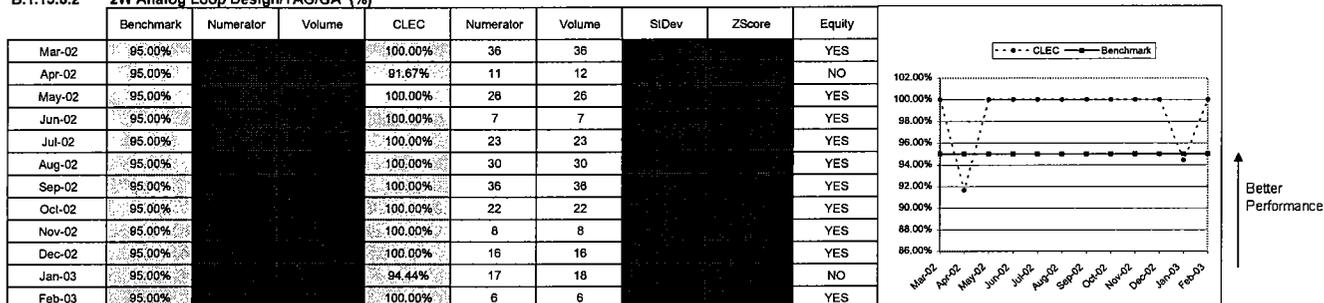
**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

**B.1.15.8.1 2W Analog Loop Design/EDI/GA (%)**



**B.1.15.8.2 2W Analog Loop Design/TAG/GA (%)**

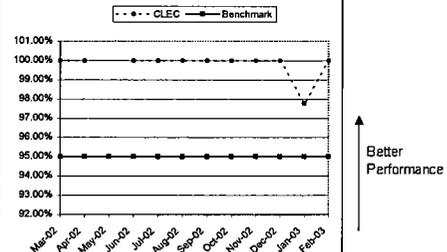


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

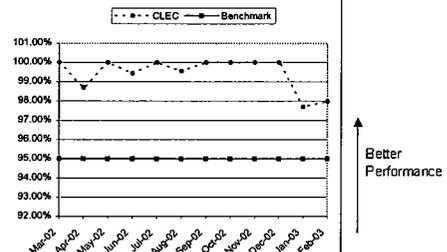
**B.1.15.9.1 2W Analog Loop Non-Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	3	3			YES
Apr-02	95.00%			100.00%	2	2			YES
May-02	95.00%								
Jun-02	95.00%			100.00%	7	7			YES
Jul-02	95.00%			100.00%	5	5			YES
Aug-02	95.00%			100.00%	24	24			YES
Sep-02	95.00%			100.00%	19	19			YES
Oct-02	95.00%			100.00%	16	16			YES
Nov-02	95.00%			100.00%	60	60			YES
Dec-02	95.00%			100.00%	41	41			YES
Jan-03	95.00%			97.78%	44	45			YES
Feb-03	95.00%			100.00%	21	21			YES



**B.1.15.9.2 2W Analog Loop Non-Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	109	109			YES
Apr-02	95.00%			98.70%	76	77			YES
May-02	95.00%			100.00%	68	68			YES
Jun-02	95.00%			99.44%	176	177			YES
Jul-02	95.00%			100.00%	292	292			YES
Aug-02	95.00%			99.55%	222	223			YES
Sep-02	95.00%			100.00%	178	178			YES
Oct-02	95.00%			100.00%	175	175			YES
Nov-02	95.00%			100.00%	121	121			YES
Dec-02	95.00%			100.00%	149	149			YES
Jan-03	95.00%			97.69%	127	130			YES
Feb-03	95.00%			97.97%	145	148			YES

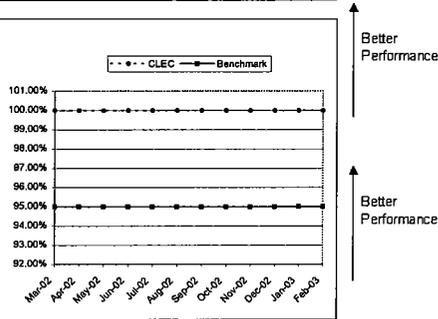


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

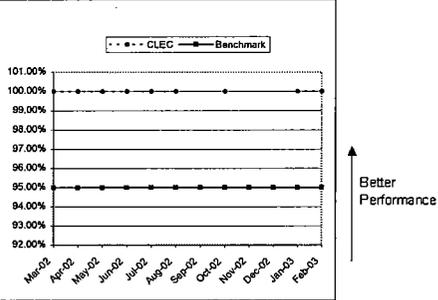
**B.1.15.12.1 2W Analog Loop w/LNP Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	204	204			YES
Apr-02	95.00%			100.00%	177	177			YES
May-02	95.00%			100.00%	325	325			YES
Jun-02	95.00%			100.00%	191	191			YES
Jul-02	95.00%			100.00%	118	118			YES
Aug-02	95.00%			100.00%	75	75			YES
Sep-02	95.00%			100.00%	64	64			YES
Oct-02	95.00%			100.00%	70	70			YES
Nov-02	95.00%			100.00%	27	27			YES
Dec-02	95.00%			100.00%	14	14			YES
Jan-03	95.00%			100.00%	16	16			YES
Feb-03	95.00%			100.00%	29	29			YES



**B.1.15.12.2 2W Analog Loop w/LNP Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	15	15			YES
Apr-02	95.00%			100.00%	13	13			YES
May-02	95.00%			100.00%	5	5			YES
Jun-02	95.00%			100.00%	6	6			YES
Jul-02	95.00%			100.00%	15	15			YES
Aug-02	95.00%			100.00%	2	2			YES
Sep-02	95.00%								
Oct-02	95.00%			100.00%	5	5			YES
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			100.00%	6	6			YES
Feb-03	95.00%			100.00%	4	4			YES



**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

**B.1.15.13.1 2W Analog Loop w/LNP Non-Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	1	1			YES
Apr-02	95.00%								
May-02	95.00%								
Jun-02	95.00%								
Jul-02	95.00%								
Aug-02	95.00%			100.00%	8	8			YES
Sep-02	95.00%			100.00%	15	15			YES
Oct-02	95.00%			100.00%	12	12			YES
Nov-02	95.00%			100.00%	74	74			YES
Dec-02	95.00%			100.00%	43	43			YES
Jan-03	95.00%			100.00%	57	57			YES
Feb-03	95.00%			100.00%	57	57			YES

↑  
Better  
Performance

**B.1.15.13.2 2W Analog Loop w/LNP Non-Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	181	181			YES
Apr-02	95.00%			100.00%	145	145			YES
May-02	95.00%			100.00%	109	109			YES
Jun-02	95.00%			99.07%	107	108			YES
Jul-02	95.00%			100.00%	114	114			YES
Aug-02	95.00%			100.00%	143	143			YES
Sep-02	95.00%			100.00%	126	126			YES
Oct-02	95.00%			100.00%	118	118			YES
Nov-02	95.00%			100.00%	93	93			YES
Dec-02	95.00%			100.00%	62	62			YES
Jan-03	95.00%			100.00%	73	73			YES
Feb-03	95.00%			100.00%	158	158			YES

↑  
Better  
Performance

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

**B.1.15.15.1 UCL-ND/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	95.00%			100.00%	1,698	1,698			YES
Oct-02	95.00%			100.00%	1,017	1,017			YES
Nov-02	95.00%			99.89%	938	939			YES
Dec-02	95.00%			99.87%	775	776			YES
Jan-03	95.00%			98.95%	1,032	1,043			YES
Feb-03	95.00%			97.46%	768	788			YES

**B.1.15.15.2 UCL-ND/TAG/GA (%)**

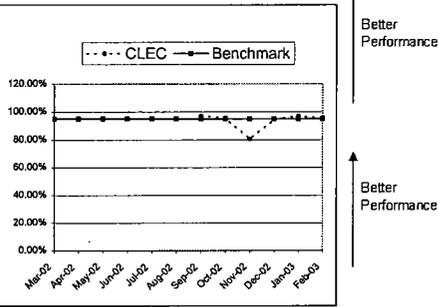
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	95.00%			100.00%	350	350			YES
Oct-02	95.00%			100.00%	318	318			YES
Nov-02	95.00%			98.57%	138	140			YES
Dec-02	95.00%			100.00%	101	101			YES
Jan-03	95.00%			97.22%	140	144			YES
Feb-03	95.00%			98.10%	103	105			YES

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Non-Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

**B.1.16.4 EELs/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%								
May-02	95.00%								
Jun-02	95.00%								
Jul-02	95.00%								
Aug-02	95.00%								
Sep-02	95.00%			97.20%	104	107			YES
Oct-02	95.00%			95.71%	134	140			YES
Nov-02	95.00%			80.79%	122	151			NO
Dec-02	95.00%			94.81%	126	135			NO
Jan-03	95.00%			97.12%	135	139			YES
Feb-03	95.00%			95.78%	227	237			YES

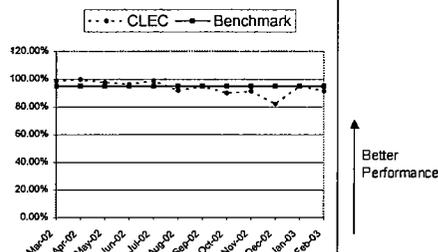


**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.16.5 xDSL (ADSL, HDSL and UCL)/GA (%)**

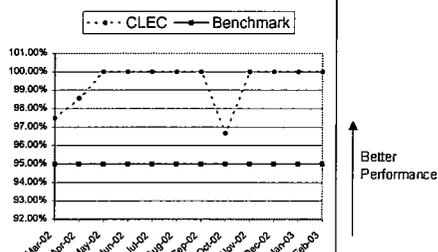
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			99.06%	210	212			YES
Apr-02	95.00%			100.00%	138	138			YES
May-02	95.00%			97.81%	179	183			YES
Jun-02	95.00%			96.32%	157	163			YES
Jul-02	95.00%			98.88%	88	89			YES
Aug-02	95.00%			92.05%	81	88			NO
Sep-02	95.00%			94.74%	72	76			NO
Oct-02	95.00%			90.20%	46	51			NO
Nov-02	95.00%			91.67%	55	60			NO
Dec-02	95.00%			82.35%	28	34			NO
Jan-03	95.00%			95.45%	21	22			YES
Feb-03	95.00%			91.67%	11	12			NO



↑  
Better  
Performance

**B.1.16.6 ISDN Loop (UDN, UDC)/GA (%)**

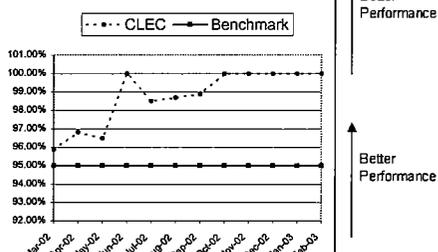
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			97.48%	194	199			YES
Apr-02	95.00%			98.55%	68	69			YES
May-02	95.00%			100.00%	34	34			YES
Jun-02	95.00%			100.00%	51	51			YES
Jul-02	95.00%			100.00%	29	29			YES
Aug-02	95.00%			100.00%	40	40			YES
Sep-02	95.00%			100.00%	25	25			YES
Oct-02	95.00%			98.67%	29	30			YES
Nov-02	95.00%			100.00%	21	21			YES
Dec-02	95.00%			100.00%	10	10			YES
Jan-03	95.00%			100.00%	14	14			YES
Feb-03	95.00%			100.00%	18	18			YES



↑  
Better  
Performance

**B.1.16.8 2W Analog Loop Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			95.89%	70	73			YES
Apr-02	95.00%			98.83%	61	63			YES
May-02	95.00%			96.49%	110	114			YES
Jun-02	95.00%			100.00%	55	55			YES
Jul-02	95.00%			98.51%	66	67			YES
Aug-02	95.00%			98.70%	76	77			YES
Sep-02	95.00%			98.89%	89	90			YES
Oct-02	95.00%			100.00%	74	74			YES
Nov-02	95.00%			100.00%	28	28			YES
Dec-02	95.00%			100.00%	53	53			YES
Jan-03	95.00%			100.00%	41	41			YES
Feb-03	95.00%			100.00%	32	32			YES



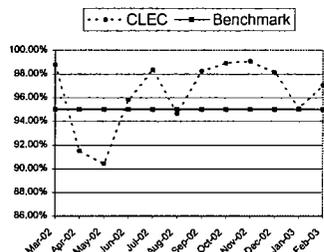
↑  
Better  
Performance

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

**B.1.16.9 2W Analog Loop Non-Design/GA (%)**

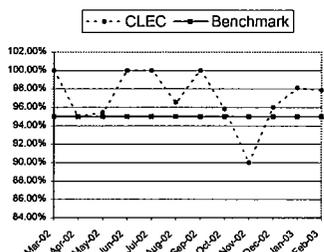
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			98.80%	904	915			YES
Apr-02	95.00%			91.51%	582	636			NO
May-02	95.00%			90.43%	605	669			NO
Jun-02	95.00%			95.85%	370	388			YES
Jul-02	95.00%			98.35%	119	121			YES
Aug-02	95.00%			94.65%	177	187			NO
Sep-02	95.00%			98.25%	112	114			YES
Oct-02	95.00%			98.93%	185	187			YES
Nov-02	95.00%			99.08%	108	109			YES
Dec-02	95.00%			98.13%	105	107			YES
Jan-03	95.00%			95.08%	58	61			YES
Feb-03	95.00%			97.06%	66	68			YES



↑  
Better  
Performance

**B.1.16.12 2W Analog Loop w/LNP Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	15	15			YES
Apr-02	95.00%			95.00%	19	20			YES
May-02	95.00%			95.45%	21	22			YES
Jun-02	95.00%			100.00%	21	21			YES
Jul-02	95.00%			100.00%	74	74			YES
Aug-02	95.00%			96.55%	28	29			YES
Sep-02	95.00%			100.00%	8	8			YES
Oct-02	95.00%			95.83%	23	24			YES
Nov-02	95.00%			90.00%	18	20			NO
Dec-02	95.00%			96.00%	24	25			YES
Jan-03	95.00%			98.11%	52	53			YES
Feb-03	95.00%			97.87%	46	47			YES



↑  
Better  
Performance

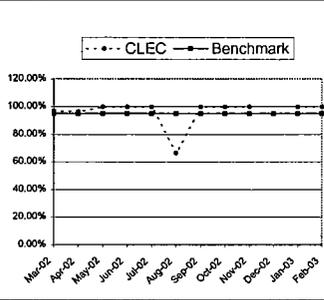
↑  
Better  
Performance

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Non-Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

**B.1.16.13 2W Analog Loop w/LNP Non-Design/GA (%)**

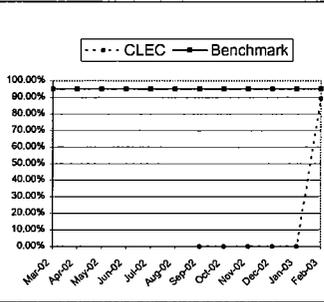
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			96.88%	31	32			YES
Apr-02	95.00%			96.43%	27	28			YES
May-02	95.00%			100.00%	15	15			YES
Jun-02	95.00%			100.00%	19	19			YES
Jul-02	95.00%			100.00%	18	18			YES
Aug-02	95.00%			66.67%	2	3			NO
Sep-02	95.00%			100.00%	7	7			YES
Oct-02	95.00%			100.00%	5	5			YES
Nov-02	95.00%			100.00%	2	2			YES
Dec-02	95.00%								
Jan-03	95.00%			100.00%	4	4			YES
Feb-03	95.00%			100.00%	1	1			YES



↑  
Better Performance

**B.1.16.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%								
May-02	95.00%								
Jun-02	95.00%								
Jul-02	95.00%								
Aug-02	95.00%								
Sep-02	95.00%			0.00%	0	0			YES
Oct-02	95.00%			0.00%	0	0			YES
Nov-02	95.00%			0.00%	0	0			YES
Dec-02	95.00%			0.00%	0	0			YES
Jan-03	95.00%			0.00%	0	0			YES
Feb-03	95.00%			89.28%	25	28			YES



↑  
Better Performance

↑  
Better Performance

↑  
Better Performance

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals within 1 Hour)

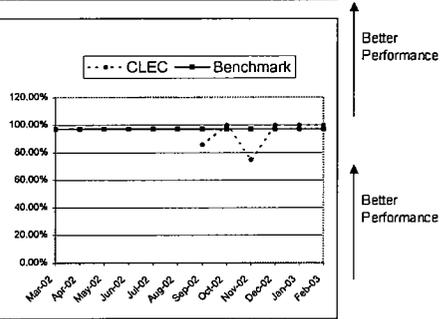
Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.4

EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Mar-02	97.00%								
Apr-02	97.00%								
May-02	97.00%								
Jun-02	97.00%								
Jul-02	97.00%								
Aug-02	97.00%								
Sep-02	97.00%			85.71%	6	7			NO
Oct-02	97.00%			100.00%	2	2			YES
Nov-02	97.00%			75.00%	3	4			NO
Dec-02	97.00%			100.00%	3	3			YES
Jan-03	97.00%			100.00%	34	34			YES
Feb-03	97.00%			100.00%	30	30			YES



## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

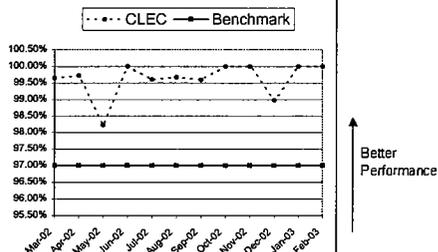
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.4.5 xDSL (ADSL, HDSL and UCL)/GA (%)

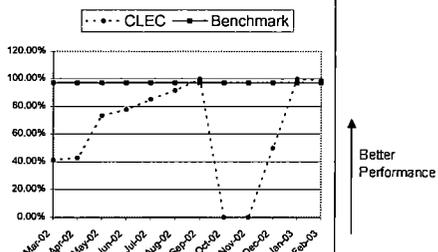
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	97.00%			99.65%	286	287			YES
Apr-02	97.00%			99.72%	361	382			YES
May-02	97.00%			98.23%	277	282			YES
Jun-02	97.00%			100.00%	281	281			YES
Jul-02	97.00%			99.61%	254	255			YES
Aug-02	97.00%			98.67%	305	308			YES
Sep-02	97.00%			99.60%	246	247			YES
Oct-02	97.00%			100.00%	214	214			YES
Nov-02	97.00%			100.00%	194	194			YES
Dec-02	97.00%			98.98%	194	196			YES
Jan-03	97.00%			100.00%	69	69			YES
Feb-03	97.00%			100.00%	86	86			YES



Better Performance ↑

### B.1.4.6 ISDN Loop (UDN, UDC)/GA (%)

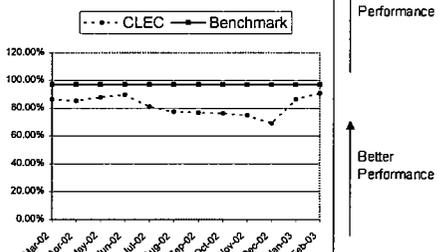
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	97.00%			41.38%	12	29			NO
Apr-02	97.00%			42.88%	8	14			NO
May-02	97.00%			73.33%	11	15			NO
Jun-02	97.00%			77.78%	7	9			NO
Jul-02	97.00%			65.00%	17	20			NO
Aug-02	97.00%			91.49%	43	47			NO
Sep-02	97.00%			100.00%	31	31			YES
Oct-02	97.00%			0.00%	0	1			NO
Nov-02	97.00%			0.00%	0	1			NO
Dec-02	97.00%			50.00%	1	2			NO
Jan-03	97.00%			100.00%	55	55			YES
Feb-03	97.00%			98.80%	82	83			YES



Better Performance ↑

### B.1.4.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	97.00%			86.44%	102	118			NO
Apr-02	97.00%			85.37%	140	164			NO
May-02	97.00%			87.84%	130	148			NO
Jun-02	97.00%			89.66%	78	87			NO
Jul-02	97.00%			81.05%	77	95			NO
Aug-02	97.00%			77.46%	55	71			NO
Sep-02	97.00%			76.79%	43	56			NO
Oct-02	97.00%			76.19%	32	42			NO
Nov-02	97.00%			75.00%	33	44			NO
Dec-02	97.00%			69.23%	27	39			NO
Jan-03	97.00%			86.36%	38	44			NO
Feb-03	97.00%			90.81%	30	33			NO



Better Performance ↑

Better Performance ↑

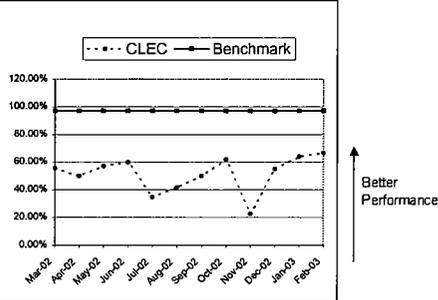
## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

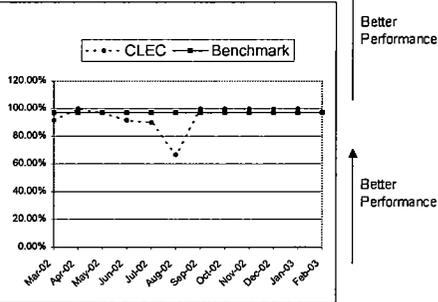
### B.1.4.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	97.00%			55.56%	5	9			NO
Apr-02	97.00%			50.00%	7	14			NO
May-02	97.00%			57.14%	8	14			NO
Jun-02	97.00%			60.00%	21	35			NO
Jul-02	97.00%			34.78%	16	48			NO
Aug-02	97.00%			41.67%	10	24			NO
Sep-02	97.00%			50.00%	18	36			NO
Oct-02	97.00%			62.07%	18	29			NO
Nov-02	97.00%			22.58%	7	31			NO
Dec-02	97.00%			55.00%	11	20			NO
Jan-03	97.00%			64.00%	16	25			NO
Feb-03	97.00%			68.87%	14	21			NO



### B.1.4.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	97.00%			91.67%	11	12			NO
Apr-02	97.00%			100.00%	7	7			YES
May-02	97.00%			86.88%	31	32			NO
Jun-02	97.00%			91.67%	11	12			NO
Jul-02	97.00%			90.00%	9	10			NO
Aug-02	97.00%			66.67%	2	3			NO
Sep-02	97.00%			100.00%	2	2			YES
Oct-02	97.00%			100.00%	4	4			YES
Nov-02	97.00%			100.00%	2	2			YES
Dec-02	97.00%			100.00%	1	1			YES
Jan-03	97.00%			100.00%	5	5			YES
Feb-03	97.00%								



## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

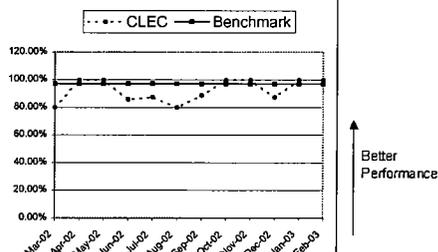
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.4.13 2W Analog Loop w/LNP Non-Design/GA (%)

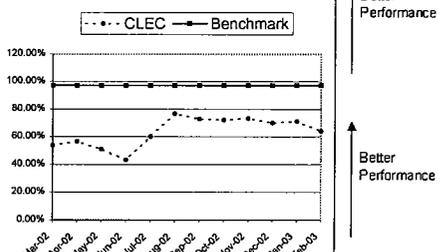
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	97.00%			80.00%	4	5			NO
Apr-02	97.00%			100.00%	9	9			YES
May-02	97.00%			100.00%	6	6			YES
Jun-02	97.00%			85.71%	6	7			NO
Jul-02	97.00%			87.50%	7	8			NO
Aug-02	97.00%			80.00%	4	5			NO
Sep-02	97.00%			88.89%	8	9			NO
Oct-02	87.00%			100.00%	15	15			YES
Nov-02	97.00%			100.00%	14	14			YES
Dec-02	97.00%			87.50%	7	8			NO
Jan-03	97.00%			100.00%	14	14			YES
Feb-03	97.00%			100.00%	12	12			YES



Better Performance

### B.1.4.15 UCL-ND/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	97.00%			53.82%	535	994			NO
Apr-02	97.00%			56.60%	810	1,431			NO
May-02	97.00%			51.11%	598	1,170			NO
Jun-02	97.00%			43.31%	414	956			NO
Jul-02	97.00%			60.16%	613	1,019			NO
Aug-02	97.00%			76.85%	1,969	2,582			NO
Sep-02	97.00%			72.79%	2,159	2,966			NO
Oct-02	97.00%			72.12%	2,113	2,930			NO
Nov-02	97.00%			73.36%	2,170	2,958			NO
Dec-02	97.00%			70.10%	1,564	2,231			NO
Jan-03	97.00%			71.28%	1,886	2,646			NO
Feb-03	97.00%			64.12%	881	1,374			NO



Better Performance

Better Performance

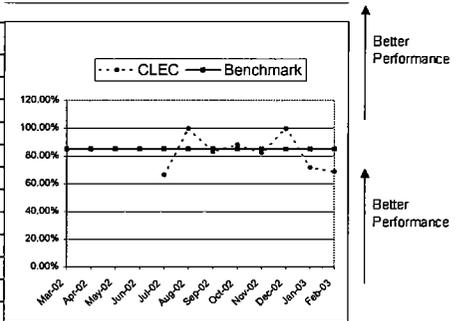
**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**Reject Interval - Partially Mechanized - 10 hours**  
 (% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
 Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.4

EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equily
Mar-02	85.00%								
Apr-02	85.00%								
May-02	85.00%								
Jun-02	85.00%								
Jul-02	85.00%			86.67%	2	3			NO
Aug-02	85.00%			100.00%	8	8			YES
Sep-02	85.00%			83.33%	5	6			NO
Oct-02	85.00%			88.24%	15	17			YES
Nov-02	85.00%			82.35%	14	17			NO
Dec-02	85.00%			100.00%	7	7			YES
Jan-03	85.00%			72.00%	18	25			NO
Feb-03	85.00%			68.89%	31	45			NO



**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
Reject Interval - Partially Mechanized - 10 hours**

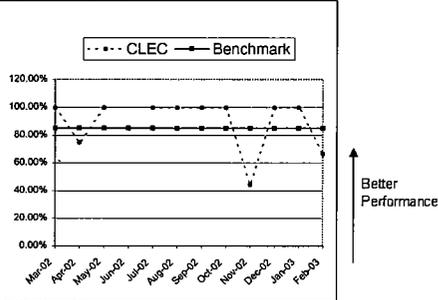
(% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

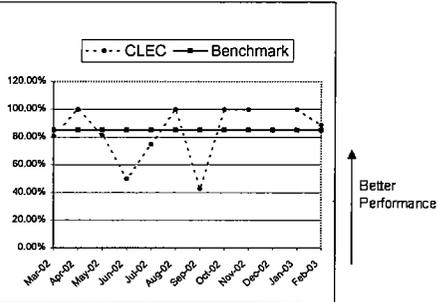
**B.1.7.5 xDSL (ADSL, HDSL and UCL)/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			100.00%	2	2			YES
Apr-02	85.00%			75.00%	6	8			NO
May-02	85.00%			100.00%	7	7			YES
Jun-02	85.00%								
Jul-02	85.00%			100.00%	4	4			YES
Aug-02	85.00%			100.00%	6	6			YES
Sep-02	85.00%			100.00%	18	18			YES
Oct-02	85.00%			100.00%	11	11			YES
Nov-02	85.00%			44.44%	4	9			NO
Dec-02	85.00%			100.00%	12	12			YES
Jan-03	85.00%			100.00%	4	4			YES
Feb-03	85.00%			66.67%	2	3			NO



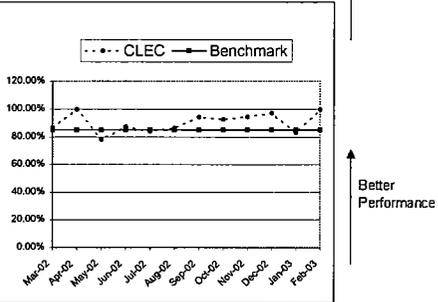
**B.1.7.6 ISDN Loop (UDN, UDC)/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			80.82%	59	73			NO
Apr-02	85.00%			100.00%	33	33			YES
May-02	85.00%			81.25%	26	32			NO
Jun-02	85.00%			50.00%	1	2			NO
Jul-02	85.00%			75.00%	3	4			NO
Aug-02	85.00%			100.00%	1	1			YES
Sep-02	85.00%			42.86%	3	7			NO
Oct-02	85.00%			100.00%	1	1			YES
Nov-02	85.00%			100.00%	1	1			YES
Dec-02	85.00%								
Jan-03	85.00%			100.00%	3	3			YES
Feb-03	85.00%			88.89%	8	9			YES



**B.1.7.8 2W Analog Loop Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			88.79%	46	53			YES
Apr-02	85.00%			100.00%	70	70			YES
May-02	85.00%			78.18%	43	55			NO
Jun-02	85.00%			87.50%	63	72			YES
Jul-02	85.00%			84.09%	37	44			NO
Aug-02	85.00%			86.49%	32	37			YES
Sep-02	85.00%			94.44%	51	54			YES
Oct-02	85.00%			92.68%	38	41			YES
Nov-02	85.00%			94.64%	53	56			YES
Dec-02	85.00%			97.37%	37	38			YES
Jan-03	85.00%			83.33%	10	12			NO
Feb-03	85.00%			100.00%	9	9			YES

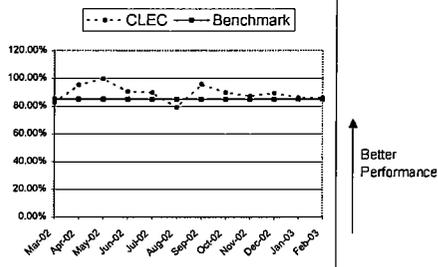


**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**Reject Interval - Partially Mechanized - 10 hours**  
 (% of CLEC Reject Notification Intervals within 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
 Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

**B.1.7.9 2W Analog Loop Non-Design/GA (%)**

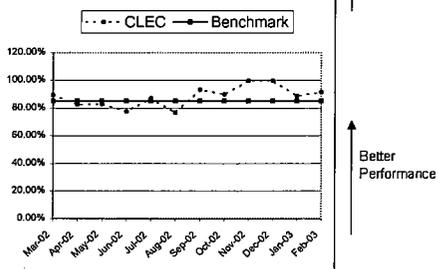
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			82.76%	24	29			NO
Apr-02	85.00%			95.45%	21	22			YES
May-02	85.00%			100.00%	10	10			YES
Jun-02	85.00%			80.83%	28	32			YES
Jul-02	85.00%			90.00%	45	50			YES
Aug-02	85.00%			78.31%	23	29			NO
Sep-02	85.00%			98.00%	24	25			YES
Oct-02	85.00%			90.00%	18	20			YES
Nov-02	85.00%			87.50%	28	32			YES
Dec-02	85.00%			89.47%	34	38			YES
Jan-03	85.00%			86.21%	25	29			YES
Feb-03	85.00%			86.21%	25	29			YES



↑  
Better Performance

**B.1.7.12 2W Analog Loop w/LNP Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			89.47%	68	76			YES
Apr-02	85.00%			82.46%	47	57			NO
May-02	85.00%			83.05%	98	118			NO
Jun-02	85.00%			77.78%	42	54			NO
Jul-02	85.00%			87.23%	41	47			YES
Aug-02	85.00%			76.67%	23	30			NO
Sep-02	85.00%			93.33%	28	30			YES
Oct-02	85.00%			90.00%	18	20			YES
Nov-02	85.00%			100.00%	10	10			YES
Dec-02	85.00%			100.00%	6	6			YES
Jan-03	85.00%			88.89%	8	9			YES
Feb-03	85.00%			91.67%	11	12			YES



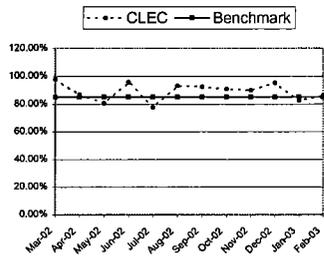
↑  
Better Performance

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Ordering**  
**Reject Interval - Partially Mechanized - 10 hours**  
 (% of CLEC Reject Notification Intervals within 10 Hours)

Numerator indicates total number of CLEC reject notification intervals within 10 hours for this disaggregation in the reporting period.  
 Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

**B.1.7.13 2W Analog Loop w/LNP Non-Design/GA (%)**

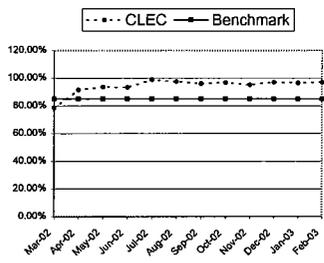
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			98.11%	52	53			YES
Apr-02	85.00%			86.84%	33	38			YES
May-02	85.00%			80.77%	21	26			NO
Jun-02	85.00%			95.83%	23	24			YES
Jul-02	85.00%			77.78%	21	27			NO
Aug-02	85.00%			93.10%	27	29			YES
Sep-02	85.00%			92.59%	25	27			YES
Oct-02	85.00%			90.91%	30	33			YES
Nov-02	85.00%			90.00%	45	50			YES
Dec-02	85.00%			95.24%	20	21			YES
Jan-03	85.00%			82.50%	33	40			NO
Feb-03	85.00%			88.27%	44	51			YES



↑  
Better Performance

**B.1.7.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%			78.60%	180	229			NO
Apr-02	85.00%			91.49%	301	329			YES
May-02	85.00%			93.55%	174	186			YES
Jun-02	85.00%			93.43%	199	213			YES
Jul-02	85.00%			98.98%	388	392			YES
Aug-02	85.00%			97.68%	674	690			YES
Sep-02	85.00%			96.16%	476	495			YES
Oct-02	85.00%			96.83%	397	410			YES
Nov-02	85.00%			95.25%	521	547			YES
Dec-02	85.00%			97.18%	413	425			YES
Jan-03	85.00%			96.54%	670	694			YES
Feb-03	85.00%			97.13%	406	418			YES



↑  
Better Performance

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Non-Mechanized

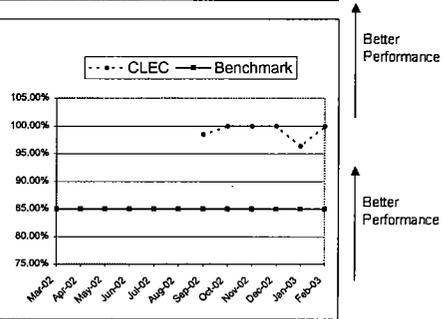
(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.8.4 EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	85.00%								
Apr-02	85.00%								YES
May-02	85.00%								YES
Jun-02	85.00%								YES
Jul-02	85.00%								YES
Aug-02	85.00%								YES
Sep-02	85.00%			98.46%	64	65			YES
Oct-02	85.00%			100.00%	85	85			YES
Nov-02	85.00%			100.00%	52	52			YES
Dec-02	85.00%			100.00%	42	42			YES
Jan-03	85.00%			96.36%	53	55			YES
Feb-03	85.00%			100.00%	118	118			YES



## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.8.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			100.00%	66	66			YES
Apr-02	85.00%			95.00%	38	40			YES
May-02	85.00%			98.70%	76	77			YES
Jun-02	85.00%			97.14%	34	35			YES
Jul-02	85.00%			100.00%	22	22			YES
Aug-02	85.00%			100.00%	26	26			YES
Sep-02	85.00%			100.00%	24	24			YES
Oct-02	85.00%			100.00%	8	8			YES
Nov-02	85.00%			100.00%	17	17			YES
Dec-02	85.00%			87.50%	7	8			YES
Jan-03	85.00%			100.00%	9	9			YES
Feb-03	85.00%			100.00%	3	3			YES

### B.1.8.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			95.38%	62	65			YES
Apr-02	85.00%			100.00%	15	15			YES
May-02	85.00%			100.00%	11	11			YES
Jun-02	85.00%			100.00%	16	16			YES
Jul-02	85.00%			100.00%	9	9			YES
Aug-02	85.00%			100.00%	11	11			YES
Sep-02	85.00%			100.00%	10	10			YES
Oct-02	85.00%			100.00%	4	4			YES
Nov-02	85.00%			100.00%	6	6			YES
Dec-02	85.00%			100.00%	3	3			YES
Jan-03	85.00%			100.00%	4	4			YES
Feb-03	85.00%			100.00%	4	4			YES

### B.1.8.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			100.00%	22	22			YES
Apr-02	85.00%			100.00%	27	27			YES
May-02	85.00%			100.00%	55	55			YES
Jun-02	85.00%			96.67%	29	30			YES
Jul-02	85.00%			100.00%	31	31			YES
Aug-02	85.00%			100.00%	43	43			YES
Sep-02	85.00%			100.00%	44	44			YES
Oct-02	85.00%			100.00%	31	31			YES
Nov-02	85.00%			100.00%	11	11			YES
Dec-02	85.00%			98.15%	25	26			YES
Jan-03	85.00%			100.00%	19	19			YES
Feb-03	85.00%			100.00%	14	14			YES

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.8.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			100.00%	205	205			YES
Apr-02	85.00%			100.00%	150	150			YES
May-02	85.00%			100.00%	147	147			YES
Jun-02	85.00%			98.94%	93	94			YES
Jul-02	85.00%			100.00%	55	55			YES
Aug-02	85.00%			100.00%	98	98			YES
Sep-02	85.00%			100.00%	51	51			YES
Oct-02	85.00%			98.89%	89	90			YES
Nov-02	85.00%			98.04%	50	51			YES
Dec-02	85.00%			97.78%	44	45			YES
Jan-03	85.00%			100.00%	25	25			YES
Feb-03	85.00%			100.00%	22	22			YES

### B.1.8.10 2W Analog Loop w/INP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%								
Apr-02	85.00%								
May-02	85.00%			100.00%	1	1			YES
Jun-02	85.00%			100.00%	6	6			YES
Jul-02	85.00%								
Aug-02	85.00%								
Sep-02	85.00%			100.00%	1	1			YES
Oct-02	85.00%								
Nov-02	85.00%								
Dec-02	85.00%			100.00%	1	1			YES
Jan-03	85.00%			100.00%	1	1			YES
Feb-03	85.00%			100.00%	2	2			YES

### B.1.8.11 2W Analog Loop w/INP Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%								
Apr-02	85.00%			100.00%	1	1			YES
May-02	85.00%								
Jun-02	85.00%								
Jul-02	85.00%			100.00%	1	1			YES
Aug-02	85.00%								
Sep-02	85.00%			100.00%	1	1			YES
Oct-02	85.00%								
Nov-02	85.00%								
Dec-02	85.00%								
Jan-03	85.00%								
Feb-03	85.00%								

### B.1.8.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			100.00%	8	8			YES
Apr-02	85.00%			100.00%	9	9			YES
May-02	85.00%			100.00%	16	16			YES
Jun-02	85.00%			100.00%	12	12			YES
Jul-02	85.00%			100.00%	41	41			YES
Aug-02	85.00%			100.00%	17	17			YES
Sep-02	85.00%			83.33%	5	6			NO
Oct-02	85.00%			100.00%	17	17			YES
Nov-02	85.00%			100.00%	15	15			YES
Dec-02	85.00%			100.00%	16	16			YES
Jan-03	85.00%			100.00%	28	28			YES
Feb-03	85.00%			100.00%	29	29			YES

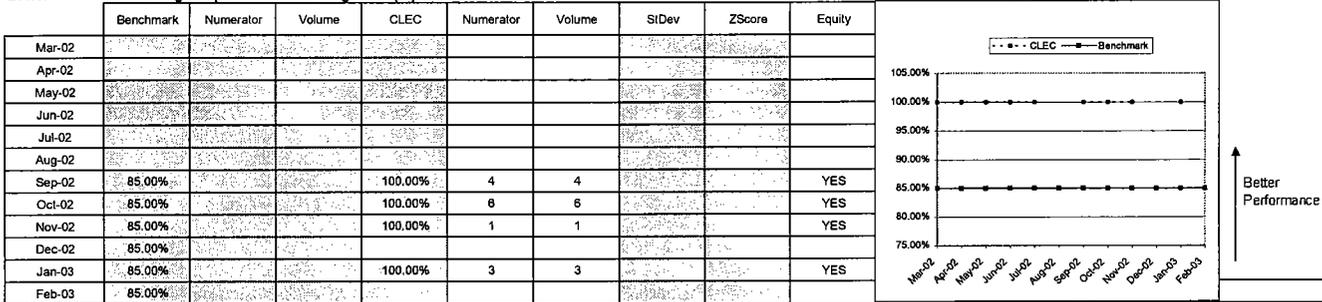
## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

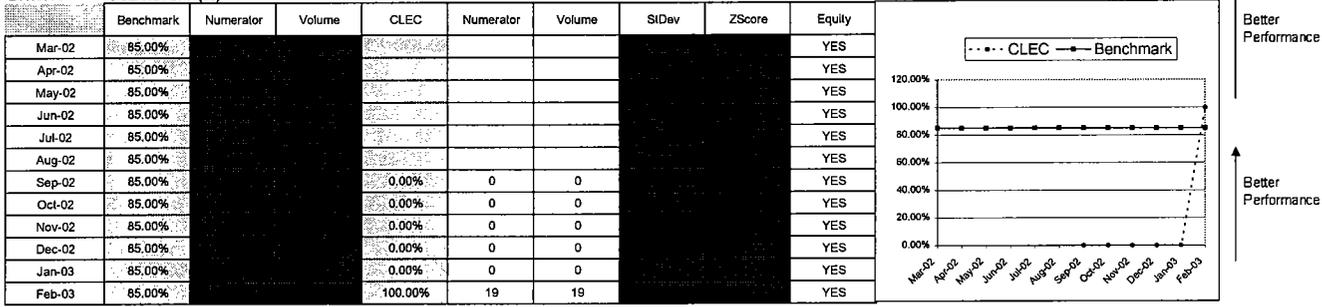
Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.8.13 2W Analog Loop w/LNP Non-Design/GA (%)



### B.1.8.15 UCL-ND/GA (%)



**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized**

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

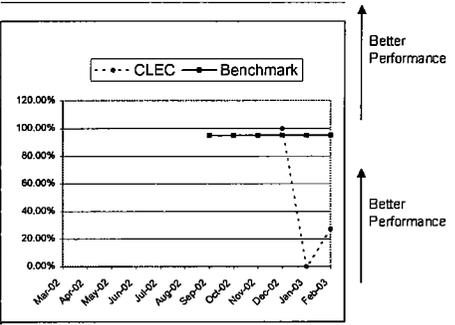
Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.4

EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	95.00%								
Oct-02	85.00%								
Nov-02	95.00%								
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%			0.00%	0	3			NO
Feb-03	85.00%			27.27%	3	11			NO



## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.9.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			95.22%	399	356			YES
Apr-02	95.00%			92.12%	386	419			NO
May-02	95.00%			90.84%	337	371			NO
Jun-02	95.00%			98.08%	665	678			YES
Jul-02	95.00%			98.69%	376	381			YES
Aug-02	95.00%			97.44%	304	312			YES
Sep-02	95.00%			97.33%	438	450			YES
Oct-02	95.00%			99.51%	610	613			YES
Nov-02	95.00%			98.01%	443	452			YES
Dec-02	95.00%			97.28%	394	405			YES
Jan-03	95.00%			98.15%	212	216			YES
Feb-03	95.00%			99.07%	321	324			YES

### B.1.9.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			77.34%	99	128			NO
Apr-02	95.00%			96.08%	147	153			YES
May-02	95.00%			91.30%	83	89			NO
Jun-02	95.00%			96.82%	126	130			YES
Jul-02	95.00%			97.95%	287	283			YES
Aug-02	95.00%			97.46%	269	276			YES
Sep-02	95.00%			95.82%	235	245			YES
Oct-02	95.00%			92.11%	35	38			NO
Nov-02	95.00%			85.71%	30	35			NO
Dec-02	95.00%			93.33%	28	30			NO
Jan-03	95.00%			98.91%	271	274			YES
Feb-03	95.00%			99.43%	347	349			YES

### B.1.9.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	271	271			YES
Apr-02	95.00%			100.00%	287	287			YES
May-02	95.00%			100.00%	257	257			YES
Jun-02	95.00%			98.94%	280	283			YES
Jul-02	95.00%			98.68%	298	302			YES
Aug-02	95.00%			94.59%	210	222			NO
Sep-02	95.00%			98.45%	190	193			YES
Oct-02	95.00%			100.00%	186	186			YES
Nov-02	95.00%			100.00%	139	139			YES
Dec-02	95.00%			100.00%	126	126			YES
Jan-03	95.00%			100.00%	218	218			YES
Feb-03	95.00%			99.03%	204	206			YES

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Ordering FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.9.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	122	122			YES
Apr-02	95.00%			100.00%	108	108			YES
May-02	95.00%			97.84%	124	127			YES
Jun-02	95.00%			99.44%	528	531			YES
Jul-02	95.00%			99.58%	674	677			YES
Aug-02	95.00%			99.38%	477	480			YES
Sep-02	95.00%			99.76%	414	415			YES
Oct-02	95.00%			99.80%	498	499			YES
Nov-02	95.00%			99.28%	274	278			YES
Dec-02	95.00%			99.28%	277	279			YES
Jan-03	95.00%			97.41%	301	309			YES
Feb-03	95.00%			98.29%	288	293			YES

### B.1.9.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	5	5			YES
Apr-02	95.00%			100.00%	4	4			YES
May-02	95.00%			96.77%	30	31			YES
Jun-02	95.00%			100.00%	10	10			YES
Jul-02	95.00%			83.33%	5	6			NO
Aug-02	95.00%			0.00%	0	1			NO
Sep-02	95.00%			100.00%	6	6			YES
Oct-02	95.00%			100.00%	1	1			YES
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	6	6			YES
Jan-03	95.00%			100.00%	2	2			YES
Feb-03	95.00%			100.00%	1	1			YES

Georgia, March 2002 - February 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - Mechanized

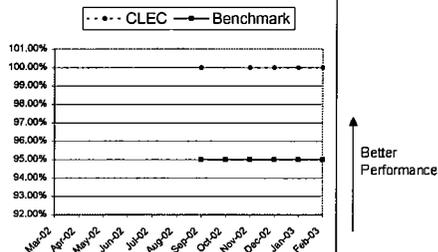
(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

**B.1.9.13 2W Analog Loop w/LNP Non-Design/GA (%)**

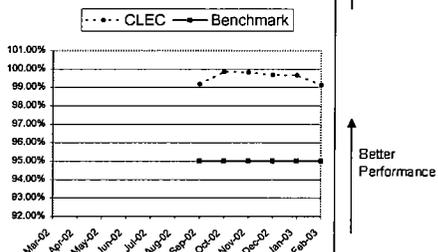
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	95.00%			100.00%	6	6			YES
Oct-02	95.00%								
Nov-02	95.00%			100.00%	2	2			YES
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%			100.00%	4	4			YES
Feb-03	95.00%			100.00%	2	2			YES



↑ Better Performance

**B.1.9.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	95.00%			99.17%	6,971	7,029			YES
Oct-02	95.00%			99.86%	8,461	8,473			YES
Nov-02	95.00%			99.82%	8,278	8,293			YES
Dec-02	95.00%			99.68%	6,926	6,948			YES
Jan-03	95.00%			99.66%	8,748	8,778			YES
Feb-03	95.00%			99.12%	5,311	5,358			YES



↑ Better Performance

**Georgia, March 2002 - February 2003**

**General - Flow Through**

**% Flow Through Service Requests**

(% of LSRs submitted electronically that flow through and reach a status for an FOC to be Issued without manual intervention)

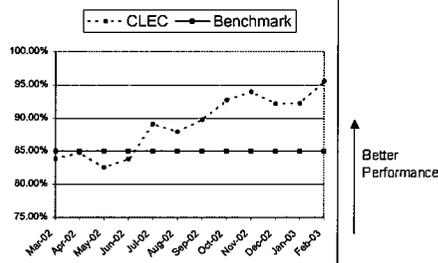
Numerator indicates total number of LSRs that flowed through the system.

Volume indicates total number of LSRs that were eligible to flow through.

F.1.1.5

UNE/Region (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	85.00%			83.88%	89,405	106,591			NO
Apr-02	85.00%			84.78%	117,389	138,467			NO
May-02	85.00%			82.57%	144,533	175,044			NO
Jun-02	85.00%			83.84%	158,190	188,686			NO
Jul-02	85.00%			89.13%	196,200	220,118			YES
Aug-02	85.00%			87.94%	231,276	262,979			YES
Sep-02	85.00%			89.81%	188,509	209,898			YES
Oct-02	85.00%			92.71%	241,241	260,197			YES
Nov-02	85.00%			93.98%	258,373	274,935			YES
Dec-02	85.00%			92.21%	256,629	278,324			YES
Jan-03	85.00%			92.26%	334,335	362,364			YES
Feb-03	85.00%			95.57%	442,383	462,913			YES



Georgia, March 2002 - February 2003

General - Ordering

Service Inquiry with Firm Order

(% of Service Inquiries with Firm Order Confirmation within 5 Business Days)

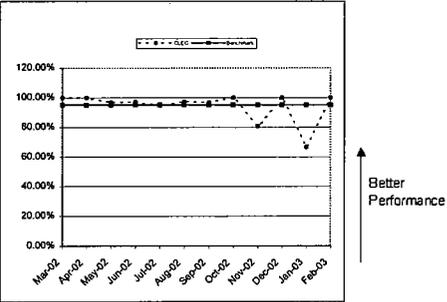
Numerator indicates total number of service inquiries with firm order confirmation within 5 business days in the reporting period.

Volume indicates total number of service inquiries with firm order confirmation in the reporting period.

F.3.1.1

xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	40	40			YES
Apr-02	95.00%			100.00%	25	25			YES
May-02	95.00%			98.77%	30	31			YES
Jun-02	95.00%			98.97%	32	33			YES
Jul-02	95.00%			94.74%	18	19			NO
Aug-02	95.00%			97.14%	34	35			YES
Sep-02	95.00%			98.77%	30	31			YES
Oct-02	95.00%			100.00%	21	21			YES
Nov-02	95.00%			80.77%	21	26			NO
Dec-02	95.00%			100.00%	9	9			YES
Jan-03	95.00%			66.67%	2	3			NO
Feb-03	95.00%			100.00%	1	1			YES



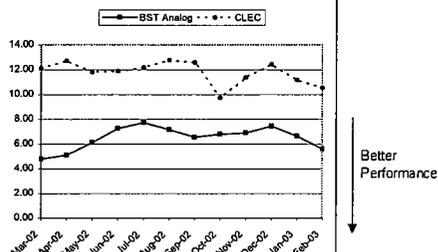
## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.4.1.1 EELs/<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.81	278,409	57,871	12.11	3,828	316	9.245	-14.0040	NO
Apr-02	5.12	275,153	53,724	12.74	3,515	278	8.952	-14.0946	NO
May-02	6.12	283,947	46,412	11.82	3,686	310	9.803	-10.2152	NO
Jun-02	7.26	229,867	31,654	11.89	2,712	228	10.088	-6.9097	NO
Jul-02	7.73	270,659	35,016	12.17	3,457	284	10.479	-7.1165	NO
Aug-02	7.18	263,316	36,685	12.79	3,644	285	11.899	-7.9327	NO
Sep-02	6.57	238,557	36,328	12.58	3,413	271	8.589	-11.5101	NO
Oct-02	6.81	221,717	32,543	9.74	4,666	479	7.685	-8.2782	NO
Nov-02	6.90	186,951	27,095	11.38	2,436	214	7.922	-8.2486	NO
Dec-02	7.45	201,289	27,004	12.44	1,655	133	8.260	-6.9490	NO
Jan-03	6.66	208,693	31,338	11.17	2,324	208	10.027	-6.4706	NO
Feb-03	5.60	145,269	25,944	10.54	2,013	191	9.020	-7.5412	NO

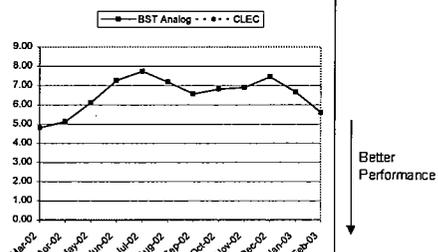


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.1.4.1.4 EELs/<10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.81	278,409	57,871				11.560		
Apr-02	5.12	275,153	53,724				8.952		
May-02	6.12	283,947	46,412				9.803		
Jun-02	7.26	229,867	31,654				10.088		
Jul-02	7.73	270,659	35,016				10.479		
Aug-02	7.18	263,316	36,685				11.899		
Sep-02	6.57	238,557	36,328				8.589		
Oct-02	6.81	221,717	32,543				7.685		
Nov-02	6.90	186,951	27,095				7.922		
Dec-02	7.45	201,289	27,004				8.260		
Jan-03	6.66	208,693	31,338				10.027		
Feb-03	5.60	145,269	25,944				9.020		

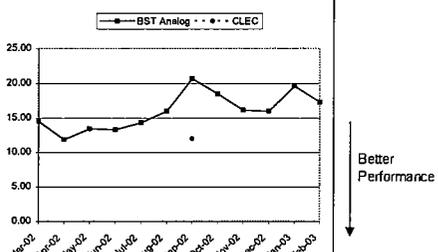


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.1.4.2.1 EELs/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	14.51	4,816	332				37.017		
Apr-02	11.89	3,842	323				11.889		
May-02	13.43	3,693	275				15.636		
Jun-02	13.32	3,810	286				15.373		
Jul-02	14.35	3,980	276				14.127		
Aug-02	15.98	7,127	446				17.062		
Sep-02	20.68	8,375	405	12.00	12	1	31.740	0.2731	YES
Oct-02	18.52	8,206	443				20.963		
Nov-02	16.16	6,544	405				18.703		
Dec-02	16.00	6,208	388				14.009		
Jan-03	19.64	9,843	491				22.366		
Feb-03	17.31	5,765	333				19.452		

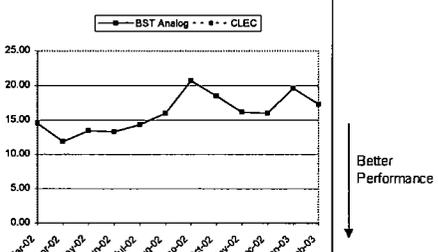


Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.1.4.2.4 EELs/>=10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	14.51	4,816	332				8.063		
Apr-02	11.89	3,842	323				11.889		
May-02	13.43	3,693	275				15.636		
Jun-02	13.32	3,810	286				15.373		
Jul-02	14.35	3,980	276				14.127		
Aug-02	15.98	7,127	446				17.062		
Sep-02	20.68	8,375	405				31.740		
Oct-02	18.52	8,206	443				20.963		
Nov-02	16.16	6,544	405				18.703		
Dec-02	16.00	6,208	388				14.009		
Jan-03	19.64	9,843	491				22.366		
Feb-03	17.31	5,765	333				19.452		



Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

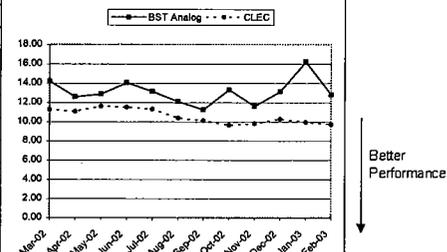
## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.6.3.1 UNE ISDN/<6 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	14.24	5,411	380	11.29	2,066	183	13.509	2.4270	YES
Apr-02	12.59	3,728	296	11.07	1,517	137	10.014	1.4705	YES
May-02	12.88	3,799	295	11.62	1,743	150	11.709	1.0723	YES
Jun-02	14.05	4,060	289	11.52	1,210	105	9.516	2.3282	YES
Jul-02	13.16	4,482	339	11.33	827	73	9.912	1.4335	YES
Aug-02	12.09	3,723	308	10.39	862	83	8.097	1.8957	YES
Sep-02	11.24	3,238	288	10.12	1,072	106	5.423	1.8270	YES
Oct-02	13.31	4,287	322	9.65	1,467	152	11.154	3.3368	YES
Nov-02	11.62	3,568	307	9.81	1,020	104	7.075	2.2590	YES
Dec-02	13.12	2,795	213	10.28	771	75	11.284	1.8758	YES
Jan-03	16.23	4,105	253	9.84	686	69	14.911	3.1026	YES
Feb-03	12.83	3,003	234	9.71	1,039	107	9.466	2.8283	YES

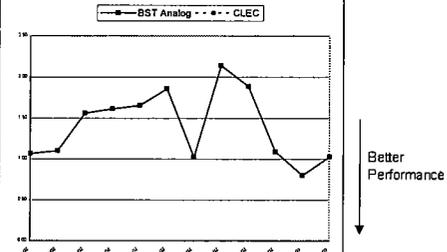


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

### B.2.1.6.3.2 UNE ISDN/<6 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.07	314	293				1.617		
Apr-02	1.10	465	422				1.590		
May-02	1.58	368	236				2.637		
Jun-02	1.61	317	197				5.134		
Jul-02	1.85	513	310				6.859		
Aug-02	1.88	433	233				3.323		
Sep-02	1.03	130	127				1.192		
Oct-02	2.14	1,328	621				1.789		
Nov-02	1.89	392	208				2.455		
Dec-02	1.09	124	114				1.613		
Jan-03	0.80	192	239				1.482		
Feb-03	1.03	199	193				2.341		

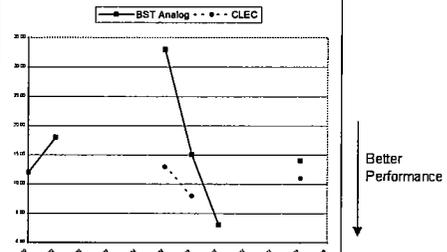


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

### B.2.1.6.4.1 UNE ISDN/6-13 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	12.00	24	2	12.00	12	1	0.000		YES
Apr-02	18.00	18	1				0.000		
May-02									
Jun-02									
Jul-02									
Aug-02	33.00	33	1	13.00	13	1	0.000		YES
Sep-02	15.00	15	1	8.00	8	1	0.000		YES
Oct-02	3.00	3	1				0.000		
Nov-02									
Dec-02									
Jan-03	14.00	28	2	11.00	11	1	4.243	0.5774	YES
Feb-03									

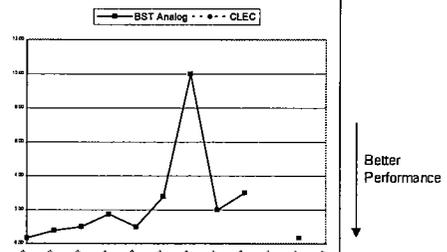


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

### B.2.1.6.4.2 UNE ISDN/6-13 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.33	1	2				0.000		
Apr-02	0.78	2	3				0.385		
May-02	1.00	15	15				0.000		
Jun-02	1.75	7	4				0.500		
Jul-02	1.00	2	2				0.000		
Aug-02	2.78	8	3				2.341		
Sep-02	10.00	20	2				7.071		
Oct-02	2.00	2	1				0.000		
Nov-02	3.00	3	1				0.000		
Dec-02									
Jan-03	0.33	0	1				0.000		
Feb-03									



Better Performance

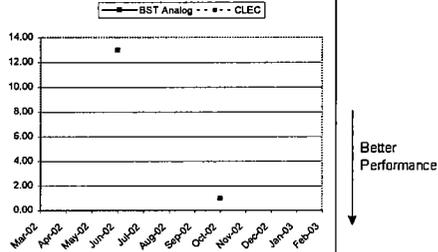
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Provisioning**  
**Order Completion Interval**  
 (Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
 Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

**B.2.1.6.5.1 UNE ISDN/>=14 circuits/Dispatch/GA (days)**

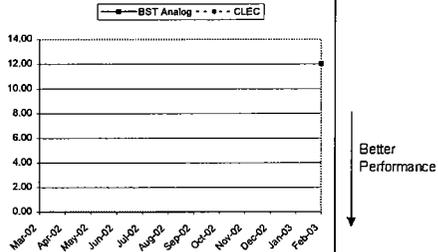
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02	13.00	13	1				0.000		
Jul-02									
Aug-02									
Sep-02									
Oct-02	1.00	1	1				0.000		
Nov-02									
Dec-02									
Jan-03									
Feb-03									



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.1.6.5.2 UNE ISDN/>=14 circuits/Non-Dispatch/GA (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03	12.00	12	1				0.000		



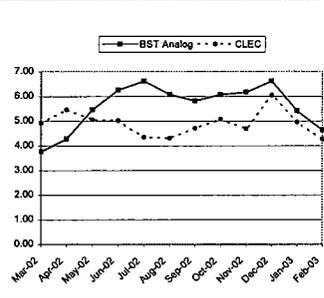
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Order Completion Interval (Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/GA (days)

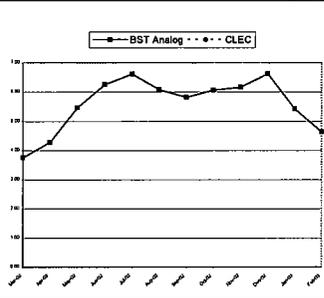
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	3.76	208,809	55,537	4.92	379	77	4.897	-2.0812	NO
Apr-02	4.28	220,934	51,824	5.47	465	85	5.891	-1.8624	NO
May-02	5.47	243,122	44,446	6.06	491	97	8.398	0.4782	YES
Jun-02	8.28	185,609	29,658	5.02	341	68	6.967	1.4845	YES
Jul-02	6.62	217,405	32,853	4.35	248	57	7.238	2.3624	YES
Aug-02	6.08	211,333	34,771	4.31	185	43	5.881	1.9699	YES
Sep-02	5.81	201,013	34,583	4.72	127	27	6.007	0.9481	YES
Oct-02	6.07	186,739	30,755	5.07	137	27	5.811	0.8918	YES
Nov-02	6.16	158,212	25,667	4.70	108	23	6.114	1.1512	YES
Dec-02	6.62	169,344	25,570	6.05	121	20	5.969	0.4290	YES
Jan-03	5.42	160,302	29,575	4.86	134	27	6.524	0.3640	YES
Feb-03	4.63	114,212	24,660	4.27	47	11	5.880	0.2023	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.1.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)

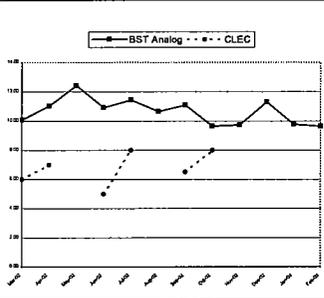
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	3.76	208,809	55,537				2.301		
Apr-02	4.28	220,934	51,824				5.891		
May-02	5.47	243,122	44,446				8.398		
Jun-02	8.28	185,609	29,658				6.967		
Jul-02	6.62	217,405	32,853				7.238		
Aug-02	6.08	211,333	34,771				5.881		
Sep-02	5.81	201,013	34,583				6.007		
Oct-02	6.07	186,739	30,755				5.811		
Nov-02	6.16	158,212	25,667				6.114		
Dec-02	6.62	169,344	25,570				5.969		
Jan-03	5.42	160,302	29,575				6.524		
Feb-03	4.63	114,212	24,660				5.880		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.1.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)

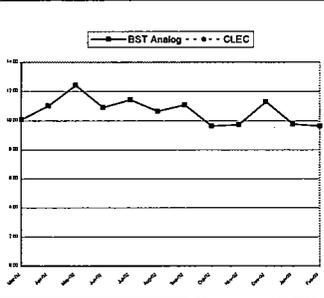
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	10.07	2,557	254	6.00	24	4	14.751	0.5473	YES
Apr-02	11.03	3,133	284	7.00	7	1	12.093	0.3327	YES
May-02	12.42	3,006	242				15.558		
Jun-02	10.91	2,672	245	5.00	5	1	13.624	0.4328	YES
Jul-02	11.44	2,551	223	8.00	8	1	12.972	0.2644	YES
Aug-02	10.64	2,575	242				12.285		
Sep-02	11.08	2,327	210	6.50	13	2	13.066	0.4835	YES
Oct-02	9.65	2,180	226	6.00	8	1	12.734	0.1291	YES
Nov-02	8.72	1,692	174				10.622		
Dec-02	11.31	2,013	178				11.458		
Jan-03	9.78	1,554	159				14.542		
Feb-03	8.63	1,619	168				12.544		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.1.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	10.07	2,557	254				4.408		
Apr-02	11.03	3,133	284				12.093		
May-02	12.42	3,006	242				15.558		
Jun-02	10.91	2,672	245				13.624		
Jul-02	11.44	2,551	223				12.972		
Aug-02	10.64	2,575	242				12.285		
Sep-02	11.08	2,327	210				13.066		
Oct-02	9.65	2,180	226				12.734		
Nov-02	8.72	1,692	174				10.622		
Dec-02	11.31	2,013	178				11.458		
Jan-03	9.78	1,554	159				14.542		
Feb-03	8.63	1,619	168				12.544		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

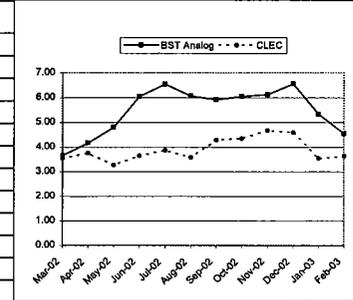
### Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

#### B.2.1.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.66	198,324	54,179	3.54	262	74	4.608	0.2158	YES
Apr-02	4.17	209,386	50,159	3.75	293	78	5.677	0.5584	YES
May-02	4.80	203,184	42,335	3.28	256	76	6.163	2.1787	YES
Jun-02	6.05	169,619	28,042	3.65	248	68	6.606	2.9945	YES
Jul-02	5.54	204,852	31,313	3.87	286	74	6.985	3.2876	YES
Aug-02	6.07	201,141	33,140	3.59	312	87	5.758	4.0172	YES
Sep-02	5.93	191,386	32,294	4.28	377	88	5.973	2.5759	YES
Oct-02	6.05	177,541	29,340	4.35	339	76	5.647	2.6562	YES
Nov-02	6.13	150,266	24,512	4.67	294	63	6.048	1.9116	YES
Dec-02	6.55	161,564	24,650	4.60	281	61	5.763	2.6439	YES
Jan-03	5.34	151,583	28,385	3.55	117	33	6.294	1.8366	YES
Feb-03	4.55	107,275	23,574	3.64	193	53	5.729	1.1539	YES

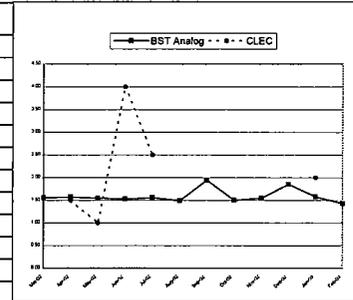


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.1.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.55	265,787	170,958				3.429		
Apr-02	1.57	240,871	153,380	1.50	3	2	2.884	0.0345	YES
May-02	1.55	257,704	166,516	1.00	1	1	2.043	0.2880	YES
Jun-02	1.53	254,060	166,397	4.00	4	1	2.450	-1.0095	YES
Jul-02	1.55	296,503	190,822	2.50	5	2	1.869	-0.7159	YES
Aug-02	1.50	305,930	204,434				1.748		
Sep-02	1.94	352,352	181,428				2.147		
Oct-02	1.50	304,509	203,271				1.830		
Nov-02	1.55	274,862	177,335				1.736		
Dec-02	1.85	351,003	188,664				2.013		
Jan-03	1.58	356,746	225,781	2.00	2	1	1.732	-0.2424	YES
Feb-03	1.43	230,875	161,835				1.431		

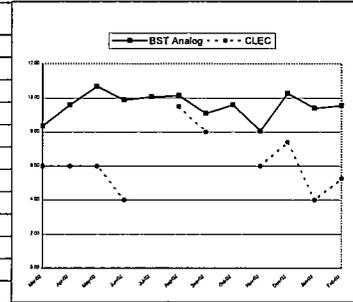


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.1.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	8.35	1,504	180	6.00	6	1	12.506	0.1877	YES
Apr-02	9.80	1,622	169	6.00	6	1	10.685	0.3352	YES
May-02	10.66	1,772	166	6.00	12	2	14.469	0.4544	YES
Jun-02	9.88	1,700	172	4.00	4	1	12.850	0.4564	YES
Jul-02	10.06	1,599	159				10.370		
Aug-02	10.14	1,714	169	9.50	19	2	11.801	0.0758	YES
Sep-02	9.09	1,427	157	6.00	8	1	10.480	0.1034	YES
Oct-02	9.60	1,536	160				13.631		
Nov-02	8.06	1,000	124	6.00	18	3	7.810	0.4524	YES
Dec-02	10.27	1,355	132	7.40	37	5	9.204	0.6833	YES
Jan-03	9.39	1,118	119	4.00	4	1	14.226	0.3774	YES
Feb-03	9.53	1,258	132	5.25	21	4	13.675	0.6171	YES

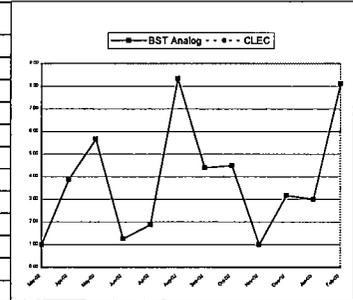


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.1.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.00	2	2				4.999		
Apr-02	3.88	31	8				2.416		
May-02	5.67	34	6				8.066		
Jun-02	1.25	5	4				0.500		
Jul-02	1.88	15	8				1.128		
Aug-02	8.33	75	9				14.577		
Sep-02	4.40	22	5				4.336		
Oct-02	4.50	38	8				6.234		
Nov-02	1.00	2	2				0.000		
Dec-02	3.17	19	8				2.401		
Jan-03	3.00	9	3				1.732		
Feb-03	8.11	24	3				11.241		



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

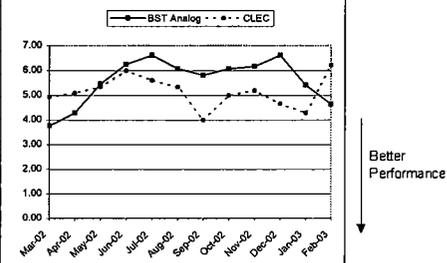
**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Provisioning**  
**Order Completion Interval**

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

**B.2.1.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)**

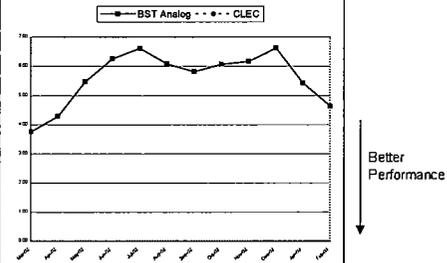
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.76	208,809	55,537	4.94	158	32	4.897	-1.3600	YES
Apr-02	4.28	220,934	51,624	5.09	173	34	5.891	-0.8001	YES
May-02	5.47	243,122	44,446	5.35	214	40	8.388	0.0904	YES
Jun-02	8.26	185,609	29,658	6.00	282	47	6.967	0.2540	YES
Jul-02	8.62	217,405	32,853	5.81	185	33	7.238	0.8024	YES
Aug-02	6.08	211,333	34,771	5.33	96	18	5.981	0.5370	YES
Sep-02	5.81	201,013	34,583	4.00	12	3	6.007	0.5226	YES
Oct-02	6.07	186,739	30,755	5.00	40	8	5.811	0.5216	YES
Nov-02	6.16	158,212	25,667	5.20	26	5	6.114	0.3525	YES
Dec-02	6.62	169,344	25,570	4.67	28	6	5.969	0.8027	YES
Jan-03	5.42	160,302	29,575	4.29	30	7	6.524	0.4800	YES
Feb-03	4.63	114,212	24,660	6.22	56	9	5.880	-0.8114	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.1.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)**

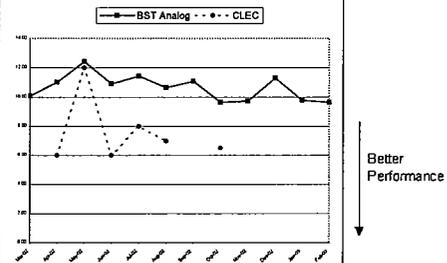
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.76	208,809	55,537				2.301		
Apr-02	4.28	220,934	51,624				5.891		
May-02	5.47	243,122	44,446				8.398		
Jun-02	8.26	185,609	29,658				6.967		
Jul-02	8.62	217,405	32,853				7.238		
Aug-02	6.08	211,333	34,771				5.881		
Sep-02	5.81	201,013	34,583				6.007		
Oct-02	6.07	186,739	30,755				5.811		
Nov-02	6.16	158,212	25,667				6.114		
Dec-02	6.62	169,344	25,570				5.969		
Jan-03	5.42	160,302	29,575				6.524		
Feb-03	4.63	114,212	24,660				5.880		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.1.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)**

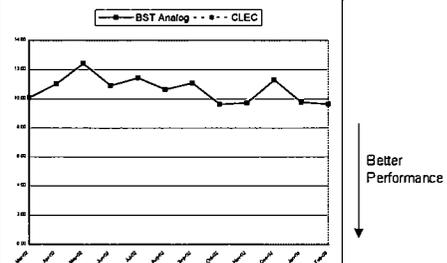
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	10.07	2,557	254				14.751		
Apr-02	11.03	3,133	284	8.00	6	1	12.093	0.4152	YES
May-02	12.42	3,006	242	12.00	12	1	15.558	0.0269	YES
Jun-02	10.91	2,672	245	6.00	6	1	13.624	0.3594	YES
Jul-02	11.44	2,551	223	8.00	8	1	12.972	0.2844	YES
Aug-02	10.64	2,575	242	7.00	7	1	12.285	0.2857	YES
Sep-02	11.08	2,327	210				13.066		
Oct-02	9.65	2,180	226	6.50	13	2	12.734	0.3480	YES
Nov-02	9.72	1,692	174				10.622		
Dec-02	11.31	2,013	178				11.458		
Jan-03	9.78	1,554	159				14.542		
Feb-03	9.63	1,619	168				12.544		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.1.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	10.07	2,557	254				4.408		
Apr-02	11.03	3,133	284				12.093		
May-02	12.42	3,006	242				15.558		
Jun-02	10.91	2,672	245				13.624		
Jul-02	11.44	2,551	223				12.972		
Aug-02	10.64	2,575	242				12.285		
Sep-02	11.08	2,327	210				13.066		
Oct-02	9.65	2,180	226				12.734		
Nov-02	9.72	1,692	174				10.622		
Dec-02	11.31	2,013	178				11.458		
Jan-03	9.78	1,554	159				14.542		
Feb-03	9.63	1,619	168				12.544		



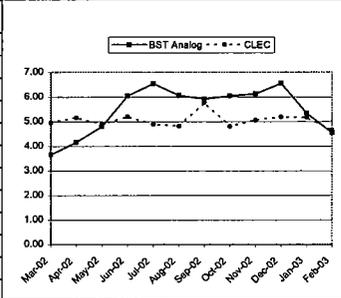
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval**

(Interval Between Order Issuance and Completion)  
 Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
 Volume indicates total number of service orders completed for this disaggregation in the reporting period.

**B.2.1.13.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/GA (days)**

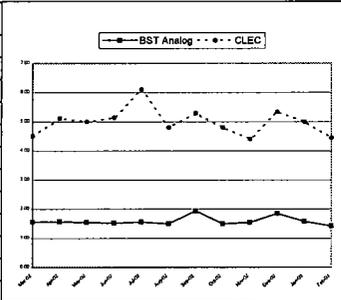
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.66	198,324	54,179	4.96	263	53	4.608	-2.0555	NO
Apr-02	4.17	209,388	50,159	5.17	238	46	5.677	-1.1934	YES
May-02	4.80	203,184	42,335	4.80	250	51	6.183	-0.1187	YES
Jun-02	6.05	169,619	28,042	5.21	146	28	6.606	0.6681	YES
Jul-02	6.54	204,852	31,313	4.89	137	28	6.985	1.2488	YES
Aug-02	6.07	201,141	33,140	4.81	77	19	5.758	0.8729	YES
Sep-02	5.93	191,386	32,294	6.77	179	31	5.973	0.1418	YES
Oct-02	6.05	177,541	28,340	4.80	120	25	5.647	1.1073	YES
Nov-02	6.13	150,266	24,512	5.07	71	14	6.048	0.6549	YES
Dec-02	6.55	161,584	24,650	5.20	78	15	5.763	0.9099	YES
Jan-03	5.34	151,563	28,385	5.17	93	18	6.294	0.1165	YES
Feb-03	4.55	107,275	23,574	4.67	112	24	5.729	-0.0992	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.13.1.4 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/GA (days)**

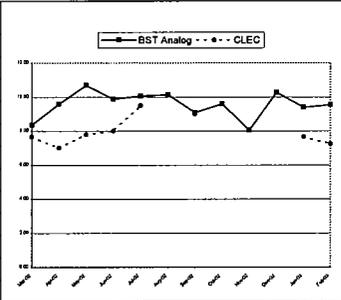
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.55	265,787	170,958	4.50	81	18	3.429	-3.6435	NO
Apr-02	1.57	240,871	153,380	5.11	46	9	2.684	-3.6836	NO
May-02	1.55	257,704	166,516	5.00	60	12	2.043	-5.8530	NO
Jun-02	1.53	254,060	166,397	5.13	77	15	2.450	-5.7010	NO
Jul-02	1.55	296,503	190,822	6.10	61	10	1.869	-7.8910	NO
Aug-02	1.50	305,930	204,434	4.80	72	15	1.748	-7.3184	NO
Sep-02	1.94	352,352	181,428	5.29	37	7	2.147	-4.1210	NO
Oct-02	1.50	304,509	203,271	4.80	48	10	1.830	-5.7051	NO
Nov-02	1.55	274,862	177,335	4.40	44	10	1.738	-5.1911	NO
Dec-02	1.85	351,003	189,664	5.33	48	9	2.013	-5.1911	NO
Jan-03	1.58	356,746	225,781	5.00	50	10	1.732	-6.2426	NO
Feb-03	1.43	230,875	161,835	4.44	80	18	1.431	-8.9452	NO



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.13.2.1 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/GA (days)**

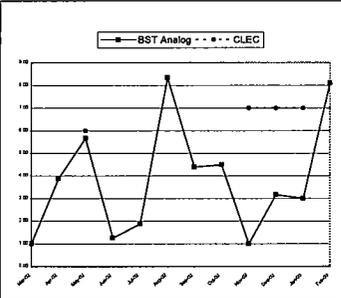
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	6.35	1,504	180	7.67	23	3	12.506	0.0944	YES
Apr-02	9.80	1,822	169	7.00	7	1	10.695	0.2420	YES
May-02	10.88	1,772	168	7.80	39	5	14.469	0.4380	YES
Jun-02	9.88	1,700	172	8.00	8	1	12.850	0.1460	YES
Jul-02	10.08	1,599	159	9.50	19	2	10.370	0.0757	YES
Aug-02	10.14	1,714	169				11.901		
Sep-02	9.09	1,427	157	9.00	9	1	10.480	0.0083	YES
Oct-02	9.60	1,538	160				13.631		
Nov-02	8.06	1,000	124				7.810		
Dec-02	10.27	1,355	132				9.204		
Jan-03	9.39	1,118	119	7.67	23	3	14.226	0.2075	YES
Feb-03	9.53	1,258	132	7.25	29	4	13.675	0.3289	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.1.13.2.4 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch In/GA (days)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.00	2	2				4.999		
Apr-02	3.88	31	8				2.416		
May-02	3.67	34	6	8.00	6	1	8.066	-0.0383	YES
Jun-02	1.25	5	4				0.500		
Jul-02	1.68	15	8				1.126		
Aug-02	8.33	75	9				14.577		
Sep-02	4.40	22	5				4.336		
Oct-02	4.50	36	8				6.234		
Nov-02	1.00	2	2	7.00	7	1	0.000		NO
Dec-02	3.17	19	6	7.00	7	1	2.401	-1.4779	YES
Jan-03	3.00	9	3	7.00	7	1	1.732	-2.0000	NO
Feb-03	8.11	24	3				11.241		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

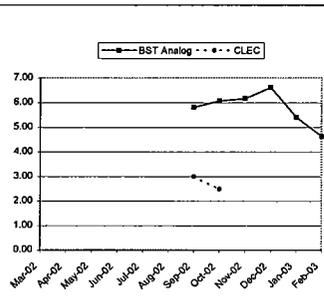
## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

### B.2.1.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	5.81	201,013	34,583	3.00	3	1	6.007	0.4682	YES
Oct-02	6.07	186,739	30,755	2.50	5	2	5.811	0.8893	YES
Nov-02	6.16	158,212	25,667				6.114		
Dec-02	6.62	168,344	25,570				5.969		
Jan-03	5.42	160,302	29,575				6.524		
Feb-03	4.63	114,212	24,660				5.880		



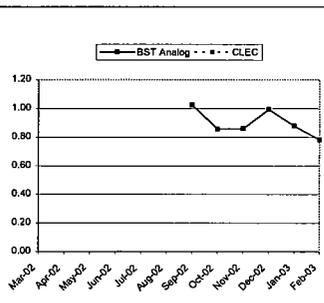
Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.1.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.03	437,767	427,016				1.651		
Oct-02	0.86	492,636	575,291				1.242		
Nov-02	0.86	413,263	480,297				1.321		
Dec-02	0.99	438,186	441,680				1.604		
Jan-03	0.88	459,041	522,817				1.392		
Feb-03	0.78	317,036	405,474				1.186		



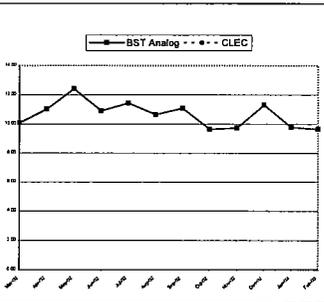
Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.1.15.2.1 Other Non-Design/>=10 circuits/Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	10.07	2,557	254				14.751		
Apr-02	11.03	3,133	284				12.093		
May-02	12.42	3,006	242				15.558		
Jun-02	10.91	2,672	245				13.624		
Jul-02	11.44	2,551	223				12.972		
Aug-02	10.64	2,575	242				12.285		
Sep-02	11.08	2,327	210				13.066		
Oct-02	9.65	2,180	226				12.734		
Nov-02	9.72	1,692	174				10.622		
Dec-02	11.31	2,013	178				11.458		
Jan-03	9.78	1,554	159				14.542		
Feb-03	9.63	1,819	168				12.544		



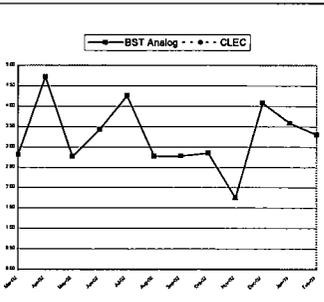
Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

### B.2.1.15.2.2 Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.81	267	95				4.408		
Apr-02	4.72	1,325	281				5.803		
May-02	2.76	1,716	621				6.781		
Jun-02	3.43	884	258				8.371		
Jul-02	4.28	1,154	271				8.286		
Aug-02	2.77	606	219				5.431		
Sep-02	2.78	662	238				4.808		
Oct-02	2.85	555	195				5.585		
Nov-02	1.75	1,010	578				5.347		
Dec-02	4.07	403	99				7.488		
Jan-03	3.58	437	122				8.273		
Feb-03	3.30	445	135				7.657		



Better  
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
Coordinated Customers Conversions**

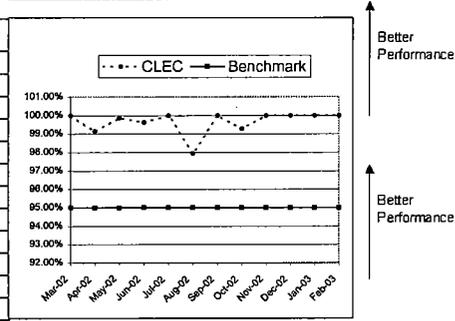
(% of Coordinated Time Intervals Worked to Cutover Loops (BST-CLEC) within 15 min)

Numerator Indicates total number of coordinated loop cutovers performed within 15 min for this disaggregation in the reporting period.

Volume Indicates the number of items cut for this disaggregation in the reporting period.

**B.2.12.2 Loops with LNP/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	841	841			YES
Apr-02	95.00%			99.15%	696	702			YES
May-02	95.00%			99.87%	748	749			YES
Jun-02	95.00%			99.64%	821	824			YES
Jul-02	95.00%			100.00%	545	545			YES
Aug-02	95.00%			97.95%	382	390			YES
Sep-02	95.00%			100.00%	443	443			YES
Oct-02	95.00%			99.28%	416	419			YES
Nov-02	95.00%			100.00%	243	243			YES
Dec-02	95.00%			100.00%	180	180			YES
Jan-03	95.00%			100.00%	208	208			YES
Feb-03	95.00%			100.00%	268	268			YES



**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
Hot Cut Timeliness**

(% of Hot Cuts Performed within 15 Minutes of Scheduled Cut)

Numerator Indicates total number of hot cuts performed within 15 minutes of scheduled cut in the reporting period.  
Volume indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

**B.2.14.1 Time-Specific SL1/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	115	115			YES
Apr-02	95.00%			97.80%	89	91			YES
May-02	95.00%			100.00%	87	87			YES
Jun-02	95.00%			100.00%	45	45			YES
Jul-02	95.00%			100.00%	59	59			YES
Aug-02	95.00%			100.00%	56	56			YES
Sep-02	95.00%			100.00%	58	58			YES
Oct-02	95.00%			100.00%	66	66			YES
Nov-02	95.00%			100.00%	54	54			YES
Dec-02	95.00%			96.87%	32	33			YES
Jan-03	95.00%			96.77%	30	31			YES
Feb-03	95.00%			100.00%	46	46			YES

**B.2.14.2 Time-Specific SL2/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	48	48			YES
Apr-02	95.00%			92.31%	24	26			NO
May-02	95.00%			96.15%	25	26			YES
Jun-02	95.00%			91.67%	33	36			NO
Jul-02	95.00%			100.00%	18	18			YES
Aug-02	95.00%			100.00%	13	13			YES
Sep-02	95.00%			100.00%	12	12			YES
Oct-02	95.00%			100.00%	9	9			YES
Nov-02	95.00%			100.00%	4	4			YES
Dec-02	95.00%			100.00%	4	4			YES
Jan-03	95.00%			100.00%	7	7			YES
Feb-03	95.00%			85.71%	12	14			NO

**B.2.14.3 Non-Time Specific SL1/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	16	16			YES
Apr-02	95.00%			100.00%	3	3			YES
May-02	95.00%								
Jun-02	95.00%			100.00%	4	4			YES
Jul-02	95.00%			100.00%	3	3			YES
Aug-02	95.00%			100.00%	5	5			YES
Sep-02	95.00%			100.00%	20	20			YES
Oct-02	95.00%			100.00%	14	14			YES
Nov-02	95.00%			100.00%	5	5			YES
Dec-02	95.00%			100.00%	14	14			YES
Jan-03	95.00%			100.00%	9	9			YES
Feb-03	95.00%			100.00%	5	5			YES

**B.2.14.4 Non-Time Specific SL2/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	95.00%			100.00%	76	76			YES
Apr-02	95.00%			100.00%	81	81			YES
May-02	95.00%			100.00%	119	119			YES
Jun-02	95.00%			100.00%	136	136			YES
Jul-02	95.00%			100.00%	66	66			YES
Aug-02	95.00%			100.00%	32	32			YES
Sep-02	95.00%			100.00%	14	14			YES
Oct-02	95.00%			100.00%	25	25			YES
Nov-02	95.00%			100.00%	11	11			YES
Dec-02	95.00%			100.00%	10	10			YES
Jan-03	95.00%			100.00%	17	17			YES
Feb-03	95.00%			100.00%	9	9			YES

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Provisioning**  
**% Provisioning Troubles within 7 Days - Hot Cuts**  
 (% of Trouble Reports Received within 7 Days of Hot Cut Service Order Completion)  
 Numerator Indicates total number of hot cut circuits with a trouble report within 7 days following service order completion.  
 Volume indicates total number of cut counts for this disaggregation in the previous reporting period.

**B.2.17.1.1 UNE Loop Design/Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.00%			2.60%	9	322			YES
Apr-02	5.00%			1.30%	5	386			YES
May-02	5.00%			1.91%	7	368			YES
Jun-02	5.00%			4.27%	18	422			YES
Jul-02	5.00%			2.88%	19	660			YES
Aug-02	5.00%			2.02%	7	346			YES
Sep-02	5.00%			3.05%	6	197			YES
Oct-02	5.00%			2.05%	3	146			YES
Nov-02	5.00%			1.28%	2	156			YES
Dec-02	5.00%			2.60%	2	77			YES
Jan-03	5.00%			2.27%	1	44			YES
Feb-03	5.00%			1.20%	1	83			YES

**B.2.17.1.2 UNE Loop Design/Non-Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.00%								
Apr-02	5.00%								
May-02	5.00%								
Jun-02	5.00%								
Jul-02	5.00%								
Aug-02	5.00%								
Sep-02	5.00%								
Oct-02	5.00%								
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								

**B.2.17.2.1 UNE Loop Non-Design/Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.00%			1.30%	4	308			YES
Apr-02	5.00%			0.68%	2	292			YES
May-02	5.00%			2.33%	7	301			YES
Jun-02	5.00%			0.34%	1	294			YES
Jul-02	5.00%			0.81%	1	124			YES
Aug-02	5.00%			2.17%	3	138			YES
Sep-02	5.00%			0.00%	0	91			YES
Oct-02	5.00%			1.25%	3	240			YES
Nov-02	5.00%			0.60%	1	168			YES
Dec-02	5.00%			1.10%	1	91			YES
Jan-03	5.00%			0.00%	0	88			YES
Feb-03	5.00%			0.00%	0	91			YES

**B.2.17.2.2 UNE Loop Non-Design/Non-Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.00%			0.50%	1	201			YES
Apr-02	5.00%			0.00%	0	121			YES
May-02	5.00%			2.17%	1	46			YES
Jun-02	5.00%			0.00%	0	49			YES
Jul-02	5.00%			2.88%	2	70			YES
Aug-02	5.00%			0.00%	0	71			YES
Sep-02	5.00%			0.00%	0	105			YES
Oct-02	5.00%			0.00%	0	59			YES
Nov-02	5.00%			0.00%	0	96			YES
Dec-02	5.00%			0.00%	0	66			YES
Jan-03	5.00%			0.00%	0	48			YES
Feb-03	5.00%			0.00%	0	37			YES

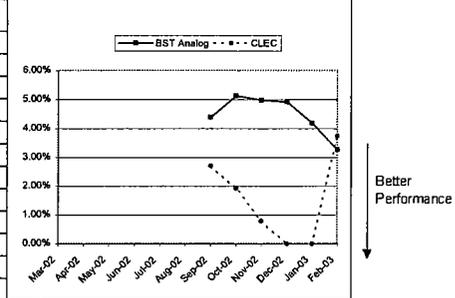
## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning % Missed Installation Appointments (% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

### B.2.18.4.1.1 EELs/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	4.38%	1,784	40,696	2.70%	3	111		0.8639	YES
Oct-02	5.13%	1,880	36,620	1.93%	5	259		2.3278	YES
Nov-02	4.98%	1,543	31,004	0.78%	1	128		2.1548	YES
Dec-02	4.93%	1,520	30,860	0.00%	0	92		2.1799	YES
Jan-03	4.19%	1,506	35,960	0.00%	0	128		2.3427	YES
Feb-03	3.26%	1,014	31,064	3.74%	4	107		-0.2755	YES

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

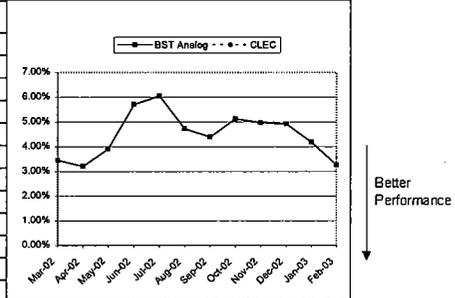


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### B.2.18.4.1.4 EELs/<10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.45%	2,221	64,285						
Apr-02	3.21%	1,899	59,171						
May-02	3.92%	2,040	62,101						
Jun-02	5.70%	2,072	36,325						
Jul-02	6.06%	2,411	39,817						
Aug-02	4.72%	1,994	42,213						
Sep-02	4.38%	1,784	40,696						
Oct-02	5.13%	1,880	36,620						
Nov-02	4.98%	1,543	31,004						
Dec-02	4.93%	1,520	30,860						
Jan-03	4.19%	1,506	35,960						
Feb-03	3.28%	1,014	31,064						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

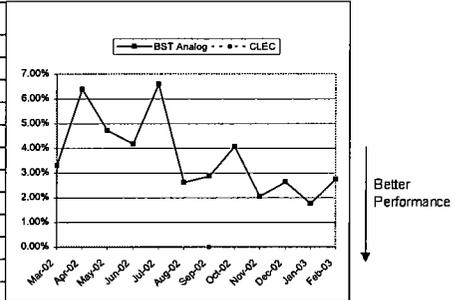


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### B.2.18.4.2.1 EELs/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.31%	12	362						
Apr-02	6.39%	23	360						
May-02	4.73%	15	317						
Jun-02	4.18%	13	311						
Jul-02	6.60%	20	303						
Aug-02	2.62%	13	496						
Sep-02	2.88%	13	452	0.00%	0	1		0.1719	YES
Oct-02	4.07%	20	491						
Nov-02	2.05%	9	439						
Dec-02	2.63%	12	456						
Jan-03	1.76%	10	567						
Feb-03	2.75%	10	363						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

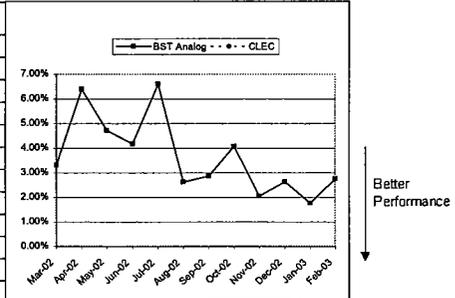


Better Performance

### B.2.18.4.2.4 EELs/>=10 circuits/Dispatch In/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.31%	12	362						
Apr-02	6.39%	23	360						
May-02	4.73%	15	317						
Jun-02	4.18%	13	311						
Jul-02	6.60%	20	303						
Aug-02	2.62%	13	496						
Sep-02	2.88%	13	452						
Oct-02	4.07%	20	491						
Nov-02	2.05%	9	439						
Dec-02	2.63%	12	456						
Jan-03	1.76%	10	567						
Feb-03	2.75%	10	363						

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report



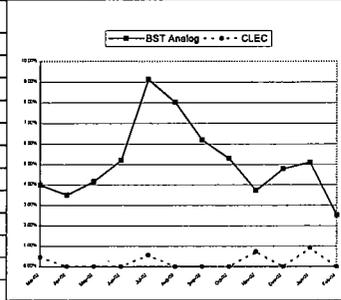
Better Performance

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	4.00%	383	9,582	0.45%	1	223		2.6743	YES
Apr-02	3.51%	340	9,700	0.00%	0	213		2.7515	YES
May-02	4.17%	384	9,216	0.00%	0	184		2.8006	YES
Jun-02	5.20%	556	10,699	0.00%	0	175		3.0722	YES
Jul-02	9.12%	928	10,180	0.56%	1	180		3.9553	YES
Aug-02	8.01%	951	11,873	0.00%	0	144		3.5197	YES
Sep-02	6.19%	733	11,851	0.00%	0	180		3.4190	YES
Oct-02	5.90%	574	10,840	0.00%	0	181		3.1550	YES
Nov-02	3.72%	351	9,429	0.74%	1	135		1.8171	YES
Dec-02	4.79%	617	12,877	0.00%	0	89		2.1091	YES
Jan-03	5.11%	649	12,708	0.93%	1	108		1.9655	YES
Feb-03	2.52%	277	10,992	0.00%	0	131		1.8294	YES

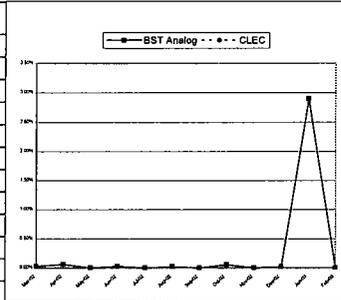


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	0.03%	1	3,716						
Apr-02	0.06%	2	3,308						
May-02	0.00%	0	3,242						
Jun-02	0.03%	1	3,564						
Jul-02	0.00%	0	3,669						
Aug-02	0.02%	1	4,296						
Sep-02	0.00%	0	4,073						
Oct-02	0.05%	2	3,717						
Nov-02	0.00%	0	3,441						
Dec-02	0.02%	1	4,781						
Jan-03	2.90%	148	5,038						
Feb-03	0.00%	0	4,489						

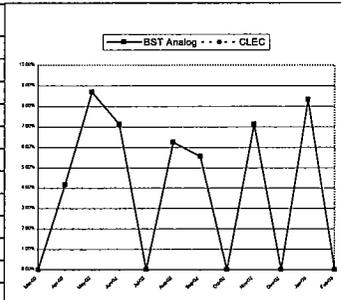


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	0.00%	0	30						
Apr-02	4.17%	1	24						
May-02	6.70%	2	23						
Jun-02	7.14%	1	14						
Jul-02	0.00%	0	12						
Aug-02	6.25%	1	16						
Sep-02	5.56%	1	18						
Oct-02	0.00%	0	15						
Nov-02	7.14%	1	14						
Dec-02	0.00%	0	11						
Jan-03	6.33%	1	12						
Feb-03	0.00%	0	8						

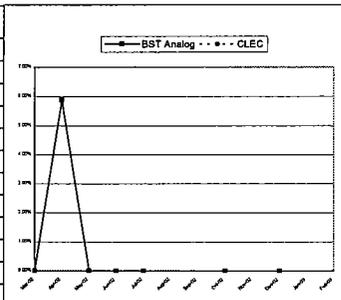


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.18.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	0.00%	0	6						
Apr-02	5.88%	1	17						
May-02	0.00%	0	15						
Jun-02	0.00%	0	1						
Jul-02	0.00%	0	1						
Aug-02									
Sep-02									
Oct-02	0.00%	0	4						
Nov-02									
Dec-02	0.00%	0	2						
Jan-03									
Feb-03									



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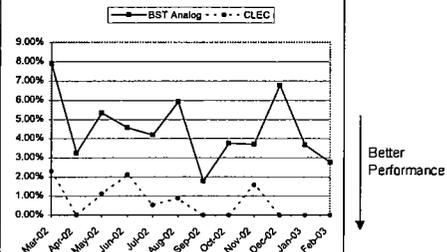
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)**

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.6.1.1 UNE ISDN/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	7.89%	33	418	2.30%	5	217		2.4770	YES
Apr-02	3.25%	11	338	0.00%	0	159		1.9072	YES
May-02	5.35%	17	318	1.11%	2	180		2.0183	YES
Jun-02	4.55%	14	306	2.13%	3	141		1.1508	YES
Jul-02	4.19%	15	358	0.54%	1	185		2.0116	YES
Aug-02	5.93%	21	354	0.88%	1	113		1.9775	YES
Sep-02	1.78%	14	785	0.00%	0	168		1.5852	YES
Oct-02	3.76%	13	346	0.00%	0	176		2.1341	YES
Nov-02	3.72%	12	323	1.58%	2	126		1.0711	YES
Dec-02	6.78%	16	236	0.00%	0	85		2.1319	YES
Jan-03	3.68%	10	272	0.00%	0	92		1.6199	YES
Feb-03	2.77%	7	253	0.00%	0	139		1.5977	YES

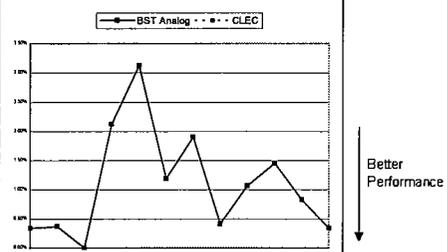


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Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.18.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	0.34%	1	296						
Apr-02	0.37%	2	542						
May-02	0.00%	0	336						
Jun-02	2.13%	6	282						
Jul-02	3.13%	13	416						
Aug-02	1.19%	4	335						
Sep-02	1.90%	4	210						
Oct-02	0.42%	3	718						
Nov-02	1.07%	3	280						
Dec-02	1.46%	3	206						
Jan-03	0.83%	3	363						
Feb-03	0.34%	1	293						

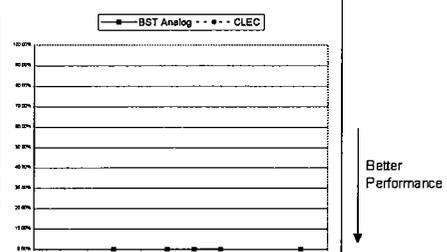


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Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.18.6.2.1 UNE ISDN/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02	0.00%	0	1						
Jul-02									
Aug-02	0.00%	0	1						
Sep-02	0.00%	0	1						
Oct-02	0.00%	0	1						
Nov-02									
Dec-02									
Jan-03	0.00%	0	2						
Feb-03									

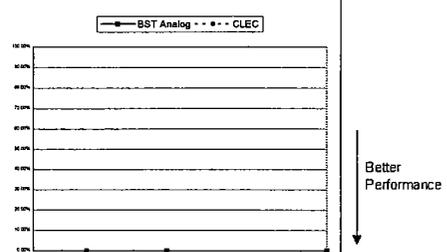


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Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**B.2.18.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02	0.00%	0	14						
Jun-02									
Jul-02									
Aug-02	0.00%	0	1						
Sep-02									
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03	0.00%	0	1						



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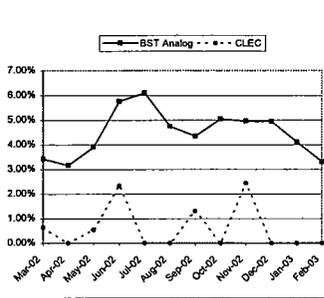
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.43%	2,121	61,908	0.65%	1	155		1.8010	YES
Apr-02	3.17%	1,809	56,986	0.00%	0	157		2.2656	YES
May-02	3.91%	1,858	50,058	0.55%	1	183		2.3438	YES
Jun-02	5.77%	1,976	34,245	2.34%	3	128		1.6594	YES
Jul-02	6.10%	2,286	37,471	0.00%	0	93		2.4551	YES
Aug-02	4.75%	1,912	40,231	0.00%	0	85		2.0573	YES
Sep-02	4.35%	1,893	38,897	1.32%	1	76		1.2862	YES
Oct-02	5.05%	1,754	34,761	0.00%	0	64		1.8425	YES
Nov-02	4.96%	1,464	29,525	2.44%	1	41		0.7426	YES
Dec-02	4.95%	1,450	29,321	0.00%	0	36		1.3677	YES
Jan-03	4.12%	1,404	34,093	0.00%	0	48		1.4348	YES
Feb-03	3.31%	984	29,725	0.00%	0	28		0.9786	YES

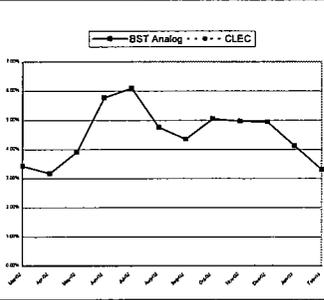


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Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.43%	2,121	61,908						
Apr-02	3.17%	1,809	56,986						
May-02	3.91%	1,858	50,058						
Jun-02	5.77%	1,976	34,245						
Jul-02	6.10%	2,286	37,471						
Aug-02	4.75%	1,912	40,231						
Sep-02	4.35%	1,893	38,897						
Oct-02	5.05%	1,754	34,761						
Nov-02	4.96%	1,464	29,525						
Dec-02	4.95%	1,450	29,321						
Jan-03	4.12%	1,404	34,093						
Feb-03	3.31%	984	29,725						

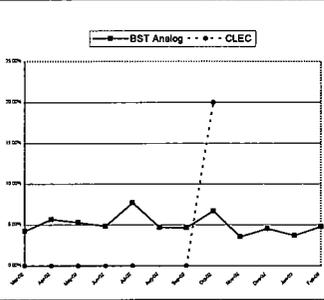


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Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.2.1 2W Analog Loop Design>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.24%	12	283	0.00%	0	6		0.5101	YES
Apr-02	5.66%	18	318	0.00%	0	1		0.2446	YES
May-02	5.28%	15	284	0.00%	0	3		0.4069	YES
Jun-02	4.85%	13	268	0.00%	0	1		0.2254	YES
Jul-02	7.69%	19	247	0.00%	0	1		0.2881	YES
Aug-02	4.71%	13	276						
Sep-02	4.62%	11	238	0.00%	0	2		0.3100	YES
Oct-02	6.69%	17	254	20.00%	1	5		-1.1792	YES
Nov-02	3.54%	7	198						
Dec-02	4.52%	9	199						
Jan-03	3.68%	7	190						
Feb-03	4.76%	9	189						

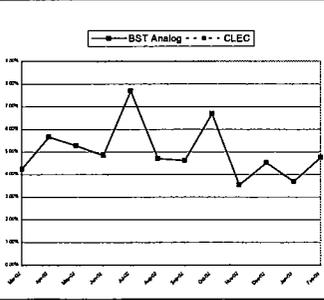


Better  
Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.2.18.8.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.24%	12	283						
Apr-02	5.66%	18	318						
May-02	5.28%	15	284						
Jun-02	4.85%	13	268						
Jul-02	7.69%	19	247						
Aug-02	4.71%	13	276						
Sep-02	4.62%	11	238						
Oct-02	6.69%	17	254						
Nov-02	3.54%	7	198						
Dec-02	4.52%	9	199						
Jan-03	3.68%	7	190						
Feb-03	4.76%	9	189						



Better  
Performance

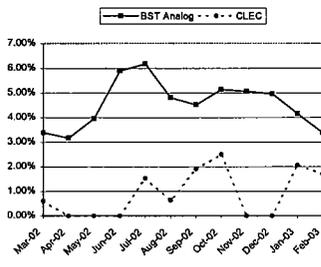
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.39%	2,049	60,501	0.61%	1	165		1.9719	YES
Apr-02	3.18%	1,755	55,489	0.00%	0	167		2.3320	YES
May-02	3.97%	1,901	47,917	0.00%	0	173		2.6686	YES
Jun-02	5.90%	1,924	32,609	0.00%	0	133		2.8819	YES
Jul-02	6.18%	2,218	35,904	1.53%	2	131		2.2071	YES
Aug-02	4.80%	1,852	38,557	0.64%	1	157		2.4364	YES
Sep-02	4.52%	1,654	36,578	1.91%	3	157		1.5712	YES
Oct-02	5.15%	1,715	33,319	2.50%	4	160		1.5118	YES
Nov-02	5.06%	1,434	28,348	0.00%	0	132		2.6459	YES
Dec-02	4.96%	1,406	28,370	0.00%	0	140		2.6952	YES
Jan-03	4.15%	1,365	32,856	2.06%	2	97		1.0313	YES
Feb-03	3.37%	964	28,589	1.71%	2	117		0.9942	YES

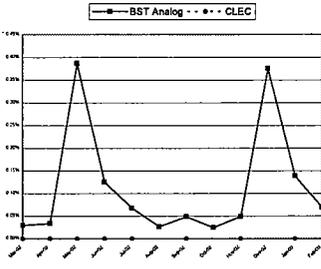


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.03%	57	192,451	0.00%	0	1		0.0172	YES
Apr-02	0.03%	60	175,859	0.00%	0	2		0.0261	YES
May-02	0.39%	744	192,352	0.00%	0	1		0.0623	YES
Jun-02	0.13%	249	198,590	0.00%	0	1		0.0354	YES
Jul-02	0.07%	154	227,156	0.00%	0	3		0.0451	YES
Aug-02	0.03%	65	244,094	0.00%	0	1		0.0221	YES
Sep-02	0.05%	102	209,332	0.00%	0	1		0.0221	YES
Oct-02	0.02%	57	229,486	0.00%	0	1		0.0222	YES
Nov-02	0.05%	99	201,828	0.00%	0	1		0.0222	YES
Dec-02	0.38%	793	211,466	0.00%	0	1		0.0373	YES
Jan-03	0.14%	382	261,066	0.00%	0	1		0.0373	YES
Feb-03	0.07%	133	193,514	0.00%	0	1		0.0373	YES

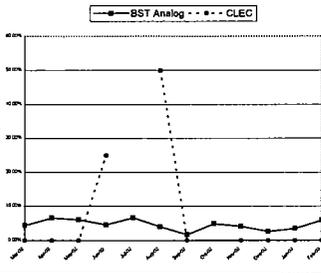


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.37%	9	206	0.00%	0	2		0.3008	YES
Apr-02	6.53%	13	199	0.00%	0	2		0.3720	YES
May-02	6.09%	12	197	0.00%	0	3		0.4378	YES
Jun-02	4.62%	9	195	25.00%	1	4		-1.9234	NO
Jul-02	6.63%	12	181	0.00%	0	2		-3.2653	NO
Aug-02	4.08%	8	196	50.00%	1	2		0.2597	YES
Sep-02	1.69%	3	177	0.00%	0	4		0.2597	YES
Oct-02	4.86%	9	185	0.00%	0	3		0.3562	YES
Nov-02	4.14%	6	145	0.00%	0	3		0.4281	YES
Dec-02	2.67%	4	150	0.00%	0	7		0.4281	YES
Jan-03	3.47%	5	144	0.00%	0	3		0.3251	YES
Feb-03	5.98%	9	151	0.00%	0	4		0.4970	YES

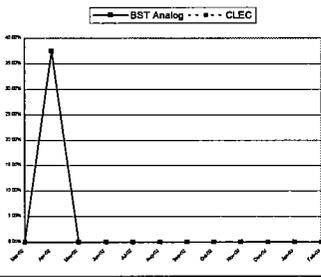


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	2	0.00%	0	2			
Apr-02	37.50%	3	8	0.00%	0	2			
May-02	0.00%	0	6	0.00%	0	2			
Jun-02	0.00%	0	5	0.00%	0	2			
Jul-02	0.00%	0	11	0.00%	0	2			
Aug-02	0.00%	0	10	0.00%	0	2			
Sep-02	0.00%	0	6	0.00%	0	2			
Oct-02	0.00%	0	8	0.00%	0	2			
Nov-02	0.00%	0	2	0.00%	0	2			
Dec-02	0.00%	0	8	0.00%	0	2			
Jan-03	0.00%	0	3	0.00%	0	2			
Feb-03	0.00%	0	3	0.00%	0	2			



Better Performance

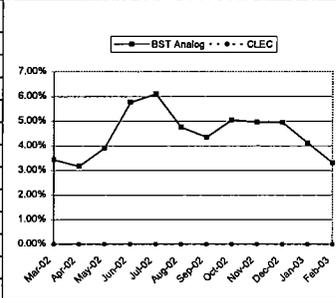
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning % Missed Installation Appointments (% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

### B.2.18.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.43%	2,121	61,908	0.00%	0	123		2.0868	YES
Apr-02	3.17%	1,809	56,986	0.00%	0	107		1.8712	YES
May-02	3.91%	1,958	50,058	0.00%	0	130		2.2974	YES
Jun-02	5.77%	1,976	34,245	0.00%	0	184		3.3477	YES
Jul-02	6.10%	2,286	37,471	0.00%	0	93		2.4551	YES
Aug-02	4.75%	1,912	40,231	0.00%	0	43		1.4840	YES
Sep-02	4.35%	1,693	38,897	0.00%	0	26		1.0874	YES
Oct-02	5.05%	1,754	34,761	0.00%	0	35		1.3631	YES
Nov-02	4.96%	1,464	29,525	0.00%	0	14		0.8544	YES
Dec-02	4.95%	1,450	29,321	0.00%	0	14		0.8532	YES
Jan-03	4.12%	1,404	34,093	0.00%	0	24		1.0149	YES
Feb-03	3.31%	984	29,725	0.00%	0	26		0.9431	YES

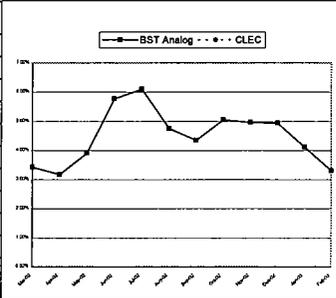


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.18.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.43%	2,121	61,908						
Apr-02	3.17%	1,809	56,986						
May-02	3.91%	1,958	50,058						
Jun-02	5.77%	1,976	34,245						
Jul-02	6.10%	2,286	37,471						
Aug-02	4.75%	1,912	40,231						
Sep-02	4.35%	1,693	38,897						
Oct-02	5.05%	1,754	34,761						
Nov-02	4.96%	1,464	29,525						
Dec-02	4.95%	1,450	29,321						
Jan-03	4.12%	1,404	34,093						
Feb-03	3.31%	984	29,725						

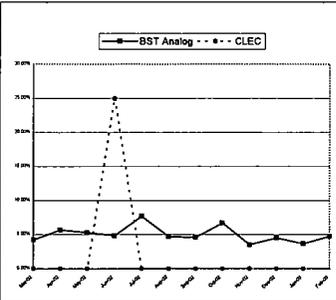


Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.18.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.24%	12	283	0.00%	0	1		0.2101	YES
Apr-02	5.86%	18	318	0.00%	0	2		0.3453	YES
May-02	5.28%	15	284	0.00%	0	2		0.3328	YES
Jun-02	4.85%	13	268	25.00%	1	4		-1.8819	NO
Jul-02	7.69%	19	247	0.00%	0	2		0.4088	YES
Aug-02	4.71%	13	276	0.00%	0	4		0.4415	YES
Sep-02	4.62%	11	238	0.00%	0	6		0.5325	YES
Oct-02	6.69%	17	254	0.00%	0	3		0.4612	YES
Nov-02	3.54%	7	198	0.00%	0	2		0.2894	YES
Dec-02	4.52%	9	199	0.00%	0	1		0.2171	YES
Jan-03	3.68%	7	190	0.00%	0	1		0.1951	YES
Feb-03	4.76%	9	189						

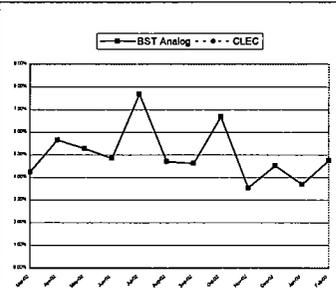


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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.18.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.24%	12	283						
Apr-02	5.86%	18	318						
May-02	5.28%	15	284						
Jun-02	4.85%	13	268						
Jul-02	7.69%	19	247						
Aug-02	4.71%	13	276						
Sep-02	4.62%	11	238						
Oct-02	6.69%	17	254						
Nov-02	3.54%	7	198						
Dec-02	4.52%	9	199						
Jan-03	3.68%	7	190						
Feb-03	4.76%	9	189						



Better Performance

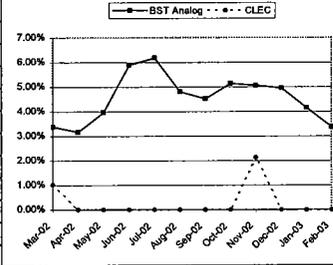
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Missed Installation Appointments  
(% of Installation Order Appointments Missed)**

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume Indicates total orders for this disaggregation completed in the reporting period.

**B.2.18.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.39%	2,049	60,501	1.02%	1	98		1.2940	YES
Apr-02	3.16%	1,755	55,489	0.00%	0	79		1.8052	YES
May-02	3.97%	1,901	47,917	0.00%	0	79		1.8051	YES
Jun-02	5.90%	1,924	32,609	0.00%	0	38		1.5427	YES
Jul-02	6.18%	2,218	35,904	0.00%	0	59		1.9694	YES
Aug-02	4.80%	1,852	38,557	0.00%	0	41		1.4375	YES
Sep-02	4.52%	1,854	36,578	0.00%	0	68		1.7929	YES
Oct-02	5.15%	1,715	33,319	0.00%	0	58		1.7725	YES
Nov-02	5.06%	1,434	28,346	2.13%	1	47		0.9162	YES
Dec-02	4.96%	1,406	28,370	0.00%	0	46		1.5475	YES
Jan-03	4.15%	1,365	32,856	0.00%	0	38		1.2827	YES
Feb-03	3.37%	964	28,589	0.00%	0	40		1.1806	YES

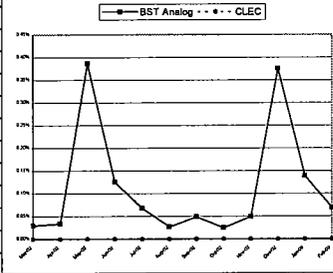


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.03%	57	192,451	0.00%	0	46		0.1167	YES
Apr-02	0.03%	60	175,859	0.00%	0	17		0.0762	YES
May-02	0.38%	744	192,352	0.00%	0	17		0.2569	YES
Jun-02	0.13%	249	198,590	0.00%	0	22		0.1862	YES
Jul-02	0.07%	154	227,156	0.00%	0	24		0.1278	YES
Aug-02	0.03%	65	244,094	0.00%	0	40		0.1032	YES
Sep-02	0.05%	102	209,332	0.00%	0	24		0.1082	YES
Oct-02	0.02%	57	229,466	0.00%	0	38		0.0972	YES
Nov-02	0.05%	99	201,628	0.00%	0	32		0.1254	YES
Dec-02	0.38%	793	211,466	0.00%	0	33		0.3524	YES
Jan-03	0.14%	362	281,068	0.00%	0	27		0.1936	YES
Feb-03	0.07%	133	193,514	0.00%	0	52		0.1891	YES

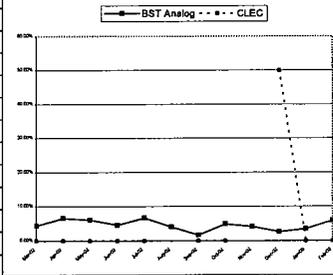


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.37%	9	206	0.00%	0	4		0.4234	YES
Apr-02	6.53%	13	199	0.00%	0	4		0.5235	YES
May-02	6.09%	12	197	0.00%	0	7		0.6622	YES
Jun-02	4.62%	9	195	0.00%	0	2		0.3095	YES
Jul-02	6.63%	12	181	0.00%	0	2		0.3748	YES
Aug-02	4.08%	8	196						
Sep-02	1.69%	3	177	0.00%	0	3		0.2255	YES
Oct-02	4.86%	9	185	0.00%	0	3		0.3885	YES
Nov-02	4.14%	6	145						
Dec-02	2.67%	4	150	60.00%	1	2		-4.1275	NO
Jan-03	3.47%	5	144	0.00%	0	6		0.4552	YES
Feb-03	5.98%	9	151	0.00%	0	9		0.7337	YES

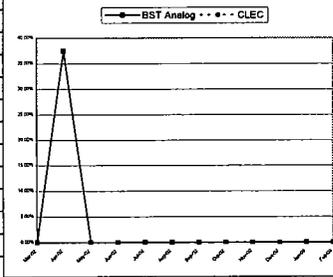


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.18.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	2						
Apr-02	37.50%	3	8						
May-02	0.00%	0	6	0.00%	0	1			YES
Jun-02	0.00%	0	5						
Jul-02	0.00%	0	11						
Aug-02	0.00%	0	10						
Sep-02	0.00%	0	6						
Oct-02	0.00%	0	8						
Nov-02	0.00%	0	2	0.00%	0	1			YES
Dec-02	0.00%	0	8	0.00%	0	1			YES
Jan-03	0.00%	0	3	0.00%	0	1			YES
Feb-03	0.00%	0	3						



Better Performance  
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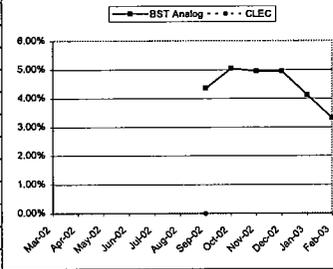
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning % Missed Installation Appointments (% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.  
Volume indicates total orders for this disaggregation completed in the reporting period.

#### B.2.18.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	4.35%	1,693	38,897	0.00%	0	1		0.2133	YES
Oct-02	5.05%	1,754	34,761						
Nov-02	4.98%	1,484	29,525						
Dec-02	4.95%	1,450	29,321						
Jan-03	4.12%	1,404	34,093						
Feb-03	3.31%	984	29,725						

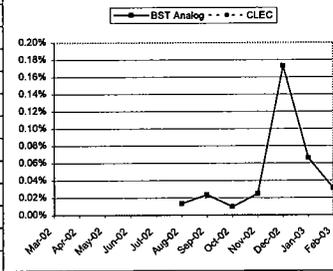


Better  
Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

#### B.2.18.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02	0.01%	71	536,421						
Sep-02	0.02%	108	455,166						
Oct-02	0.01%	59	601,812						
Nov-02	0.02%	125	504,761						
Dec-02	0.17%	802	463,685						
Jan-03	0.07%	368	558,394						
Feb-03	0.03%	134	437,361						

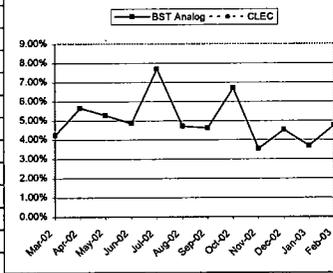


Better  
Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

#### B.2.18.15.2.1 UCL-ND/>=10 circuits/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	4.24%	12	283						
Apr-02	5.86%	18	318						
May-02	5.28%	15	284						
Jun-02	4.85%	13	268						
Jul-02	7.69%	19	247						
Aug-02	4.71%	13	276						
Sep-02	4.62%	11	238						
Oct-02	6.68%	17	254						
Nov-02	3.64%	7	198						
Dec-02	4.52%	9	199						
Jan-03	3.68%	7	190						
Feb-03	4.76%	9	189						

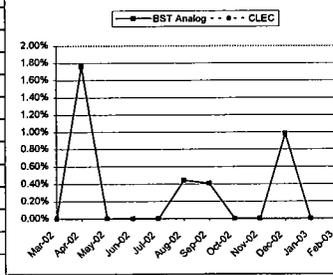


Better  
Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

#### B.2.18.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	0.00%	0	100						
Apr-02	1.76%	5	284						
May-02	0.00%	0	641						
Jun-02	0.00%	0	261						
Jul-02	0.00%	0	277						
Aug-02	0.45%	1	224						
Sep-02	0.41%	1	246						
Oct-02	0.00%	0	196						
Nov-02	0.00%	0	578						
Dec-02	0.98%	1	102						
Jan-03	0.00%	0	122						
Feb-03	0.00%	0	137						



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Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

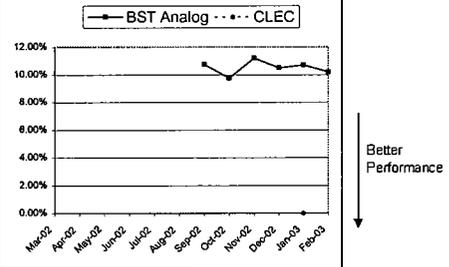
### Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

#### B.2.19.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (%)

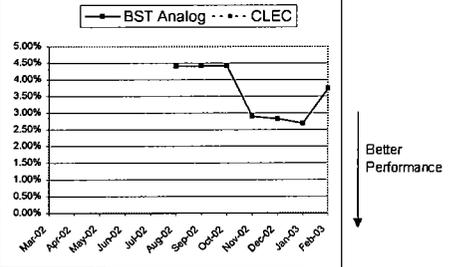
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	10.76%	4,328	40,231						
Oct-02	9.75%	3,793	38,897						
Nov-02	11.21%	3,896	34,761						
Dec-02	10.50%	3,100	28,525						
Jan-03	10.71%	3,141	28,321	0.00%	0	1		0.3484	YES
Feb-03	10.20%	3,478	34,093						



Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

#### B.2.19.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (%)

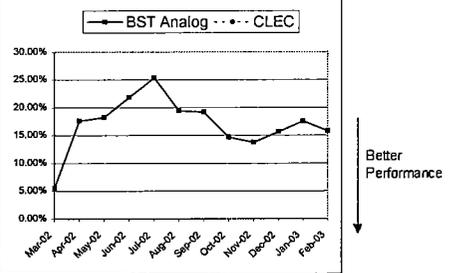
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02	4.40%	22,592	513,515						
Sep-02	4.41%	23,680	536,421						
Oct-02	4.42%	20,101	455,166						
Nov-02	2.88%	17,412	601,812						
Dec-02	2.83%	14,270	504,781						
Jan-03	2.69%	12,457	463,685						
Feb-03	3.73%	20,832	558,394						



Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

#### B.2.19.15.2.1 UCL-ND/>=10 circuits/Dispatch/GA (%)

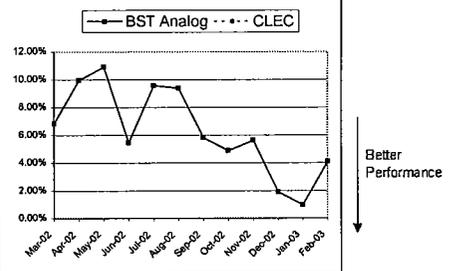
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	5.53%	12	217						
Apr-02	17.61%	50	284						
May-02	18.24%	58	318						
Jun-02	21.83%	62	284						
Jul-02	25.37%	68	288						
Aug-02	19.43%	48	247						
Sep-02	19.20%	53	276						
Oct-02	14.71%	35	238						
Nov-02	13.78%	35	254						
Dec-02	15.66%	31	198						
Jan-03	17.59%	35	199						
Feb-03	15.79%	30	190						



Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

#### B.2.19.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	6.82%	9	132						
Apr-02	9.95%	20	201						
May-02	10.92%	31	284						
Jun-02	5.46%	35	641						
Jul-02	9.56%	25	281						
Aug-02	8.39%	26	277						
Sep-02	5.80%	13	224						
Oct-02	4.88%	12	246						
Nov-02	5.61%	11	196						
Dec-02	1.90%	11	578						
Jan-03	0.98%	1	102						
Feb-03	4.10%	5	122						



Note 1: Retail Residence / Business data serves as the BST Analog for this report  
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

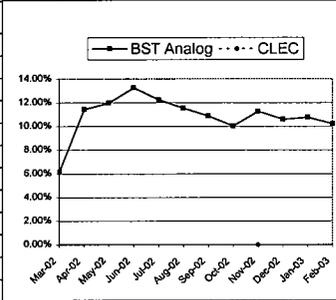
### Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning % Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

#### B.2.19.16.1.1 INP (Standalone)<10 circuits/Dispatch/GA (%)

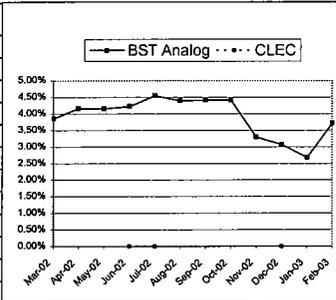
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	6.14%	3,328	54,161						
Apr-02	11.45%	6,808	59,482						
May-02	11.97%	6,643	55,489						
Jun-02	13.26%	6,356	47,917						
Jul-02	12.24%	3,991	32,609						
Aug-02	11.54%	4,144	35,904						
Sep-02	10.87%	4,191	38,557						
Oct-02	10.02%	3,666	36,578						
Nov-02	11.28%	3,759	33,319	0.00%	0	2		0.5043	YES
Dec-02	10.58%	3,003	28,346						
Jan-03	10.77%	3,056	28,370						
Feb-03	10.22%	3,357	32,856						



Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

#### B.2.19.16.1.2 INP (Standalone)<10 circuits/Non-Dispatch/GA (%)

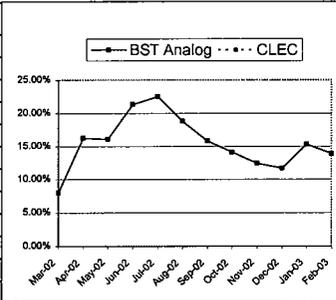
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.85%	16,359	424,586						
Apr-02	4.18%	17,753	426,335						
May-02	4.15%	17,836	429,475						
Jun-02	4.22%	18,950	449,295	0.00%	0	1		0.2098	YES
Jul-02	4.55%	19,983	436,456	0.00%	0	1		0.2184	YES
Aug-02	4.40%	22,451	510,542						
Sep-02	4.41%	23,580	534,384						
Oct-02	4.41%	19,988	453,452						
Nov-02	3.29%	16,973	515,323						
Dec-02	3.07%	13,986	456,058	0.00%	0	1		0.1779	YES
Jan-03	2.68%	12,388	462,362						
Feb-03	3.72%	20,713	556,510						



Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

#### B.2.19.16.2.1 INP (Standalone)>=10 circuits/Dispatch/GA (%)

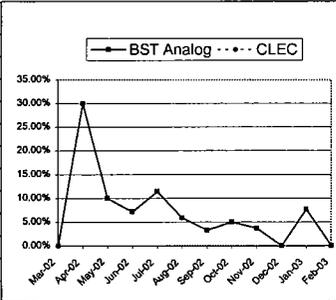
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	8.00%	12	150						
Apr-02	16.28%	33	203						
May-02	16.08%	32	199						
Jun-02	21.32%	42	197						
Jul-02	22.56%	44	195						
Aug-02	18.78%	34	181						
Sep-02	15.82%	31	196						
Oct-02	14.12%	25	177						
Nov-02	12.43%	23	185						
Dec-02	11.72%	17	145						
Jan-03	15.33%	23	150						
Feb-03	13.89%	20	144						



Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

#### B.2.19.16.2.2 INP (Standalone)>=10 circuits/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	14						
Apr-02	30.00%	3	10						
May-02	10.00%	2	20						
Jun-02	7.14%	1	14						
Jul-02	11.43%	4	35						
Aug-02	5.88%	1	17						
Sep-02	3.33%	1	30						
Oct-02	5.00%	1	20						
Nov-02	3.70%	1	27						
Dec-02	0.00%	0	6						
Jan-03	7.69%	1	13						
Feb-03	0.00%	0	7						



Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

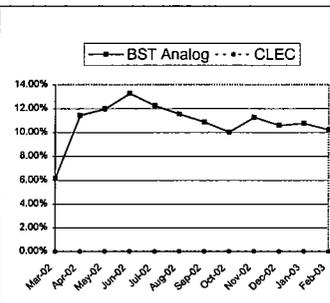
**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days**

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

**B.2.19.17.1.1 LNP (Standalone)/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	6.14%	3,328	54,161	0.00%	0	7		0.6769	YES
Apr-02	11.45%	6,808	59,482	0.00%	0	5		0.8040	YES
May-02	11.97%	6,643	55,489	0.00%	0	2		0.5215	YES
Jun-02	13.26%	6,356	47,917	0.00%	0	7		1.0346	YES
Jul-02	12.24%	3,991	32,609	0.00%	0	1		0.3734	YES
Aug-02	11.54%	4,144	35,904	0.00%	0	2		0.5108	YES
Sep-02	10.87%	4,181	38,557	0.00%	0	1		0.3492	YES
Oct-02	10.02%	3,666	36,578	0.00%	0	5		0.7462	YES
Nov-02	11.28%	3,759	33,319	0.00%	0	1		0.3568	YES
Dec-02	10.59%	3,003	28,346	0.00%	0	2		0.4868	YES
Jan-03	10.77%	3,056	28,370	0.00%	0	2		0.4914	YES
Feb-03	10.22%	3,357	32,856	0.00%	0	5		0.7543	YES

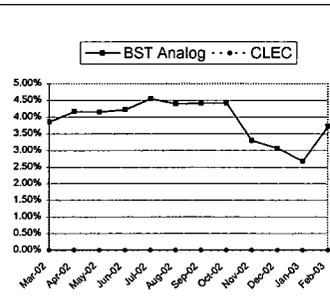


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Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

**B.2.19.17.1.2 LNP (Standalone)/<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.85%	16,359	424,586	0.00%	0	2,363		9.7041	YES
Apr-02	4.18%	17,753	426,335	0.00%	0	1,819		8.8713	YES
May-02	4.15%	17,836	429,475	0.00%	0	2,966		11.2975	YES
Jun-02	4.22%	18,950	449,295	0.00%	0	2,633		10.7363	YES
Jul-02	4.55%	19,863	438,456	0.00%	0	1,777		9.1860	YES
Aug-02	4.40%	22,451	510,542	0.00%	0	3,133		11.9679	YES
Sep-02	4.41%	23,560	534,364	0.00%	0	4,518		14.3749	YES
Oct-02	4.41%	19,988	453,452	0.00%	0	3,004		11.7307	YES
Nov-02	3.29%	16,973	515,323	0.00%	0	5,217		13.2628	YES
Dec-02	3.07%	13,986	456,058	0.00%	0	3,761		10.8635	YES
Jan-03	2.88%	12,368	462,362	0.00%	0	1,640		6.7075	YES
Feb-03	3.72%	20,713	556,510	0.00%	0	1,509		7.6274	YES

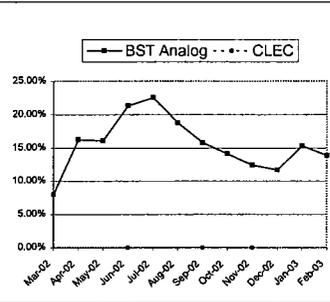


Better Performance

Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

**B.2.19.17.2.1 LNP (Standalone)/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	8.00%	12	150						
Apr-02	16.26%	33	203						
May-02	16.06%	32	199						
Jun-02	21.32%	42	197	0.00%	0	1		0.5192	YES
Jul-02	22.56%	44	195						
Aug-02	18.78%	34	181						
Sep-02	15.82%	31	196	0.00%	0	1		0.4323	YES
Oct-02	14.12%	25	177						
Nov-02	12.43%	23	185	0.00%	0	1		0.3758	YES
Dec-02	11.72%	17	145						
Jan-03	15.33%	23	150						
Feb-03	13.89%	20	144						

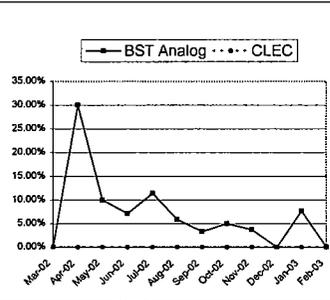


Better Performance

Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

**B.2.19.17.2.2 LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	14	0.00%	0	20			YES
Apr-02	30.00%	3	10	0.00%	0	10		1.4639	YES
May-02	10.00%	2	20	0.00%	0	18		1.0260	YES
Jun-02	7.14%	1	14	0.00%	0	16		0.7579	YES
Jul-02	11.43%	4	35	0.00%	0	14		1.1359	YES
Aug-02	5.88%	1	17	0.00%	0	12		0.6631	YES
Sep-02	3.33%	1	30	0.00%	0	11		0.5268	YES
Oct-02	5.00%	1	20	0.00%	0	11		0.6112	YES
Nov-02	3.70%	1	27	0.00%	0	16		0.6216	YES
Dec-02	0.00%	0	6	0.00%	0	6			YES
Jan-03	7.69%	1	13	0.00%	0	14		0.7495	YES
Feb-03	0.00%	0	7	0.00%	0	15			YES



Better Performance

Note 1: Retail Residence / Business (POTS) data serves as the BST Analog for this report

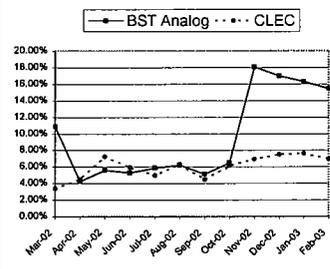
**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days**

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

**B.2.19.18.1.1 Digital Loop < DS1<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	10.86%	970	8,928	3.38%	11	325		4.2565	YES
Apr-02	4.23%	431	10,186	4.50%	19	422		-0.2711	YES
May-02	5.58%	577	10,340	7.26%	28	358		-1.3633	YES
Jun-02	5.29%	523	9,893	5.95%	21	353		-0.5465	YES
Jul-02	5.86%	672	11,472	4.97%	15	302		0.6507	YES
Aug-02	6.19%	665	10,749	6.32%	22	348		-0.1030	YES
Sep-02	5.12%	637	12,451	4.47%	11	246		0.4543	YES
Oct-02	6.48%	832	12,845	6.12%	21	343		0.2835	YES
Nov-02	18.07%	2,065	11,430	6.93%	23	332		5.2002	YES
Dec-02	16.98%	1,682	9,907	7.51%	16	213		3.6409	YES
Jan-03	18.30%	2,168	13,304	7.64%	11	144		2.7977	YES
Feb-03	15.46%	2,032	13,142	6.88%	12	172		3.0580	YES



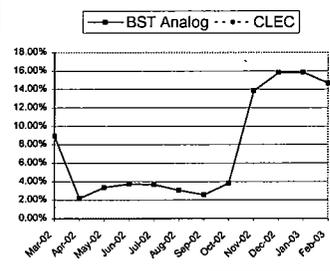
Better Performance

Note 1: Retail Digital Loop < DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

**B.2.19.18.1.2 Digital Loop < DS1<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	8.90%	360	4,043						
Apr-02	2.17%	87	4,002						
May-02	3.37%	138	4,092						
Jun-02	3.75%	149	3,971						
Jul-02	3.68%	153	4,163						
Aug-02	3.07%	131	4,272						
Sep-02	2.57%	124	4,829						
Oct-02	3.82%	173	4,524						
Nov-02	13.83%	667	4,823						
Dec-02	15.81%	618	3,908						
Jan-03	15.83%	832	5,255						
Feb-03	14.67%	831	5,684						



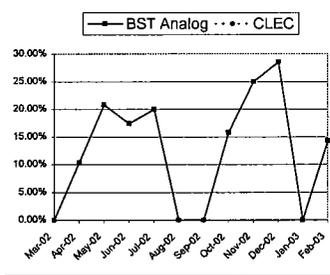
Better Performance

Note 1: Retail Digital Loop < DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

**B.2.19.18.2.1 Digital Loop < DS1>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	14						
Apr-02	10.34%	3	29						
May-02	20.83%	5	24						
Jun-02	17.39%	4	23						
Jul-02	20.00%	3	15						
Aug-02	0.00%	0	12						
Sep-02	0.00%	0	17						
Oct-02	15.79%	3	19						
Nov-02	25.00%	4	16						
Dec-02	28.57%	4	14						
Jan-03	0.00%	0	11						
Feb-03	14.29%	2	14						



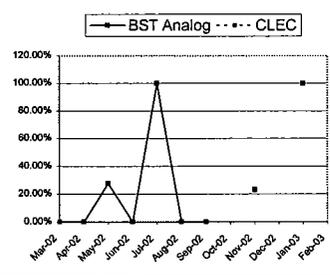
Better Performance

Note 1: Retail Digital Loop < DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

**B.2.19.18.2.2 Digital Loop < DS1>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	3						
Apr-02	0.00%	0	8						
May-02	27.78%	5	18						
Jun-02	0.00%	0	30						
Jul-02	100.00%	1	1						
Aug-02	0.00%	0	1						
Sep-02	0.00%	0	3						
Oct-02									
Nov-02	23.08%	3	13						
Dec-02									
Jan-03	100.00%	2	2						
Feb-03									



Better Performance

Note 1: Retail Digital Loop < DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

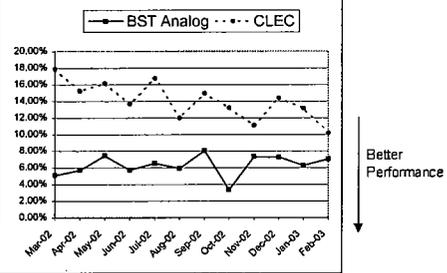
**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
% Provisioning Troubles within 30 Days**

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

**B.2.19.19.1.1 Digital Loop >= DS1/<10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.10%	18	353	17.89%	39	218		-8.7501	NO
Apr-02	5.71%	18	315	15.23%	30	197		-4.5125	NO
May-02	7.43%	22	296	16.13%	45	279		-3.9735	NO
Jun-02	5.73%	15	262	13.88%	32	234		-3.8045	NO
Jul-02	6.55%	19	290	16.75%	35	209		-4.5408	NO
Aug-02	5.92%	41	692	12.00%	21	175		-3.0412	NO
Sep-02	8.05%	28	348	14.95%	32	214		-2.9232	NO
Oct-02	3.35%	25	747	13.22%	30	227		-7.2403	NO
Nov-02	7.33%	25	341	11.11%	35	315		-1.8556	NO
Dec-02	7.27%	20	275	14.38%	44	308		-3.2933	NO
Jan-03	6.27%	17	271	13.15%	43	327		-3.4524	NO
Feb-03	7.06%	23	326	10.18%	32	314		-1.5487	YES

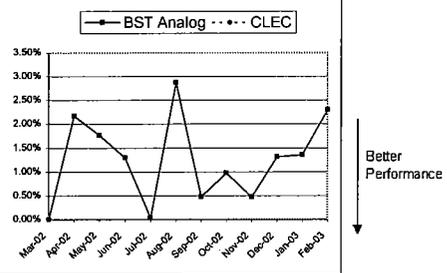


Note 1: Retail Digital Loop >= DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

**B.2.19.19.1.2 Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	330						
Apr-02	2.17%	9	415						
May-02	1.77%	6	339						
Jun-02	1.29%	4	309						
Jul-02	0.03%	4	11,648						
Aug-02	2.88%	13	452						
Sep-02	0.48%	3	631						
Oct-02	0.88%	4	408						
Nov-02	0.47%	8	1,691						
Dec-02	1.31%	5	381						
Jan-03	1.36%	5	369						
Feb-03	2.30%	9	391						

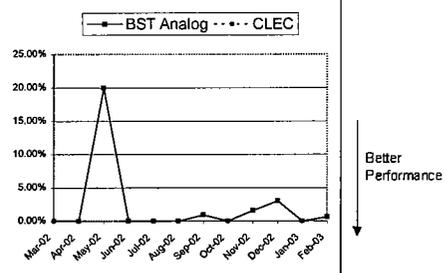


Note 1: Retail Digital Loop >= DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

**B.2.19.19.2.1 Digital Loop >= DS1/>=10 circuits/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	14						
Apr-02	0.00%	0	14						
May-02	20.00%	1	5						
Jun-02	0.00%	0	3						
Jul-02	0.00%	0	8						
Aug-02	0.00%	0	34						
Sep-02	0.89%	1	112						
Oct-02	0.00%	0	105						
Nov-02	1.59%	2	126						
Dec-02	3.03%	3	99						
Jan-03	0.00%	0	88						
Feb-03	0.60%	1	168						

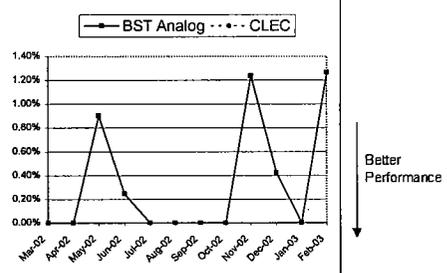


Note 1: Retail Digital Loop >= DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

**B.2.19.19.2.2 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.00%	0	258						
Apr-02	0.00%	0	94						
May-02	0.90%	1	111						
Jun-02	0.25%	1	407						
Jul-02	0.00%	0	84						
Aug-02	0.00%	0	127						
Sep-02	0.00%	0	101						
Oct-02	0.00%	0	122						
Nov-02	1.23%	1	81						
Dec-02	0.42%	1	236						
Jan-03	0.00%	0	71						
Feb-03	1.27%	1	79						



Note 1: Retail Digital Loop >= DS1 data serves as the BST Analog for this report

Note 2: Effective July 2002: Based on system modifications there will be an expected increase in >=DS1 and expected decrease in < DS1

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized**

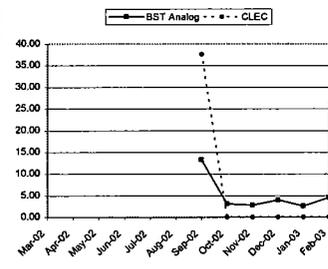
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice Intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.4.1.1 EELs<10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	13.31	535,580	40,228	37.60	451	12	121.821	-0.6905	YES
Oct-02	3.08	112,325	36,433	0.04	1	25	20.372	0.7466	YES
Nov-02	2.83	87,356	30,872	0.06	1	18	18.464	0.6372	YES
Dec-02	4.02	123,055	30,643	0.04	1	23	25.868	0.7362	YES
Jan-03	2.63	93,494	35,496	0.05	1	21	18.414	0.6434	YES
Feb-03	4.63	146,212	31,573	0.04	1	23	41.320	0.5323	YES

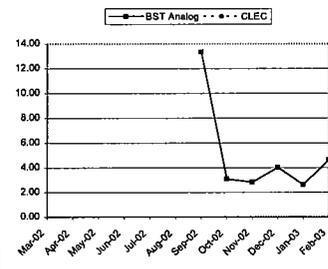


Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.21.4.1.4 EELs<10 circuits/Dispatch In/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	13.31	535,580	40,228				121.821		
Oct-02	3.08	112,325	36,433				20.372		
Nov-02	2.83	87,356	30,872				18.464		
Dec-02	4.02	123,055	30,643				25.868		
Jan-03	2.63	93,494	35,496				18.414		
Feb-03	4.63	146,212	31,573				41.320		

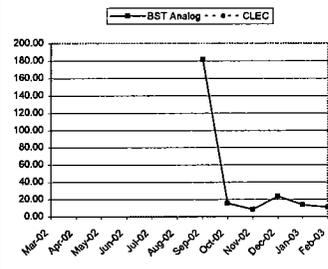


Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.21.4.2.1 EELs>=10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	181.44	79,106	438				776.946		
Oct-02	15.70	7,628	486				47.385		
Nov-02	8.44	3,552	421				31.572		
Dec-02	23.57	10,372	440				63.712		
Jan-03	13.71	7,721	563				50.298		
Feb-03	11.22	4,464	398				35.651		

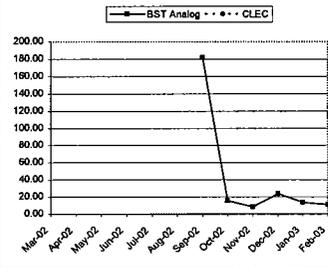


Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.2.21.4.2.4 EELs>=10 circuits/Dispatch In/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	181.44	79,106	438				776.946		
Oct-02	15.70	7,628	486				47.385		
Nov-02	8.44	3,552	421				31.572		
Dec-02	23.57	10,372	440				63.712		
Jan-03	13.71	7,721	563				50.298		
Feb-03	11.22	4,464	398				35.651		



Better Performance

Note 1: Retail Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized**

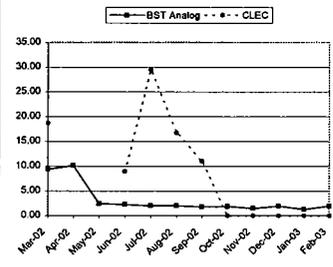
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	9.44	90,390	9,577	18.70	2,319	124	38.051	-2.6936	NO
Apr-02	10.14	97,807	9,643				29.289		
May-02	2.46	22,525	9,171				16.761		
Jun-02	2.24	23,981	10,684	8.94	778	87	22.134	-2.8088	NO
Jul-02	1.98	20,109	10,152	29.43	1,884	64	79.790	-2.7439	NO
Aug-02	2.02	23,986	11,872	16.73	1,823	109	56.824	-2.8901	NO
Sep-02	1.84	21,828	11,834	11.03	1,566	142	44.979	-2.4191	NO
Oct-02	1.87	20,280	10,828	0.02	3	156	13.917	1.6539	YES
Nov-02	1.50	14,127	9,414	0.02	2	113	9.580	1.6368	YES
Dec-02	1.95	25,116	12,866	0.02	1	74	12.876	1.2893	YES
Jan-03	1.32	16,697	12,696	0.02	2	103	8.967	1.4637	YES
Feb-03	1.93	21,309	11,025	0.02	2	125	14.723	1.4469	YES

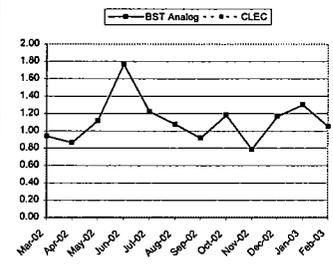


Better Performance  
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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.21.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	0.94	3,483	3,715				8.086		
Apr-02	0.88	2,851	3,302				6.814		
May-02	1.12	3,622	3,242				11.518		
Jun-02	1.77	6,328	3,583				14.403		
Jul-02	1.22	4,473	3,662				10.997		
Aug-02	1.09	4,626	4,296				6.792		
Sep-02	0.82	3,725	4,070				6.539		
Oct-02	1.18	4,384	3,717				8.992		
Nov-02	0.79	2,710	3,437				4.090		
Dec-02	1.16	5,557	4,777				10.876		
Jan-03	1.30	6,533	5,037				12.927		
Feb-03	1.05	4,698	4,471				6.970		

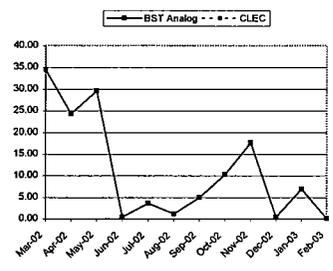


Better Performance  
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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.21.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	34.47	1,000	29				103.165		
Apr-02	24.33	584	24				93.857		
May-02	29.63	681	23				84.466		
Jun-02	0.44	6	14				1.047		
Jul-02	3.62	43	12				8.156		
Aug-02	1.20	19	16				3.999		
Sep-02	4.96	89	18				13.875		
Oct-02	10.29	154	15				35.231		
Nov-02	17.64	247	14				63.940		
Dec-02	0.46	5	11				0.797		
Jan-03	6.96	83	12				19.719		
Feb-03	0.07	1	9				0.066		

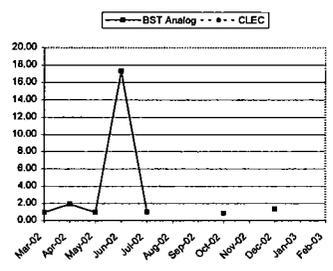


Better Performance  
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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.2.21.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	0.88	6	6				67.671		
Apr-02	1.92	33	17				3.694		
May-02	0.98	15	15				0.391		
Jun-02	17.28	17	1				0.000		
Jul-02	1.02	1	1				0.000		
Aug-02									
Sep-02									
Oct-02	0.84	3	4				0.492		
Nov-02									
Dec-02	1.34	3	2				0.012		
Jan-03									
Feb-03									



Better Performance  
↓

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Average Completion Notice Interval - Mechanized

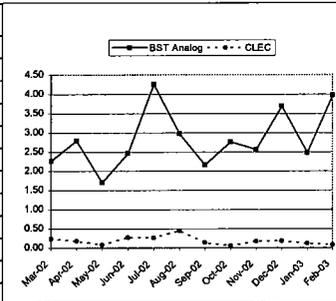
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

#### B.2.21.9.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/GA (hours)

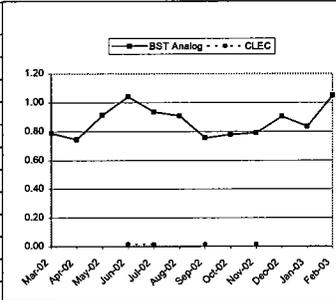
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.26	136,808	60,441	0.25	36	148	14.942	1.6409	YES
Apr-02	2.79	153,179	54,959	0.18	24	131	17.752	1.6758	YES
May-02	1.70	81,358	47,832	0.08	11	132	13.898	1.3385	YES
Jun-02	2.47	79,366	32,174	0.27	32	116	23.528	1.0020	YES
Jul-02	4.26	152,073	35,698	0.27	33	125	21.232	2.0994	YES
Aug-02	2.97	114,328	36,488	0.45	63	141	16.567	1.8056	YES
Sep-02	2.16	78,147	36,204	0.14	19	133	15.033	1.5419	YES
Oct-02	2.76	91,746	33,190	0.06	8	142	18.401	1.7480	YES
Nov-02	2.56	72,372	28,242	0.18	22	125	17.899	1.5049	YES
Dec-02	3.69	104,192	28,214	0.19	24	127	25.119	1.5892	YES
Jan-03	2.48	80,426	32,413	0.11	10	90	17.845	1.2573	YES
Feb-03	3.97	114,835	28,694	0.08	9	111	29.930	1.3880	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.21.9.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/GA (hours)

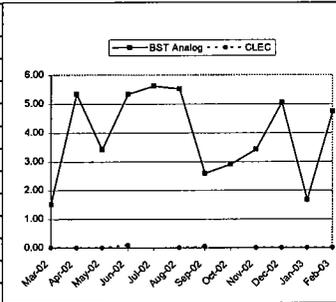
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.79	151,379	182,042				6.817		
Apr-02	0.74	130,308	175,383				4.375		
May-02	0.91	174,960	191,901				7.388		
Jun-02	1.04	206,077	188,182	0.02	0	1	20.157	0.0508	YES
Jul-02	0.93	211,839	226,790	0.02	0	2	6.375	0.2035	YES
Aug-02	0.91	221,301	243,790				5.520		
Sep-02	0.76	157,832	208,887	0.02	0	1	4.989	0.1481	YES
Oct-02	0.78	178,499	229,128				5.053		
Nov-02	0.79	158,961	201,246	0.02	0	1	6.111	0.1265	YES
Dec-02	0.90	190,659	211,087				8.212		
Jan-03	0.83	217,413	260,447				6.105		
Feb-03	1.05	203,083	193,603				10.416		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.21.9.2.1 2W Analog Loop Non-Design<=10 circuits/Dispatch/GA (hours)

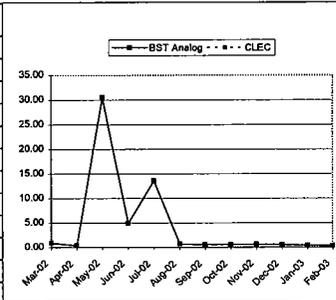
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.52	313	206	0.02	0	2	8.857	0.2437	YES
Apr-02	5.34	1,052	197	0.02	0	1	23.923	0.2220	YES
May-02	3.41	682	194	0.02	0	2	16.241	0.2944	YES
Jun-02	5.34	1,010	189	0.10	0	2	25.388	0.2905	YES
Jul-02	5.62	1,011	180				26.231		
Aug-02	5.53	1,078	195	0.02	0	2	18.645	0.4158	YES
Sep-02	2.59	451	174	0.06	0	3	13.876	0.3140	YES
Oct-02	2.91	533	183				14.413		
Nov-02	3.43	485	144	0.02	0	3	23.985	0.2443	YES
Dec-02	5.05	747	148	0.02	0	6	28.089	0.4302	YES
Jan-03	1.67	236	141	0.02	0	3	9.164	0.3099	YES
Feb-03	4.74	728	153	0.02	0	3	20.578	0.3941	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

#### B.2.21.9.2.4 2W Analog Loop Non-Design<=10 circuits/Dispatch In/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.89	2	2				60.450		
Apr-02	0.40	3	8				0.215		
May-02	30.53	183	6				46.228		
Jun-02	4.95	25	5				9.897		
Jul-02	13.56	149	11				42.881		
Aug-02	0.69	4	6				0.378		
Sep-02	0.80	3	5				0.406		
Oct-02	0.59	4	7				0.359		
Nov-02	0.68	1	2				0.672		
Dec-02	0.61	5	8				0.503		
Jan-03	0.43	1	2				0.318		
Feb-03	0.34	1	2				0.460		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Average Completion Notice Interval - Mechanized

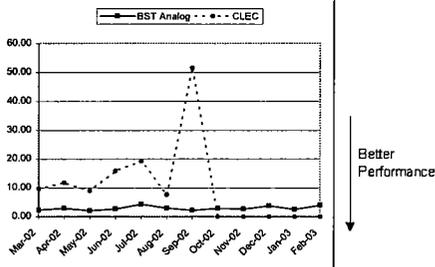
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

### B.2.21.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/GA (hours)

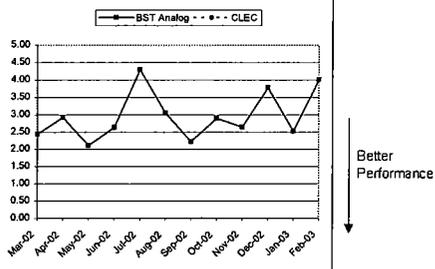
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.30	139,066	60,401	9.65	1,148	119	17.238	-4.6446	NO
Apr-02	2.92	164,761	56,423	11.85	1,268	107	22.883	-4.0328	NO
May-02	2.11	105,534	49,962	9.02	1,164	129	23.156	-3.3848	NO
Jun-02	2.63	88,908	33,760	15.93	2,787	175	80.135	-2.1888	NO
Jul-02	4.30	160,173	37,254	19.21	1,268	66	64.366	-1.8801	NO
Aug-02	3.04	122,251	40,162	7.70	293	38	28.236	-1.0171	YES
Sep-02	2.23	85,803	38,507	51.52	1,133	22	115.932	-1.9935	NO
Oct-02	2.90	100,281	34,625	0.02	1	34	19.330	0.8682	YES
Nov-02	2.65	77,903	29,416	0.02	0	11	17.930	0.4867	YES
Dec-02	3.78	110,173	29,158	0.02	0	13	25.322	0.5355	YES
Jan-03	2.52	84,831	33,649	0.02	0	7	18.131	0.3654	YES
Feb-03	4.01	120,489	30,048	0.02	0	18	29.652	0.5711	YES



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

### B.2.21.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/GA (hours)

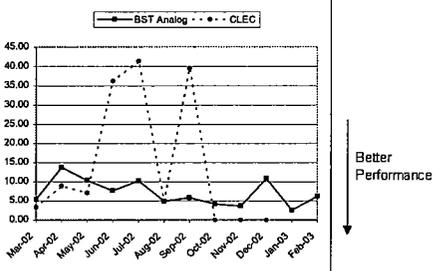
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.44	150,817	61,833				8.026		
Apr-02	2.92	164,761	56,423				18.310		
May-02	2.11	105,534	49,962				17.957		
Jun-02	2.63	88,908	33,760				24.205		
Jul-02	4.30	160,173	37,254				21.359		
Aug-02	3.04	122,251	40,162				16.776		
Sep-02	2.23	85,803	38,507				15.848		
Oct-02	2.90	100,281	34,625				19.330		
Nov-02	2.65	77,903	29,416				17.930		
Dec-02	3.78	110,173	29,158				25.322		
Jan-03	2.52	84,831	33,649				18.131		
Feb-03	4.01	120,489	30,048				29.652		



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

### B.2.21.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/GA (hours)

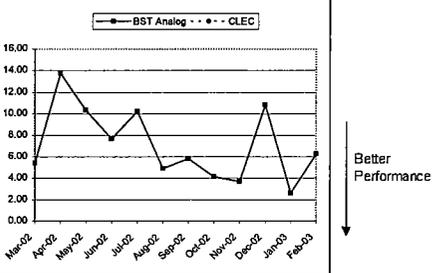
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.39	1,521	282	3.38	3	1	46.066	0.0436	YES
Apr-02	13.76	4,265	310	8.95	18	2	104.105	0.0851	YES
May-02	10.34	2,895	280	7.12	14	2	84.651	0.0537	YES
Jun-02	7.66	2,008	262	36.23	145	4	71.057	-0.7979	YES
Jul-02	10.24	2,498	244	41.39	83	2	47.876	-0.9168	YES
Aug-02	4.89	1,341	274	4.93	20	4	16.931	-0.0037	YES
Sep-02	5.82	1,361	234	39.48	237	6	73.495	-1.1079	YES
Oct-02	4.14	1,042	252	0.02	0	2	16.168	0.3590	YES
Nov-02	3.67	724	197	0.02	0	2	21.791	0.2361	YES
Dec-02	10.84	2,125	196	0.02	0	1	44.605	0.2421	YES
Jan-03	2.61	489	187				16.384		
Feb-03	6.26	1,208	193				29.295		



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

### B.2.21.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.39	1,521	282				65.654		
Apr-02	13.76	4,265	310				104.105		
May-02	10.34	2,895	280				84.651		
Jun-02	7.66	2,008	262				39.746		
Jul-02	10.24	2,498	244				47.876		
Aug-02	4.89	1,341	274				16.931		
Sep-02	5.82	1,361	234				31.250		
Oct-02	4.14	1,042	252				16.168		
Nov-02	3.67	724	197				21.791		
Dec-02	10.84	2,125	196				44.605		
Jan-03	2.61	489	187				16.384		
Feb-03	6.26	1,208	193				29.295		



Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
Average Completion Notice Interval - Mechanized**

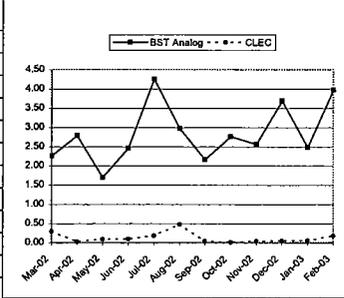
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

**B.2.21.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (hours)**

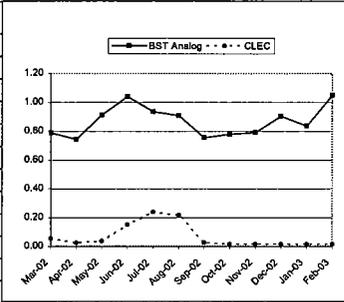
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.28	138,808	60,441	0.30	25	82	14.942	1.1874	YES
Apr-02	2.79	153,179	54,959	0.03	2	67	17.752	1.2892	YES
May-02	1.70	81,356	47,832	0.09	6	69	13.898	0.9610	YES
Jun-02	2.47	79,366	32,174	0.10	4	35	23.528	0.5945	YES
Jul-02	4.26	152,073	35,698	0.19	10	52	21.232	1.3825	YES
Aug-02	2.97	114,328	38,488	0.48	19	40	16.567	0.9490	YES
Sep-02	2.16	78,147	36,204	0.05	3	63	15.033	1.1145	YES
Oct-02	2.76	91,746	33,190	0.02	1	57	18.401	1.1264	YES
Nov-02	2.56	72,372	28,242	0.04	2	44	17.889	0.9449	YES
Dec-02	3.69	104,192	28,214	0.05	2	46	25.119	0.9821	YES
Jan-03	2.48	80,426	32,413	0.05	2	36	17.845	0.8155	YES
Feb-03	3.97	114,635	28,894	0.19	7	39	29.930	0.7900	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.21.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (hours)**

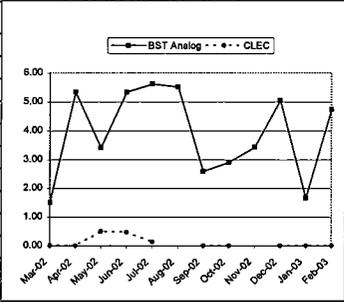
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.79	151,379	192,042	0.06	2	36	6.817	0.6443	YES
Apr-02	0.74	130,308	175,383	0.02	0	15	4.375	0.6381	YES
May-02	0.81	174,960	191,901	0.04	1	15	7.388	0.4581	YES
Jun-02	1.04	206,077	198,182	0.15	3	17	20.157	0.1818	YES
Jul-02	0.93	211,839	226,790	0.24	5	20	6.375	0.4863	YES
Aug-02	0.91	221,301	243,790	0.22	9	39	5.520	0.7798	YES
Sep-02	0.76	157,832	208,887	0.03	1	24	4.989	0.7160	YES
Oct-02	0.78	178,499	229,128	0.02	1	35	5.053	0.8925	YES
Nov-02	0.79	158,961	201,246	0.02	1	32	6.111	0.7157	YES
Dec-02	0.90	190,959	211,087	0.02	1	33	8.212	0.6201	YES
Jan-03	0.83	217,413	260,447	0.02	0	27	6.105	0.6962	YES
Feb-03	1.05	203,083	193,603	0.02	1	52	10.416	0.7146	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.21.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (hours)**

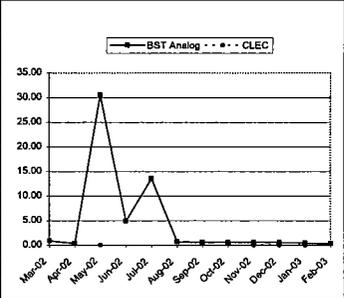
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.52	313	206	0.02	0	3	8.657	0.2977	YES
Apr-02	5.34	1,052	197	0.02	0	2	23.923	0.3132	YES
May-02	3.41	682	194	0.51	2	4	18.241	0.3538	YES
Jun-02	5.34	1,010	189	0.48	1	2	25.386	0.2693	YES
Jul-02	5.82	1,011	180	0.15	0	2	26.231	0.2931	YES
Aug-02	5.53	1,078	195				18.845		
Sep-02	2.59	451	174	0.02	0	2	13.876	0.2610	YES
Oct-02	2.91	533	183	0.02	0	3	14.413	0.3449	YES
Nov-02	3.43	495	144				23.985		
Dec-02	5.05	747	148	0.02	0	2	28.089	0.2517	YES
Jan-03	1.67	236	141	0.02	0	6	9.164	0.4337	YES
Feb-03	4.74	728	153	0.02	0	9	20.578	0.6899	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

**B.2.21.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.89	2	2				60.450		
Apr-02	0.40	3	8				0.215		
May-02	30.53	183	6	0.03	0	1	46.226	0.6107	YES
Jun-02	4.95	25	5				9.897		
Jul-02	13.56	149	11				42.881		
Aug-02	0.89	4	6				0.378		
Sep-02	0.60	3	5				0.406		
Oct-02	0.59	4	7				0.359		
Nov-02	0.68	1	2	0.02	0	1	0.672	0.8002	YES
Dec-02	0.61	5	8	0.02	0	1	0.503	1.1126	YES
Jan-03	0.43	1	2	0.02	0	1	0.318	1.0478	YES
Feb-03	0.34	1	2				0.460		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Provisioning Average Completion Notice Interval - Mechanized

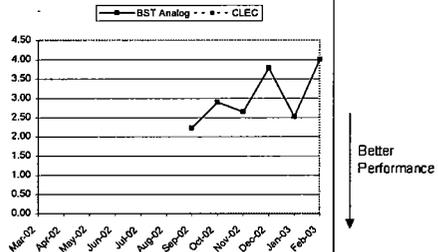
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

### B.2.21.15.1.1 UCL-ND/<10 circuits/Dispatch/GA (hours)

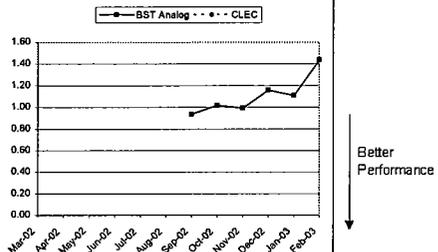
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	2.23	85,803	38,507				15.848		
Oct-02	2.90	100,281	34,625				19.330		
Nov-02	2.65	77,803	29,416				17.930		
Dec-02	3.78	110,173	29,158				25.322		
Jan-03	2.52	84,831	33,649				18.131		
Feb-03	4.01	120,489	30,048				29.652		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

### B.2.21.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/GA (hours)

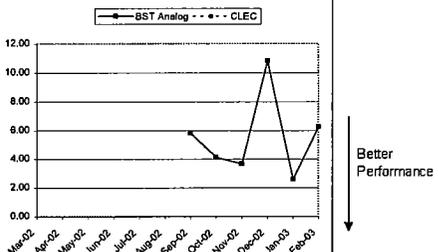
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	0.93	423,361	453,304				5.913		
Oct-02	1.02	611,727	600,110				5.804		
Nov-02	0.99	499,890	503,696				6.623		
Dec-02	1.16	534,336	462,011				10.378		
Jan-03	1.11	615,080	555,896				8.996		
Feb-03	1.44	630,541	438,426				14.307		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

### B.2.21.15.2.1 UCL-ND/>=10 circuits/Dispatch/GA (hours)

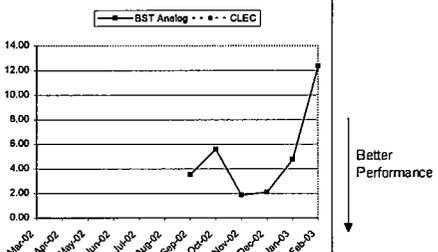
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	5.82	1,381	234				31.250		
Oct-02	4.14	1,042	252				16.168		
Nov-02	3.67	724	197				21.791		
Dec-02	10.84	2,125	196				44.605		
Jan-03	2.61	489	167				16.384		
Feb-03	6.28	1,208	193				29.295		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

### B.2.21.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	3.52	837	238				18.268		
Oct-02	5.59	1,013	181				28.150		
Nov-02	1.87	1,080	578				10.601		
Dec-02	2.10	214	102				9.258		
Jan-03	4.76	571	120				40.937		
Feb-03	12.35	1,717	139				54.626		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Provisioning  
Service Order Accuracy**

(% of Service Orders that are Accurate)  
Numerator indicates total number of service orders that are accurate.  
Volume indicates total number of service orders.

**B.2.34.1.1.1 Design (Specials)/<10 circuits/Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	110	110			YES
Apr-02	95.00%			100.00%	200	200			YES
May-02	95.00%			100.00%	120	120			YES
Jun-02	95.00%			100.00%	110	110			YES
Jul-02	95.00%			100.00%	115	115			YES
Aug-02	95.00%			100.00%	220	220			YES
Sep-02	95.00%			89.55%	219	220			YES
Oct-02	95.00%			100.00%	167	167			YES
Nov-02	95.00%			100.00%	150	150			YES
Dec-02	95.00%			100.00%	175	175			YES
Jan-03	95.00%			100.00%	160	180			YES
Feb-03	95.00%			100.00%	180	180			YES

**B.2.34.1.1.2 Design (Specials)/<10 circuits/Non-Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%			100.00%	49	49			YES
May-02	95.00%			67.07%	55	82			NO
Jun-02	95.00%			69.33%	52	75			NO
Jul-02	95.00%			84.42%	65	77			NO
Aug-02	95.00%			91.11%	82	90			NO
Sep-02	95.00%			99.01%	100	101			YES
Oct-02	95.00%			98.52%	133	135			YES
Nov-02	95.00%			100.00%	106	106			YES
Dec-02	95.00%			98.15%	106	108			YES
Jan-03	95.00%			98.00%	98	100			YES
Feb-03	95.00%			100.00%	70	70			YES

**B.2.34.1.2.1 Design (Specials)/>=10 circuits/Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			100.00%	23	23			YES
Apr-02	95.00%			100.00%	21	21			YES
May-02	95.00%			100.00%	23	23			YES
Jun-02	95.00%			100.00%	25	25			YES
Jul-02	95.00%			96.00%	24	25			YES
Aug-02	95.00%			100.00%	21	21			YES
Sep-02	95.00%			100.00%	37	37			YES
Oct-02	95.00%			100.00%	36	36			YES
Nov-02	95.00%			100.00%	55	55			YES
Dec-02	95.00%			100.00%	27	27			YES
Jan-03	95.00%			100.00%	37	37			YES
Feb-03	95.00%			100.00%	36	36			YES

**B.2.34.1.2.2 Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%								
Apr-02	95.00%								
May-02	95.00%			100.00%	5	5			YES
Jun-02	95.00%			90.91%	10	11			NO
Jul-02	95.00%			85.71%	6	7			NO
Aug-02	95.00%			94.12%	16	17			NO
Sep-02	95.00%			100.00%	18	18			YES
Oct-02	95.00%			100.00%	16	16			YES
Nov-02	95.00%			100.00%	51	51			YES
Dec-02	95.00%			97.30%	36	37			YES
Jan-03	95.00%			100.00%	29	29			YES
Feb-03	95.00%			100.00%	22	22			YES

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Provisioning**  
**Service Order Accuracy**

(% of Service Orders that are Accurate)  
Numerator indicates total number of service orders that are accurate.  
Volume indicates total number of service orders.

**B.2.34.2.1.1 Loops Non-Design/<10 circuits/Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			98.18%	108	110			YES
Apr-02	95.00%			95.65%	110	115			YES
May-02	95.00%			96.00%	168	175			YES
Jun-02	95.00%			98.33%	289	300			YES
Jul-02	95.00%			97.33%	146	150			YES
Aug-02	95.00%			97.60%	244	250			YES
Sep-02	95.00%			99.00%	198	200			YES
Oct-02	95.00%			99.00%	198	200			YES
Nov-02	95.00%			98.47%	188	189			YES
Dec-02	95.00%			100.00%	165	165			YES
Jan-03	95.00%			98.89%	178	180			YES
Feb-03	95.00%			98.95%	188	190			YES

**B.2.34.2.1.2 Loops Non-Design/<10 circuits/Non-Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			89.09%	109	110			YES
Apr-02	95.00%			98.18%	108	110			YES
May-02	95.00%			100.00%	150	150			YES
Jun-02	95.00%			98.02%	397	405			YES
Jul-02	95.00%			97.05%	427	440			YES
Aug-02	95.00%			99.43%	348	350			YES
Sep-02	95.00%			100.00%	250	250			YES
Oct-02	95.00%			98.91%	455	460			YES
Nov-02	95.00%			100.00%	385	385			YES
Dec-02	95.00%			100.00%	400	400			YES
Jan-03	95.00%			98.76%	419	420			YES
Feb-03	95.00%			99.04%	515	520			YES

**B.2.34.2.2.1 Loops Non-Design/>=10 circuits/Dispatch/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			97.75%	87	89			YES
Apr-02	95.00%			88.81%	97	108			NO
May-02	95.00%			97.90%	140	143			YES
Jun-02	95.00%			97.73%	129	132			YES
Jul-02	95.00%			91.30%	84	92			NO
Aug-02	95.00%			98.98%	97	98			YES
Sep-02	95.00%			97.30%	72	74			YES
Oct-02	95.00%			96.25%	77	80			YES
Nov-02	95.00%			100.00%	116	116			YES
Dec-02	95.00%			100.00%	73	73			YES
Jan-03	95.00%			98.96%	95	96			YES
Feb-03	95.00%			100.00%	107	107			YES

**B.2.34.2.2.2 Loops Non-Design/>=10 circuits/Non-Dispatch/GA (%)**

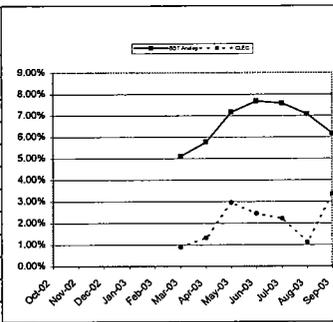
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	95.00%			97.20%	139	143			YES
Apr-02	95.00%			97.98%	97	99			YES
May-02	95.00%			98.73%	78	79			YES
Jun-02	95.00%			97.53%	79	81			YES
Jul-02	95.00%			98.57%	69	70			YES
Aug-02	95.00%			98.98%	98	99			YES
Sep-02	95.00%			97.67%	84	86			YES
Oct-02	95.00%			98.33%	59	60			YES
Nov-02	95.00%			98.84%	85	86			YES
Dec-02	95.00%			98.72%	77	78			YES
Jan-03	95.00%			100.00%	90	90			YES
Feb-03	95.00%			97.22%	70	72			YES

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Retired Repair Appointments (% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

### B.3.1.4.1 EELs/Dispatch/GA (%)

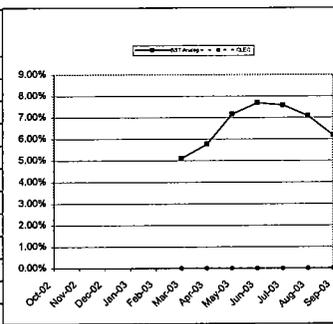
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.10%	3,294	64,595	0.89%	2	225	2.8660	YES	
Apr-03	5.76%	3,435	59,668	1.33%	3	225	2.8433	YES	
May-03	7.16%	5,739	80,176	2.95%	10	339	2.9992	YES	
Jun-03	7.68%	5,361	69,774	2.45%	8	327	3.5475	YES	
Jul-03	7.58%	6,652	87,700	2.22%	7	315	3.5865	YES	
Aug-03	7.08%	5,601	79,088	1.12%	3	269	3.8085	YES	
Sep-03	6.16%	3,764	61,062	3.37%	7	208	1.8755	YES	



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.3.1.4.2 EELs/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.10%	3,294	64,595	0.00%	0	130	2.8404	YES	
Apr-03	5.76%	3,435	59,668	0.00%	0	111	2.6015	YES	
May-03	7.16%	5,739	80,176	0.00%	0	144	3.3290	YES	
Jun-03	7.68%	5,361	69,774	0.00%	0	166	3.7126	YES	
Jul-03	7.58%	6,652	87,700	0.00%	0	171	3.7427	YES	
Aug-03	7.08%	5,601	79,088	0.00%	0	121	3.0345	YES	
Sep-03	6.16%	3,764	61,062	0.00%	0	80	2.2910	YES	



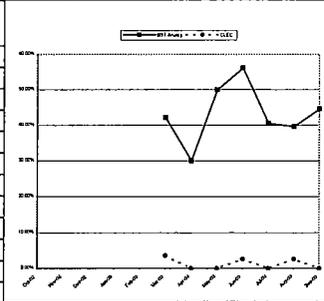
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Missed Repair Appointments**  
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	42.16%	1,236	2,932	3.57%	1	28		4.1150	YES
Apr-03	29.88%	736	2,455	0.00%	0	38		4.0027	YES
May-03	49.94%	1,331	2,665	0.00%	0	58		7.5258	YES
Jun-03	58.15%	1,551	2,762	2.56%	1	39		8.8977	YES
Jul-03	40.48%	819	2,023	0.00%	0	36		4.9051	YES
Aug-03	39.57%	744	1,880	2.63%	1	38		4.6106	YES
Sep-03	44.59%	994	2,162	0.00%	0	38		5.4817	YES

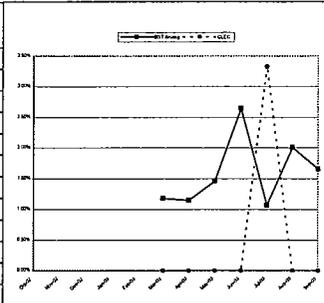


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.1.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.18%	95	8,067	0.00%	0	11		0.3618	YES
Apr-03	1.15%	72	6,261	0.00%	0	18		0.4570	YES
May-03	1.46%	98	6,706	0.00%	0	21		0.5572	YES
Jun-03	2.65%	223	8,431	0.00%	0	18		0.6886	YES
Jul-03	1.07%	107	10,027	3.33%	1	30		-1.2062	YES
Aug-03	2.01%	40	1,992	0.00%	0	19		0.6210	YES
Sep-03	1.66%	39	2,356	0.00%	0	13		0.4865	YES

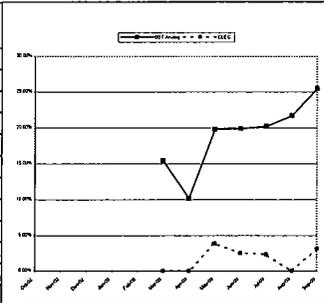


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.1.6.1 UNE ISDN/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.38%	30	195	0.00%	0	64		2.9599	YES
Apr-03	10.21%	24	235	0.00%	0	67		2.4352	YES
May-03	19.80%	40	202	3.85%	2	52		2.5748	YES
Jun-03	19.88%	34	171	2.50%	2	80		3.2154	YES
Jul-03	20.20%	40	198	2.35%	2	85		3.4282	YES
Aug-03	21.69%	36	166	0.00%	0	92		4.0487	YES
Sep-03	25.49%	39	153	3.13%	2	64		3.4473	YES

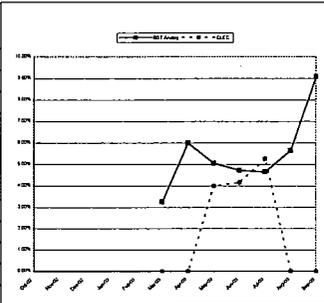


Better Performance

Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.1.6.2 UNE ISDN/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	3.26%	7	215	0.00%	0	25		0.8662	YES
Apr-03	8.01%	14	233	0.00%	0	27		1.2437	YES
May-03	5.06%	13	257	4.00%	1	25		0.2305	YES
Jun-03	4.74%	9	190	4.17%	1	24		0.1238	YES
Jul-03	4.65%	12	258	5.26%	1	19		-0.1223	YES
Aug-03	5.68%	15	265	0.00%	0	31		1.2904	YES
Sep-03	9.08%	17	187	0.00%	0	21		1.3740	YES



Better Performance

Note 1: ISDN - BRI data serves as the BST Analog for this report

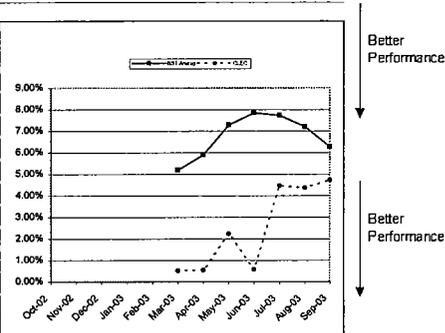
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Missed Repair Appointments (% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

### B.3.1.8.1 2W Analog Loop Design/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.20%	3,266	62,841	0.52%	1	192	2.9148	YES	
Apr-03	5.90%	3,422	58,001	0.55%	1	182	3.0568	YES	
May-03	7.28%	5,890	78,044	2.24%	5	223	2.8957	YES	
Jun-03	7.86%	5,327	67,798	0.58%	1	171	3.5299	YES	
Jul-03	7.74%	6,813	85,485	4.48%	9	202	1.7431	YES	
Aug-03	7.20%	5,554	77,110	4.38%	7	160	1.3821	YES	
Sep-03	6.27%	3,736	59,624	4.73%	8	169	0.8207	YES	

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



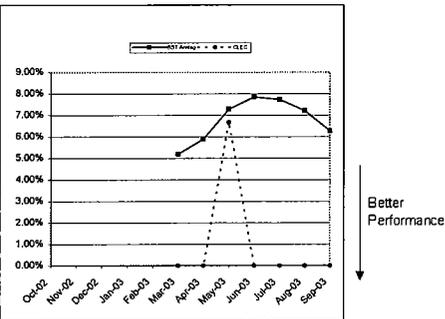
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### B.3.1.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.20%	3,266	62,841	0.00%	0	48	1.5874	YES	
Apr-03	5.90%	3,422	58,001	0.00%	0	59	1.9223	YES	
May-03	7.28%	5,890	78,044	6.67%	3	45	0.1610	YES	
Jun-03	7.86%	5,327	67,798	0.00%	0	42	1.8919	YES	
Jul-03	7.74%	6,813	85,485	0.00%	0	56	2.1682	YES	
Aug-03	7.20%	5,554	77,110	0.00%	0	45	1.8684	YES	
Sep-03	6.27%	3,736	59,624	0.00%	0	40	1.6347	YES	

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



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## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Missed Repair Appointments

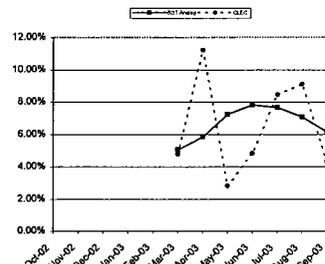
(% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.

Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

### B.3.1.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.06%	3,079	60,870	4.80%	11	229	0.1756	-0.1756	YES
Apr-03	5.86%	3,278	55,949	11.21%	38	321	-4.0743	-4.0743	NO
May-03	7.25%	5,502	75,851	2.82%	8	284	2.8773	2.8773	YES
Jun-03	7.81%	5,152	65,925	4.83%	14	290	1.8912	1.8912	YES
Jul-03	7.66%	6,365	83,134	8.46%	27	319	-0.5415	-0.5415	YES
Aug-03	7.08%	5,292	74,765	9.12%	27	296	-1.3681	-1.3681	YES
Sep-03	6.15%	3,546	57,634	4.35%	12	276	1.2448	1.2448	YES

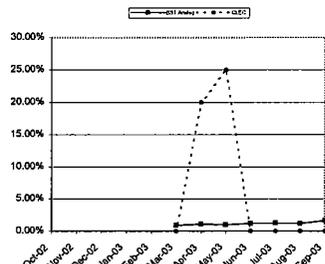


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Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

### B.3.1.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.87%	248	28,387	0.00%	0	8	0.2655	0.2655	YES
Apr-03	1.08%	290	26,905	20.00%	1	5	-4.0972	-4.0972	NO
May-03	0.99%	336	33,857	25.00%	1	4	-4.8437	-4.8437	NO
Jun-03	1.21%	379	31,359	0.00%	0	20	0.4945	0.4945	YES
Jul-03	1.23%	443	35,999	0.00%	0	19	0.4864	0.4864	YES
Aug-03	1.16%	395	33,422	0.00%	0	10	0.3458	0.3458	YES
Sep-03	1.66%	438	28,288	0.00%	0	9	0.3895	0.3895	YES



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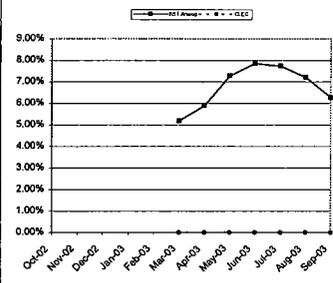
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Missed Repair Appointments (% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

### B.3.1.11.1 UCL-ND/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.20%	3,266	62,841	0.00%	0	0			YES
Apr-03	5.80%	3,422	58,001	0.00%	0	0			YES
May-03	7.29%	5,690	78,044	0.00%	0	0			YES
Jun-03	7.88%	5,327	67,798	0.00%	0	0			YES
Jul-03	7.74%	6,613	85,485	0.00%	0	0			YES
Aug-03	7.20%	5,554	77,110	0.00%	0	0			YES
Sep-03	6.27%	3,736	59,624	0.00%	0	0			YES

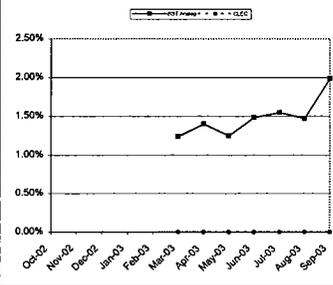


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Note 1: Retail Residence / Business data serves as the BST Analog for this report

### B.3.1.11.2 UCL-ND/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.24%	418	33,747	0.00%	0	0			YES
Apr-03	1.40%	480	32,858	0.00%	0	0			YES
May-03	1.25%	484	38,803	0.00%	0	0			YES
Jun-03	1.48%	537	36,188	0.00%	0	0			YES
Jul-03	1.55%	645	41,738	0.00%	0	0			YES
Aug-03	1.47%	577	39,233	0.00%	0	0			YES
Sep-03	1.89%	614	30,920	0.00%	0	0			YES



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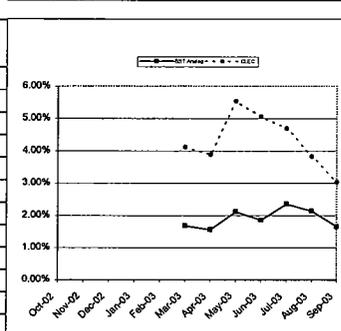
Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
 Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.4.1 EELs/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.68%	64,595	3,850,391	4.12%	225	5,462		-14.0409	NO
Apr-03	1.56%	59,668	3,818,175	3.89%	225	5,780		-14.2715	NO
May-03	2.12%	80,176	3,787,724	5.55%	339	6,112		-18.6129	NO
Jun-03	1.86%	69,774	3,751,626	5.07%	327	6,451		-19.0621	NO
Jul-03	2.36%	87,700	3,722,886	4.69%	315	6,712		-12.8149	NO
Aug-03	2.14%	79,088	3,692,917	3.83%	269	7,021		-9.7710	NO
Sep-03	1.66%	61,062	3,673,024	3.03%	208	6,854		-8.8772	NO

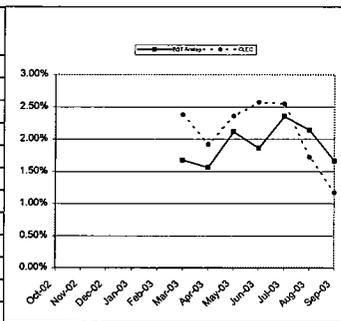


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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.2.4.2 EELs/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.68%	64,595	3,850,391	2.36%	130	5,462		-4.0394	NO
Apr-03	1.56%	59,668	3,818,175	1.92%	111	5,780		-2.1908	NO
May-03	2.12%	80,176	3,787,724	2.36%	144	6,112		-1.2986	YES
Jun-03	1.86%	69,774	3,751,626	2.57%	166	6,451		-4.2376	NO
Jul-03	2.36%	87,700	3,722,886	2.55%	171	6,712		-1.0361	YES
Aug-03	2.14%	79,088	3,692,917	1.72%	121	7,021		2.4183	YES
Sep-03	1.66%	61,062	3,673,024	1.17%	80	6,854		3.2037	YES



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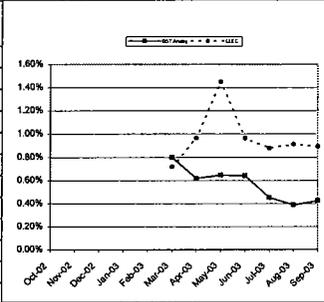
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.  
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.80%	2,832	367,346	0.72%	28	3,901		0.5591	YES
Apr-03	0.62%	2,455	396,407	0.97%	38	3,933		-2.7508	NO
May-03	0.65%	2,665	411,969	1.45%	58	3,997		-6.2909	NO
Jun-03	0.64%	2,762	431,009	0.97%	39	4,038		-2.5679	NO
Jul-03	0.45%	2,023	446,286	0.89%	36	4,090		-4.0366	NO
Aug-03	0.39%	1,880	483,440	0.91%	38	4,160		-5.4025	NO
Sep-03	0.42%	2,162	509,496	0.89%	38	4,261		-4.6649	NO

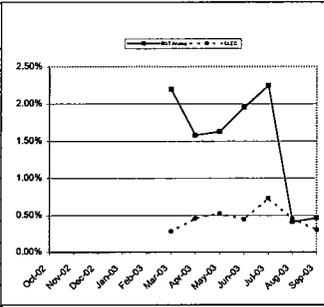


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.20%	8,067	367,346	0.28%	11	3,901		8.0247	YES
Apr-03	1.58%	6,261	396,407	0.46%	18	3,933		5.5702	YES
May-03	1.63%	6,706	411,969	0.53%	21	3,997		5.4364	YES
Jun-03	1.96%	8,431	431,009	0.45%	18	4,038		6.8303	YES
Jul-03	2.25%	10,027	446,286	0.73%	30	4,090		6.4271	YES
Aug-03	0.41%	1,992	483,440	0.46%	19	4,160		-0.4471	YES
Sep-03	0.46%	2,356	509,496	0.31%	13	4,261		1.5039	YES

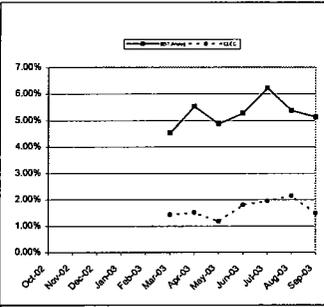


Better Performance  
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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.6.1 UNE ISDN/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.53%	195	4,307	1.44%	64	4,452		6.7945	YES
Apr-03	5.53%	235	4,252	1.52%	67	4,417		7.9392	YES
May-03	4.67%	202	4,145	1.17%	52	4,439		7.7638	YES
Jun-03	5.27%	171	3,242	1.81%	80	4,412		6.5152	YES
Jul-03	6.22%	198	3,182	1.96%	85	4,345		7.3299	YES
Aug-03	5.37%	166	3,090	2.15%	92	4,288		5.8995	YES
Sep-03	5.13%	153	2,984	1.49%	64	4,303		6.7479	YES

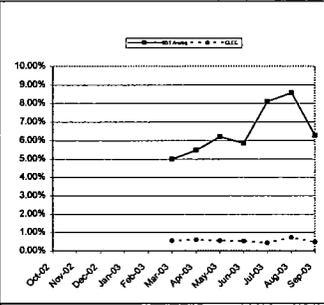


Better Performance  
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Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.2.6.2 UNE ISDN/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.99%	215	4,307	0.56%	25	4,452		9.2777	YES
Apr-03	5.48%	233	4,252	0.61%	27	4,417		9.6803	YES
May-03	6.20%	257	4,145	0.56%	25	4,439		10.4811	YES
Jun-03	5.86%	190	3,242	0.54%	24	4,412		9.4939	YES
Jul-03	8.11%	258	3,182	0.44%	19	4,345		11.5456	YES
Aug-03	8.58%	265	3,090	0.72%	31	4,288		11.3841	YES
Sep-03	6.27%	187	2,984	0.49%	21	4,303		9.6899	YES



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Note 1: ISDN - BRI data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
 Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.8.1 2W Analog Loop Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.89%	62,841	3,319,550	0.83%	192	23,038		11.8494	YES
Apr-03	1.76%	58,001	3,291,040	0.80%	182	22,774		10.9120	YES
May-03	2.39%	78,044	3,261,296	1.00%	223	22,319		13.4156	YES
Jun-03	2.10%	67,798	3,231,314	0.79%	171	21,655		13.2490	YES
Jul-03	2.67%	85,485	3,205,861	0.95%	202	21,363		15.3528	YES
Aug-03	2.42%	77,110	3,186,967	0.77%	160	20,752		15.2178	YES
Sep-03	1.88%	59,624	3,169,172	0.85%	169	19,972		10.6323	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.89%	62,841	3,319,550	0.20%	46	23,038		18.6164	YES
Apr-03	1.76%	58,001	3,291,040	0.26%	59	22,774		17.0303	YES
May-03	2.39%	78,044	3,261,296	0.20%	45	22,319		21.0914	YES
Jun-03	2.10%	67,798	3,231,314	0.19%	42	21,655		19.2807	YES
Jul-03	2.67%	85,485	3,205,861	0.26%	56	21,363		21.4497	YES
Aug-03	2.42%	77,110	3,186,967	0.22%	45	20,752		20.3333	YES
Sep-03	1.88%	59,624	3,169,172	0.20%	40	19,972		17.2664	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

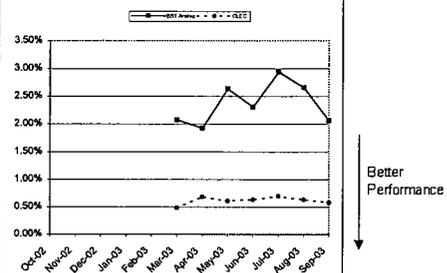
**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)**

Numerator Indicates total number of troubles reported for this disaggregation.

Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.08%	80,870	2,929,914	0.48%	229	47,516		23.9373	YES
Apr-03	1.93%	55,949	2,906,040	0.68%	321	46,899		19.2118	YES
May-03	2.63%	75,851	2,879,854	0.61%	284	46,423		26.6316	YES
Jun-03	2.31%	65,825	2,851,570	0.63%	290	45,801		23.4407	YES
Jul-03	2.94%	83,134	2,827,176	0.70%	319	45,813		27.7880	YES
Aug-03	2.56%	74,765	2,809,517	0.63%	296	46,812		28.6870	YES
Sep-03	2.06%	57,634	2,794,060	0.58%	276	47,422		22.2632	YES

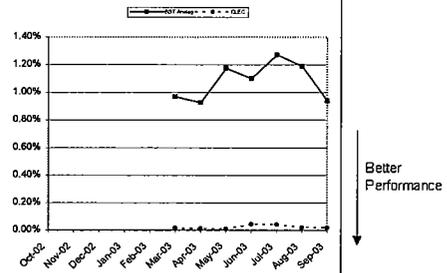


Better Performance ↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.97%	28,387	2,929,914	0.02%	8	47,516		20.9144	YES
Apr-03	0.93%	26,905	2,906,040	0.01%	5	46,899		20.4334	YES
May-03	1.18%	33,857	2,879,854	0.01%	4	46,423		23.0059	YES
Jun-03	1.10%	31,359	2,851,570	0.04%	20	45,801		21.3806	YES
Jul-03	1.27%	35,999	2,827,176	0.04%	19	45,813		23.1788	YES
Aug-03	1.19%	33,422	2,809,517	0.02%	10	46,812		22.9838	YES
Sep-03	0.94%	26,288	2,794,060	0.02%	9	47,422		20.5233	YES



Better Performance ↓

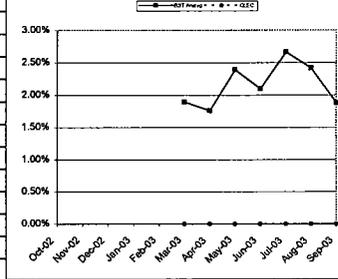
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
 Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.11.1 UCL-ND/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.88%	62,841	3,319,550	0.00%	0	16	0.5558	YES	
Apr-03	1.76%	58,001	3,291,040	0.00%	0	46	0.9084	YES	
May-03	2.36%	78,044	3,261,296	0.00%	0	54	1.1508	YES	
Jun-03	2.10%	67,798	3,231,314	0.00%	0	62	1.1527	YES	
Jul-03	2.67%	85,485	3,205,861	0.00%	0	72	1.4044	YES	
Aug-03	2.42%	77,110	3,186,967	0.00%	0	90	1.4938	YES	
Sep-03	1.88%	59,624	3,169,172	0.00%	0	93	1.3354	YES	

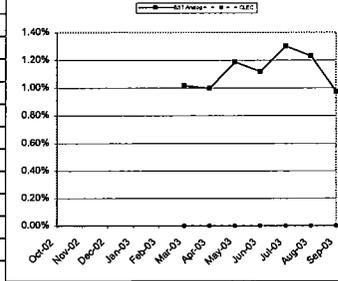


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.3.2.11.2 UCL-ND/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.02%	33,747	3,319,550	0.00%	0	16	0.4054	YES	
Apr-03	1.00%	32,858	3,291,040	0.00%	0	46	0.6811	YES	
May-03	1.19%	38,803	3,261,296	0.00%	0	54	0.8064	YES	
Jun-03	1.12%	36,188	3,231,314	0.00%	0	62	0.8380	YES	
Jul-03	1.30%	41,738	3,205,861	0.00%	0	72	0.9745	YES	
Aug-03	1.23%	39,233	3,186,967	0.00%	0	90	1.0591	YES	
Sep-03	0.88%	30,820	3,169,172	0.00%	0	93	0.9572	YES	



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Maintenance Average Duration

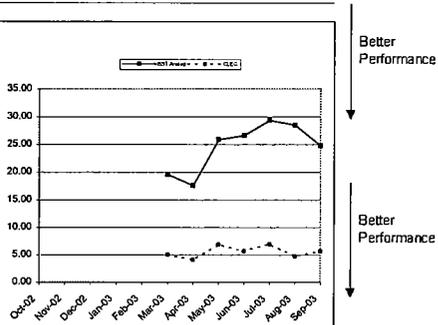
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

### B.3.3.4.1 EELs/Dispatch/GA (hours)

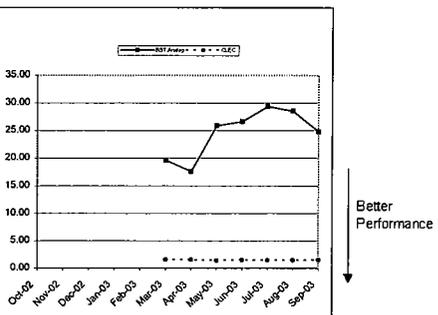
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	19.64	1,268,617	64,595	5.05	1,137	225	23.345	9.3558	YES
Apr-03	17.58	1,048,945	59,668	4.11	924	225	27.106	7.4418	YES
May-03	25.86	2,073,422	80,176	6.91	2,343	339	29.447	11.8231	YES
Jun-03	26.65	1,859,444	69,774	5.71	1,866	327	31.486	12.0000	YES
Jul-03	29.38	2,577,007	87,700	6.96	2,191	315	34.120	11.6459	YES
Aug-03	28.52	2,255,714	79,088	4.77	1,283	269	39.313	9.8924	YES
Sep-03	24.79	1,513,625	61,062	6.67	1,180	208	29.799	9.2359	YES



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.3.3.4.2 EELs/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	19.64	1,268,617	64,595	1.57	204	130	23.345	8.8167	YES
Apr-03	17.58	1,048,945	59,668	1.59	176	111	27.106	6.2109	YES
May-03	25.86	2,073,422	80,176	1.41	203	144	29.447	9.9551	YES
Jun-03	26.65	1,859,444	69,774	1.51	251	166	31.486	10.2741	YES
Jul-03	29.38	2,577,007	87,700	1.43	245	171	34.120	10.7021	YES
Aug-03	28.52	2,255,714	79,088	1.48	179	121	39.313	7.5608	YES
Sep-03	24.79	1,513,625	61,062	1.51	121	80	29.799	6.9818	YES



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Maintenance Average Duration

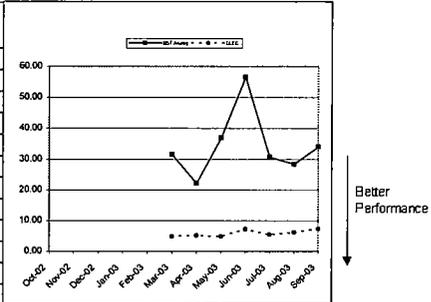
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.  
Volume indicates total closed troubles for this disaggregation in the reporting period.

### B.3.3.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	31.51	92,375	2,932	4.85	136	28	36.071	3.8914	YES
Apr-03	22.14	54,348	2,455	5.23	199	38	31.485	3.2853	YES
May-03	36.98	98,510	2,865	4.88	283	58	50.443	4.7926	YES
Jun-03	56.80	156,335	2,782	7.30	285	39	74.876	4.0832	YES
Jul-03	30.67	62,036	2,023	5.46	197	36	44.565	3.3836	YES
Aug-03	28.34	53,281	1,880	6.20	236	38	34.168	3.6551	YES
Sep-03	34.05	73,811	2,162	7.36	280	38	47.281	3.4488	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

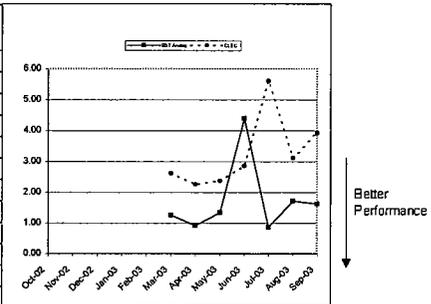


Better Performance

### B.3.3.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.26	10,172	8,067	2.62	29	11	9.737	-0.4631	YES
Apr-03	0.92	5,742	6,261	2.26	41	18	4.629	-1.2287	YES
May-03	1.34	8,893	6,706	2.37	50	21	9.161	-0.5142	YES
Jun-03	4.40	37,128	8,431	2.86	51	18	28.730	0.2280	YES
Jul-03	0.86	8,633	10,027	5.81	168	30	5.849	-4.4442	NO
Aug-03	1.72	3,419	1,992	3.12	59	19	7.280	-0.8353	YES
Sep-03	1.62	3,812	2,358	3.93	51	13	8.747	-0.9512	YES

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

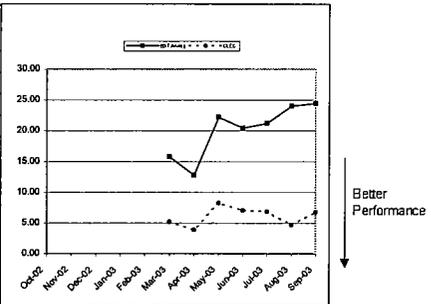


Better Performance

### B.3.3.6.1 UNE ISDN/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	15.78	3,073	195	5.19	332	64	23.130	3.1725	YES
Apr-03	12.79	3,005	235	3.90	261	67	13.802	4.6505	YES
May-03	22.16	4,480	202	8.27	430	52	25.738	3.4746	YES
Jun-03	20.43	3,494	171	7.07	568	80	29.585	3.3365	YES
Jul-03	21.24	4,205	198	6.88	583	85	26.161	4.2388	YES
Aug-03	24.01	3,985	166	4.87	430	92	28.246	5.2876	YES
Sep-03	24.44	3,740	153	6.77	434	64	30.587	3.8805	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report

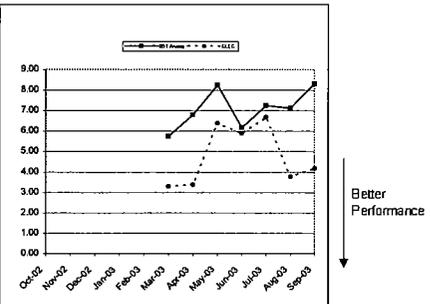


Better Performance

### B.3.3.6.2 UNE ISDN/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.75	1,237	215	3.29	82	25	13.011	0.8975	YES
Apr-03	6.80	1,583	233	3.39	92	27	17.669	0.9478	YES
May-03	8.25	2,120	257	6.40	160	25	13.953	0.6327	YES
Jun-03	6.17	1,173	190	5.90	142	24	11.624	0.1071	YES
Jul-03	7.25	1,871	258	6.70	127	19	12.352	0.1894	YES
Aug-03	7.12	1,888	265	3.78	117	31	13.741	1.2827	YES
Sep-03	8.32	1,555	167	4.18	86	21	16.133	1.1138	YES

Note 1: ISDN - BRI data serves as the BST Analog for this report



Better Performance

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Maintenance Average Duration

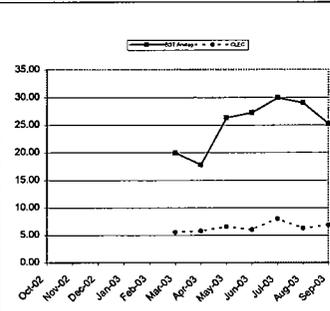
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

### B.3.3.8.1 2W Analog Loop Design/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	19.97	1,254,807	62,841	5.57	1,070	192	21.681	9.1869	YES
Apr-03	17.83	1,034,396	58,001	5.81	1,058	182	19.796	8.1784	YES
May-03	26.37	2,058,209	78,044	6.56	1,482	223	29.454	10.0329	YES
Jun-03	27.26	1,848,441	67,798	6.02	1,030	171	31.691	8.7536	YES
Jul-03	29.97	2,561,901	85,485	8.01	1,618	202	34.014	9.1654	YES
Aug-03	29.02	2,237,967	77,110	6.25	1,000	160	32.400	8.8820	YES
Sep-03	25.24	1,505,062	59,624	6.86	1,160	169	29.857	7.9914	YES



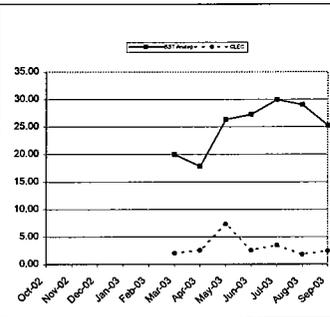
Better Performance

Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.3.3.8.2 2W Analog Loop Design/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	19.97	1,254,807	62,841	2.05	94	46	21.681	5.6039	YES
Apr-03	17.83	1,034,396	58,001	2.54	150	59	19.796	5.9300	YES
May-03	26.37	2,058,209	78,044	7.33	330	45	29.454	4.3364	YES
Jun-03	27.26	1,848,441	67,798	2.53	106	42	31.691	5.0554	YES
Jul-03	29.97	2,561,901	85,485	3.47	195	56	34.014	5.8271	YES
Aug-03	29.02	2,237,967	77,110	1.80	81	45	32.400	5.6339	YES
Sep-03	25.24	1,505,062	59,624	2.46	99	40	29.857	4.8237	YES



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Maintenance Average Duration

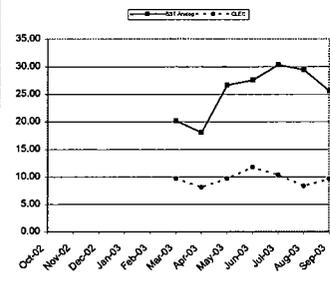
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume Indicates total closed troubles for this disaggregation in the reporting period.

### B.3.3.9.1 2W Analog Loop Non-Design/Dispatch/GA (hours)

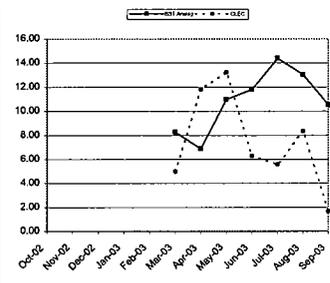
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	20.17	1,228,047	60,870	9.72	2,226	229	21.756	7.2580	YES
Apr-03	18.03	1,008,682	55,949	8.14	2,614	321	19.872	8.8869	YES
May-03	26.69	2,024,187	75,851	6.68	2,748	284	29.504	9.8979	YES
Jun-03	27.60	1,819,465	65,925	11.78	3,415	290	31.825	8.4480	YES
Jul-03	30.37	2,524,412	83,134	10.41	3,322	319	34.093	10.4321	YES
Aug-03	29.44	2,201,024	74,765	8.38	2,479	296	32.524	11.1206	YES
Sep-03	25.58	1,474,298	57,634	9.62	2,655	276	30.045	8.8037	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

### B.3.3.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	8.24	233,888	28,387	5.00	40	8	13.682	0.6896	YES
Apr-03	6.88	185,161	26,905	11.80	59	5	11.526	-0.9540	YES
May-03	10.97	371,477	33,857	13.25	53	4	16.703	-0.2728	YES
Jun-03	11.81	370,439	31,359	6.28	126	20	19.094	1.2965	YES
Jul-03	14.37	517,272	35,999	5.58	106	19	20.048	1.9099	YES
Aug-03	13.02	435,280	33,422	8.35	83	10	20.208	0.7313	YES
Sep-03	10.51	276,400	26,288	1.66	15	9	18.965	1.4005	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair Maintenance Average Duration

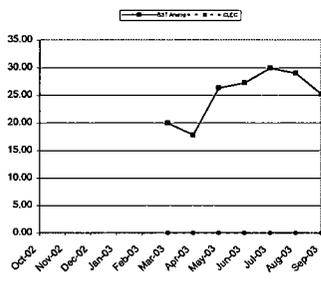
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

### B.3.3.11.1 UCL-ND/Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	19.97	1,254,807	62,841	0.00	0	0	21.681		YES
Apr-03	17.83	1,034,396	58,001	0.00	0	0	19.796		YES
May-03	26.37	2,058,209	78,044	0.00	0	0	29.454		YES
Jun-03	27.26	1,848,441	67,798	0.00	0	0	31.691		YES
Jul-03	29.97	2,561,901	85,485	0.00	0	0	34.014		YES
Aug-03	29.02	2,237,967	77,110	0.00	0	0	32.400		YES
Sep-03	25.24	1,505,062	59,624	0.00	0	0	29.857		YES

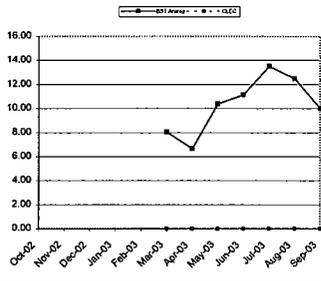


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Note 1: Retail Residence / Business data serves as the BST Analog for this report

### B.3.3.11.2 UCL-ND/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	8.03	271,020	33,747	0.00	0	0	13.627		YES
Apr-03	6.67	219,191	32,858	0.00	0	0	11.925		YES
May-03	10.37	402,239	38,803	0.00	0	0	16.159		YES
Jun-03	11.16	403,717	36,188	0.00	0	0	18.418		YES
Jul-03	13.51	563,855	41,738	0.00	0	0	19.537		YES
Aug-03	12.46	488,859	39,233	0.00	0	0	19.659		YES
Sep-03	10.00	309,124	30,920	0.00	0	0	18.511		YES



Better Performance

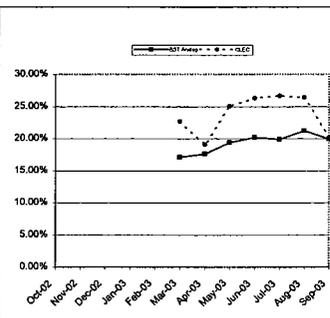
Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**% Repeat Troubles within 30 Days**  
 (% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
 Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.4.1 EELs/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	17.12%	11,080	64,595	22.67%	51	225		-2.2040	NO
Apr-03	17.60%	10,501	59,668	19.11%	43	225		-0.5945	YES
May-03	19.43%	15,575	80,176	25.07%	85	339		-2.6228	NO
Jun-03	20.19%	14,087	69,774	26.30%	86	327		-2.7461	NO
Jul-03	19.88%	17,433	87,700	26.67%	84	315		-3.0137	NO
Aug-03	21.23%	16,790	79,088	26.39%	71	269		-2.0678	NO
Sep-03	19.85%	12,179	61,062	20.19%	42	208		-0.0890	YES

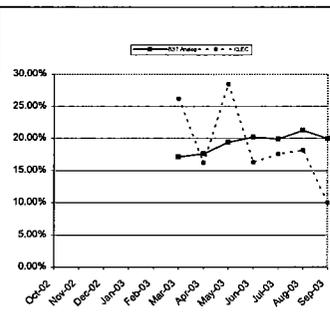


Better Performance  
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Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.4.4.2 EELs/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	17.12%	11,060	64,595	26.15%	34	130		-2.7309	NO
Apr-03	17.60%	10,501	59,668	16.22%	18	111		0.3822	YES
May-03	19.43%	15,575	80,176	28.47%	41	144		-2.7414	NO
Jun-03	20.19%	14,087	69,774	16.27%	27	168		1.2581	YES
Jul-03	19.88%	17,433	87,700	17.54%	30	171		0.7841	YES
Aug-03	21.23%	16,790	79,088	18.18%	22	121		0.8192	YES
Sep-03	19.95%	12,179	61,062	10.00%	8	80		2.2247	YES



Better Performance  
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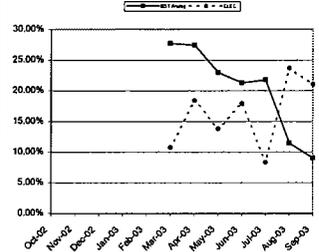
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days  
(% of Troubles that Repeated within 30 Days)**

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)**

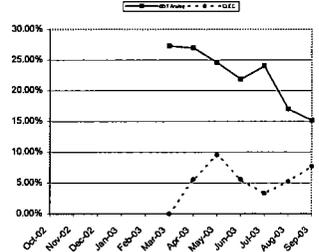
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	27.88%	812	2,932	10.71%	3	28		1.9984	YES
Apr-03	27.45%	674	2,455	18.42%	7	38		1.2382	YES
May-03	23.00%	613	2,665	13.79%	8	58		1.8486	YES
Jun-03	21.33%	589	2,762	17.95%	7	39		0.5112	YES
Jul-03	21.80%	441	2,023	8.33%	3	36		1.9397	YES
Aug-03	11.44%	215	1,880	23.68%	9	38		-2.3488	NO
Sep-03	9.02%	195	2,162	21.05%	8	38		-2.5670	NO



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.4.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)**

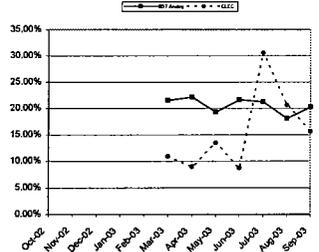
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	27.28%	2,201	8,067	0.00%	0	11		2.0302	YES
Apr-03	26.98%	1,689	6,261	5.56%	1	18		2.0447	YES
May-03	24.59%	1,849	6,706	9.52%	2	21		1.6008	YES
Jun-03	21.91%	1,847	8,431	5.56%	1	18		1.6755	YES
Jul-03	24.02%	2,408	10,027	3.33%	1	30		2.6479	YES
Aug-03	17.02%	339	1,992	5.26%	1	19		1.3570	YES
Sep-03	15.11%	356	2,356	7.69%	1	13		0.7447	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.4.6.1 UNE ISDN/Dispatch/GA (%)**

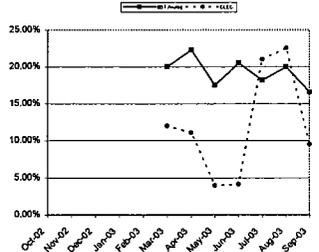
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	21.54%	42	195	10.94%	7	64		1.7901	YES
Apr-03	22.13%	52	235	8.96%	6	67		2.2913	YES
May-03	19.31%	39	202	13.46%	7	52		0.9524	YES
Jun-03	21.64%	37	171	8.75%	7	80		2.3105	YES
Jul-03	21.21%	42	198	30.59%	26	85		-1.7887	NO
Aug-03	18.07%	30	166	20.65%	19	92		-0.5158	YES
Sep-03	20.28%	31	153	15.63%	10	64		0.7749	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.4.6.2 UNE ISDN/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	20.00%	43	215	12.00%	3	25		0.9465	YES
Apr-03	22.32%	52	233	11.11%	3	27		1.3239	YES
May-03	17.51%	45	257	4.00%	1	25		1.6967	YES
Jun-03	20.53%	39	180	4.17%	1	24		1.8697	YES
Jul-03	18.22%	47	258	21.05%	4	19		-0.3090	YES
Aug-03	20.00%	53	265	22.58%	7	31		-0.3399	YES
Sep-03	16.58%	31	187	9.52%	2	21		0.8242	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

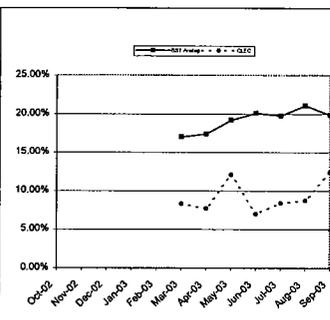
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Maintenance and Repair % Repeat Troubles within 30 Days

(% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

### B.3.4.8.1 2W Analog Loop Design/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	16.98%	10,671	62,841	8.33%	16	192		3.1865	YES
Apr-03	17.40%	10,094	58,001	7.69%	14	182		3.4500	YES
May-03	19.21%	14,994	78,044	12.11%	27	223		2.6891	YES
Jun-03	20.13%	13,845	67,798	7.02%	12	171		4.2699	YES
Jul-03	19.77%	16,897	85,485	8.42%	17	202		4.0460	YES
Aug-03	21.08%	16,258	77,110	8.75%	14	160		3.8208	YES
Sep-03	19.85%	11,837	59,624	12.43%	21	169		2.4170	YES



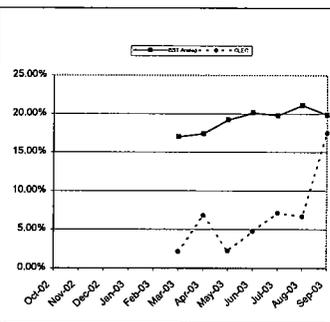
Better Performance

Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.3.4.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	16.88%	10,671	62,841	2.17%	1	46		2.6737	YES
Apr-03	17.40%	10,094	58,001	6.78%	4	59		2.1512	YES
May-03	19.21%	14,994	78,044	2.22%	1	45		2.8921	YES
Jun-03	20.13%	13,845	67,798	4.76%	2	42		2.4826	YES
Jul-03	19.77%	16,897	85,485	7.14%	4	56		2.3713	YES
Aug-03	21.08%	16,258	77,110	6.67%	3	45		2.3703	YES
Sep-03	19.85%	11,837	59,624	17.50%	7	40		0.3729	YES



Better Performance

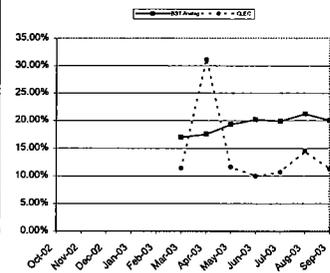
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**% Repeat Troubles within 30 Days**  
 (% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
 Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	17.02%	10,359	60,870	11.35%	26	229		2.2768	YES
Apr-03	17.56%	8,822	55,949	31.15%	100	321		-8.3853	NO
May-03	19.33%	14,680	75,651	11.62%	33	284		3.2834	YES
Jun-03	20.21%	13,324	65,925	10.00%	29	290		4.3208	YES
Jul-03	19.89%	16,535	83,134	10.66%	34	319		4.1226	YES
Aug-03	21.22%	15,862	74,765	14.53%	43	296		2.8092	YES
Sep-03	20.02%	11,536	57,634	11.23%	31	276		3.6385	YES

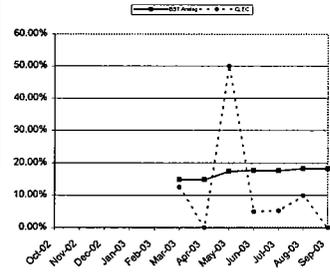


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.4.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	14.86%	4,217	28,387	12.50%	1	8		0.1873	YES
Apr-03	14.79%	3,979	26,905	0.00%	0	5		0.9315	YES
May-03	17.46%	5,912	33,657	50.00%	2	4		-1.7141	NO
Jun-03	17.73%	5,581	31,359	5.00%	1	20		1.4904	YES
Jul-03	17.65%	6,353	35,999	5.26%	1	19		1.4157	YES
Aug-03	18.31%	6,121	33,422	10.00%	1	10		0.6797	YES
Sep-03	16.22%	4,789	26,268	0.00%	0	9		1.4157	YES



Better Performance

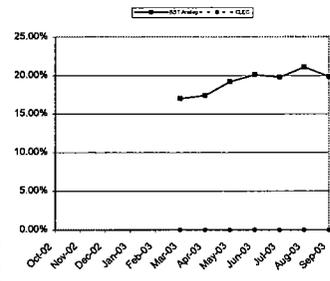
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days  
(% of Troubles that Repeated within 30 Days)**

Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.11.1 UCL-ND/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	16.98%	10,671	62,841	0.00%	0	0			YES
Apr-03	17.40%	10,094	58,001	0.00%	0	0			YES
May-03	19.21%	14,994	78,044	0.00%	0	0			YES
Jun-03	20.13%	13,645	67,798	0.00%	0	0			YES
Jul-03	19.77%	16,897	85,485	0.00%	0	0			YES
Aug-03	21.08%	16,258	77,110	0.00%	0	0			YES
Sep-03	19.85%	11,837	59,624	0.00%	0	0			YES

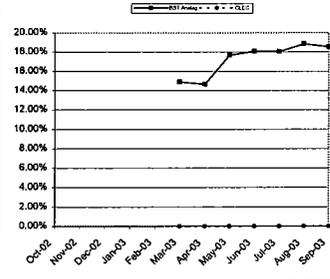


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.3.4.11.2 UCL-ND/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	14.88%	5,023	33,747	0.00%	0	0			YES
Apr-03	14.66%	4,818	32,858	0.00%	0	0			YES
May-03	17.69%	6,864	38,803	0.00%	0	0			YES
Jun-03	18.06%	6,537	36,198	0.00%	0	0			YES
Jul-03	18.04%	7,526	41,738	0.00%	0	0			YES
Aug-03	18.83%	7,388	39,233	0.00%	0	0			YES
Sep-03	16.53%	5,731	30,920	0.00%	0	0			YES



Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

Better Performance

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - 7 hours - Partially Mechanized (% of CLEC Firm Order Confirmation Intervals within 7 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 7 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.12.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			96.49%	55	57			YES
Apr-03	90.00%			89.55%	60	67			NO
May-03	90.00%			88.57%	31	35			NO
Jun-03	90.00%			84.85%	28	33			NO
Jul-03	90.00%			82.81%	57	69			NO
Aug-03	90.00%			88.24%	60	68			NO
Sep-03	90.00%			79.17%	38	48			NO

### B.1.12.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			98.57%	69	70			YES
Apr-03	90.00%			92.42%	61	66			YES
May-03	90.00%			90.00%	38	40			YES
Jun-03	90.00%			85.71%	30	35			NO
Jul-03	90.00%			83.33%	56	60			YES
Aug-03	90.00%			94.67%	71	75			YES
Sep-03	90.00%			89.84%	33	38			NO

### B.1.12.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			75.00%	24	32			NO
Apr-03	90.00%			81.82%	19	22			NO
May-03	90.00%			76.92%	20	26			NO
Jun-03	90.00%			60.00%	12	20			NO
Jul-03	90.00%			66.67%	10	15			NO
Aug-03	90.00%			61.48%	22	27			NO
Sep-03	90.00%			77.78%	28	36			NO

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC Timeliness - 7 hours - Partially Mechanized**  
**(% of CLEC Firm Order Confirmation Intervals within 7 hours)**

Numerator indicates total number of CLEC firm order confirmation intervals within 7 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

**B.1.12.9 2W Analog Loop Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			83.21%	114	137			NO
Apr-03	90.00%			81.93%	136	166			NO
May-03	90.00%			81.12%	159	196			NO
Jun-03	90.00%			68.96%	156	223			NO
Jul-03	90.00%			77.82%	200	257			NO
Aug-03	90.00%			77.40%	161	208			NO
Sep-03	90.00%			77.08%	195	253			NO

↑  
Better  
Performance

**B.1.12.10 2W Analog Loop w/INP Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%								
Apr-03	90.00%								
May-03	90.00%								
Jun-03	90.00%								
Jul-03	90.00%								
Aug-03	90.00%								
Sep-03	90.00%								

↑  
Better  
Performance

**B.1.12.11 2W Analog Loop w/INP Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%								
Apr-03	90.00%								
May-03	90.00%								
Jun-03	90.00%								
Jul-03	90.00%								
Aug-03	90.00%								
Sep-03	90.00%								

↑  
Better  
Performance

**B.1.12.12 2W Analog Loop w/LNP Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			85.19%	23	27			NO
Apr-03	90.00%			88.10%	37	42			NO
May-03	90.00%			84.00%	21	25			NO
Jun-03	90.00%			81.25%	13	16			NO
Jul-03	90.00%			77.14%	27	35			NO
Aug-03	90.00%			69.81%	37	53			NO
Sep-03	90.00%			75.00%	30	40			NO

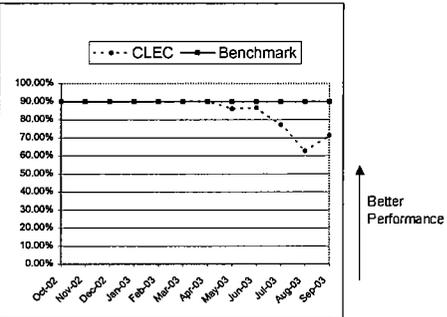
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Performance

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 7 hours - Partially Mechanized**

(% of CLEC Firm Order Confirmation Intervals within 7 hours)  
 Numerator Indicates total number of CLEC firm order confirmation intervals within 7 hours for this disaggregation in the reporting period.  
 Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

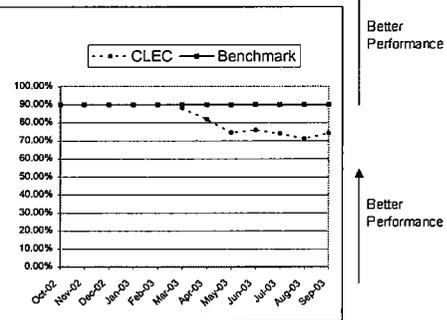
**B.1.12.13 2W Analog Loop w/LNP Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			90.23%	157	174			YES
Apr-03	90.00%			90.07%	136	151			YES
May-03	90.00%			86.10%	161	187			NO
Jun-03	90.00%			86.52%	199	230			NO
Jul-03	90.00%			77.11%	219	284			NO
Aug-03	90.00%			62.63%	233	372			NO
Sep-03	90.00%			71.39%	242	339			NO



**B.1.12.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			88.10%	437	496			NO
Apr-03	90.00%			81.92%	358	437			NO
May-03	90.00%			74.48%	394	529			NO
Jun-03	90.00%			75.93%	653	860			NO
Jul-03	90.00%			74.01%	524	708			NO
Aug-03	90.00%			71.07%	479	674			NO
Sep-03	90.00%			74.16%	396	534			NO

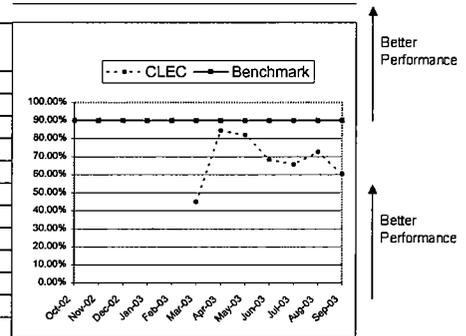


**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC Timeliness - 7 hours - Partially Mechanized  
(% of CLEC Firm Order Confirmation Intervals within 7 hours)**

Numerator Indicates total number of CLEC firm order confirmation intervals within 7 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.12.18 EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			44.83%	93	207			NO
Apr-03	90.00%			84.40%	238	282			NO
May-03	90.00%			81.87%	149	182			NO
Jun-03	90.00%			68.32%	138	202			NO
Jul-03	90.00%			85.65%	151	230			NO
Aug-03	90.00%			72.48%	137	189			NO
Sep-03	90.00%			60.34%	143	237			NO



## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.13.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			96.97%	32	33			YES
Apr-03	95.00%			100.00%	22	22			YES
May-03	95.00%			96.55%	56	58			YES
Jun-03	95.00%			82.76%	24	29			NO
Jul-03	95.00%			85.45%	42	44			YES
Aug-03	95.00%			93.55%	29	31			NO
Sep-03	95.00%			96.89%	31	32			YES

### B.1.13.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			85.71%	6	7			NO
Apr-03	95.00%			100.00%	14	14			YES
May-03	95.00%			100.00%	6	6			YES
Jun-03	95.00%			100.00%	11	11			YES
Jul-03	95.00%			80.00%	20	25			NO
Aug-03	95.00%			100.00%	4	4			YES
Sep-03	95.00%			100.00%	4	4			YES

### B.1.13.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			96.88%	31	32			YES
Apr-03	95.00%			100.00%	13	13			YES
May-03	95.00%			100.00%	12	12			YES
Jun-03	95.00%			92.86%	13	14			NO
Jul-03	95.00%			100.00%	12	12			YES
Aug-03	95.00%			100.00%	10	10			YES
Sep-03	95.00%			100.00%	10	10			YES

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 24 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.13.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	28	26			YES
Apr-03	95.00%			100.00%	31	31			YES
May-03	95.00%			100.00%	28	28			YES
Jun-03	95.00%			100.00%	65	65			YES
Jul-03	95.00%			87.95%	73	83			NO
Aug-03	95.00%			100.00%	48	48			YES
Sep-03	95.00%			100.00%	70	70			YES

### B.1.13.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	6	6			YES
Apr-03	95.00%			85.71%	6	7			NO
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	7	7			YES
Jul-03	95.00%			100.00%	3	3			YES
Aug-03	95.00%								
Sep-03	95.00%			100.00%	15	15			YES

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals within 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 24 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.13.13 2W Analog Loop w/LNP Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			83.33%	5	6			NO
May-03	95.00%			100.00%	2	2			YES
Jun-03	95.00%			75.00%	3	4			NO
Jul-03	95.00%			83.33%	5	6			NO
Aug-03	95.00%			100.00%	1	1			YES
Sep-03	95.00%			100.00%	1	1			YES

### B.1.13.15 UCL-ND/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			80.00%	4	5			NO
Apr-03	95.00%			0.00%	0	2			NO
May-03	95.00%								
Jun-03	95.00%			100.00%	3	3			YES
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Non-Mechanized

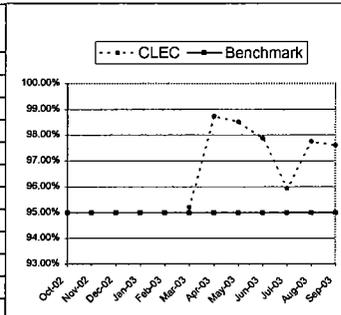
(% of CLEC Firm Order Confirmation Intervals within 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.18 EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			95.20%	238	250			YES
Apr-03	95.00%			98.73%	156	158			YES
May-03	95.00%			98.52%	266	270			YES
Jun-03	95.00%			97.88%	462	472			YES
Jul-03	95.00%			95.83%	472	492			YES
Aug-03	95.00%			97.76%	524	536			YES
Sep-03	95.00%			97.81%	490	502			YES



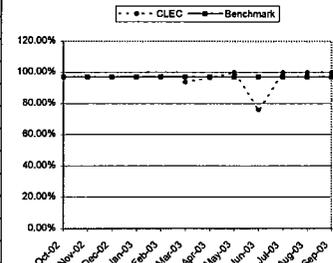
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**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

**B.1.14.4.1 EELs/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			93.85%	61	65			NO
Apr-03	97.00%			96.36%	53	55			NO
May-03	97.00%			100.00%	31	31			YES
Jun-03	97.00%			75.66%	22	29			NO
Jul-03	97.00%			100.00%	15	15			YES
Aug-03	97.00%			100.00%	21	21			YES
Sep-03	97.00%			100.00%	15	15			YES

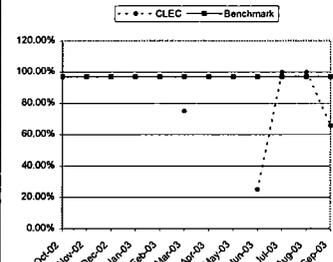


Better Performance ↑

Better Performance ↑

**B.1.14.4.2 EELs/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			75.00%	3	4			NO
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%			25.00%	1	4			NO
Jul-03	97.00%			100.00%	2	2			YES
Aug-03	97.00%			100.00%	3	3			YES
Sep-03	97.00%			65.63%	21	32			NO



Better Performance ↑

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.14.5.1 xDSL (ADSL, HDSL and UCL)/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			95.81%	206	215			NO
Apr-03	97.00%			94.65%	336	355			NO
May-03	97.00%			94.47%	239	253			NO
Jun-03	97.00%			77.66%	219	282			NO
Jul-03	97.00%			89.04%	411	415			YES
Aug-03	97.00%			94.30%	281	298			NO
Sep-03	97.00%			86.78%	87	98			NO

**B.1.14.5.2 xDSL (ADSL, HDSL and UCL)/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			89.86%	160	178			NO
Apr-03	97.00%			85.83%	103	120			NO
May-03	97.00%			77.78%	154	198			NO
Jun-03	97.00%			88.62%	109	123			NO
Jul-03	97.00%			84.20%	130	138			NO
Aug-03	97.00%			92.59%	125	135			NO
Sep-03	97.00%			92.53%	260	281			NO

**B.1.14.6.1 ISDN Loop (UDN, UDC)/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			94.43%	288	305			NO
Apr-03	97.00%			94.75%	307	324			NO
May-03	97.00%			92.78%	270	291			NO
Jun-03	97.00%			83.27%	214	257			NO
Jul-03	97.00%			95.50%	191	200			NO
Aug-03	97.00%			80.91%	178	220			NO
Sep-03	97.00%			90.14%	64	71			NO

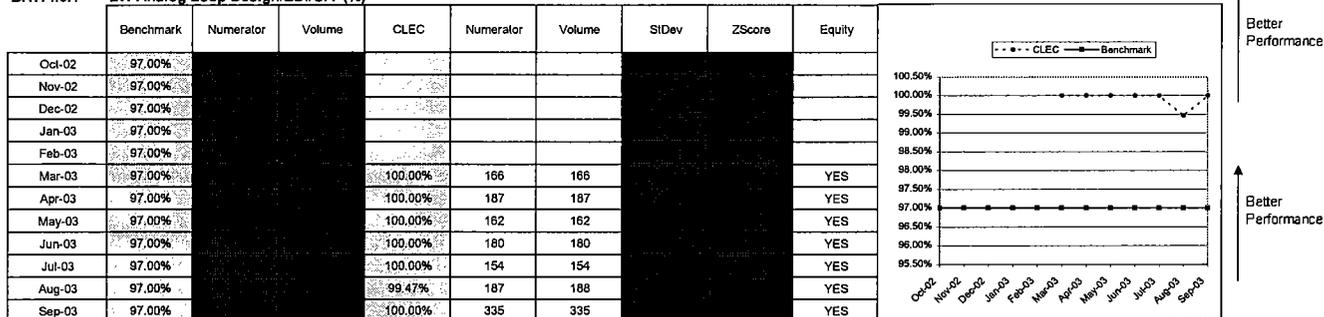
**B.1.14.6.2 ISDN Loop (UDN, UDC)/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			97.10%	67	69			YES
Apr-03	97.00%			96.61%	57	59			NO
May-03	97.00%			98.33%	59	60			YES
Jun-03	97.00%			100.00%	28	28			YES
Jul-03	97.00%			98.60%	141	143			YES
Aug-03	97.00%			97.11%	168	173			YES
Sep-03	97.00%			90.63%	145	160			NO

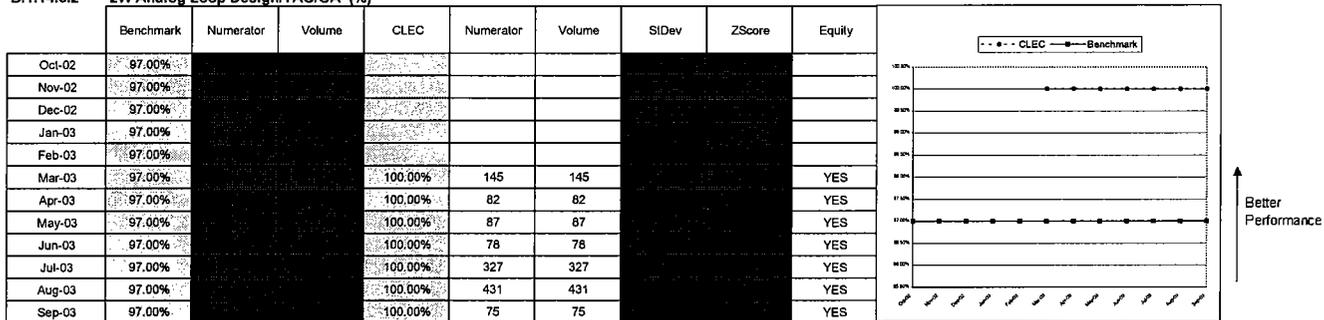
**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.14.8.1 2W Analog Loop Design/EDI/GA (%)**



**B.1.14.8.2 2W Analog Loop Design/TAG/GA (%)**



**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.14.9.1 2W Analog Loop Non-Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	41	41			YES
Apr-03	97.00%			100.00%	31	31			YES
May-03	97.00%			100.00%	27	27			YES
Jun-03	97.00%			100.00%	38	38			YES
Jul-03	97.00%			100.00%	23	23			YES
Aug-03	97.00%			100.00%	69	69			YES
Sep-03	97.00%			100.00%	50	50			YES

**B.1.14.9.2 2W Analog Loop Non-Design/TAG/GA (%)**

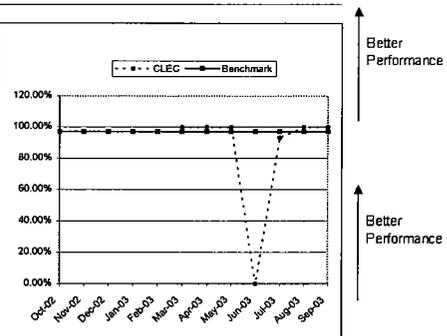
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			98.54%	203	206			YES
Apr-03	97.00%			99.59%	241	242			YES
May-03	97.00%			99.63%	271	272			YES
Jun-03	97.00%			100.00%	401	401			YES
Jul-03	97.00%			100.00%	479	479			YES
Aug-03	97.00%			100.00%	331	331			YES
Sep-03	97.00%			99.77%	435	436			YES

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized**  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

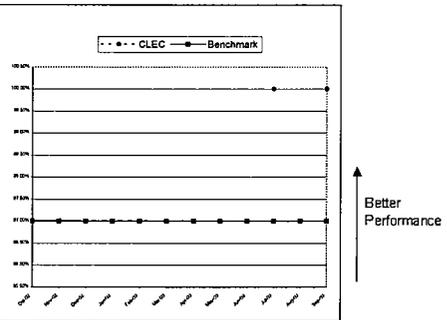
**B.1.14.12.1 2W Analog Loop w/LNP Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	8	8			YES
Apr-03	97.00%			100.00%	7	7			YES
May-03	97.00%			100.00%	14	14			YES
Jun-03	97.00%			0.00%	0	18			NO
Jul-03	97.00%			93.10%	27	29			NO
Aug-03	97.00%			100.00%	19	19			YES
Sep-03	97.00%			100.00%	8	8			YES



**B.1.14.12.2 2W Analog Loop w/LNP Design/TAG/GA (%)**

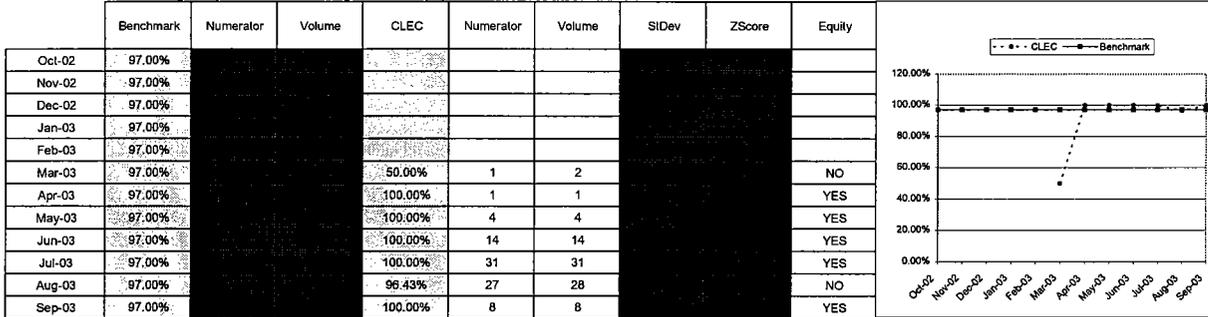
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%								
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%								
Jul-03	97.00%			100.00%	1	1			YES
Aug-03	97.00%								
Sep-03	97.00%			100.00%	1	1			YES



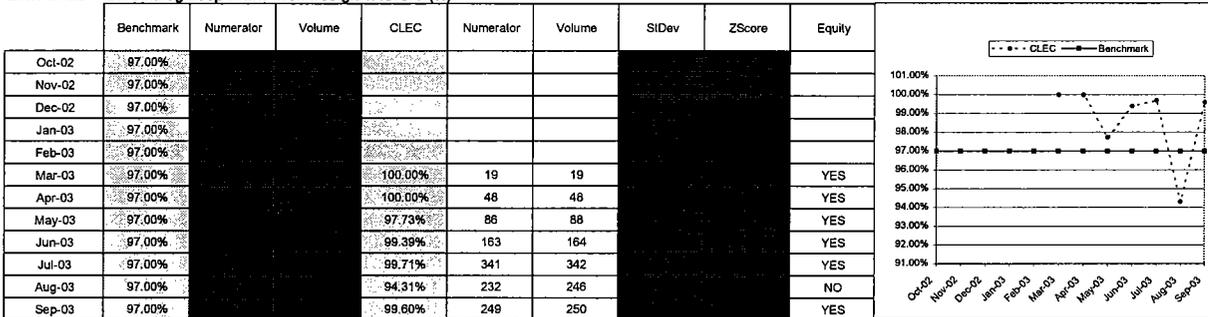
**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.14.13.1 2W Analog Loop w/LNP Non-Design/EDI/GA (%)**



**B.1.14.13.2 2W Analog Loop w/LNP Non-Design/TAG/GA (%)**

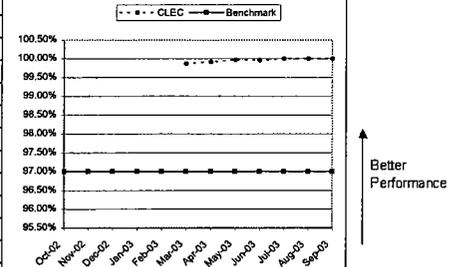


**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Mechanized  
(% of LSRs responded to [FOC or Reject])**

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

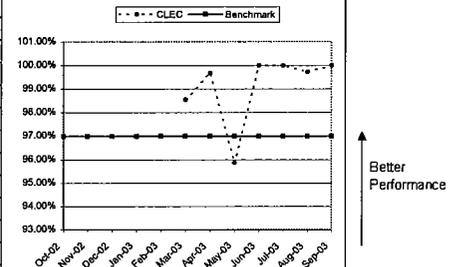
**B.1.14.15.1 UCL-ND/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			98.87%	6,001	6,009			YES
Apr-03	97.00%			99.92%	6,126	6,131			YES
May-03	97.00%			99.97%	5,887	5,889			YES
Jun-03	97.00%			99.97%	5,747	5,749			YES
Jul-03	97.00%			100.00%	6,173	6,173			YES
Aug-03	97.00%			100.00%	4,778	4,778			YES
Sep-03	97.00%			100.00%	7,732	7,732			YES



**B.1.14.15.2 UCL-ND/TAG/GA (%)**

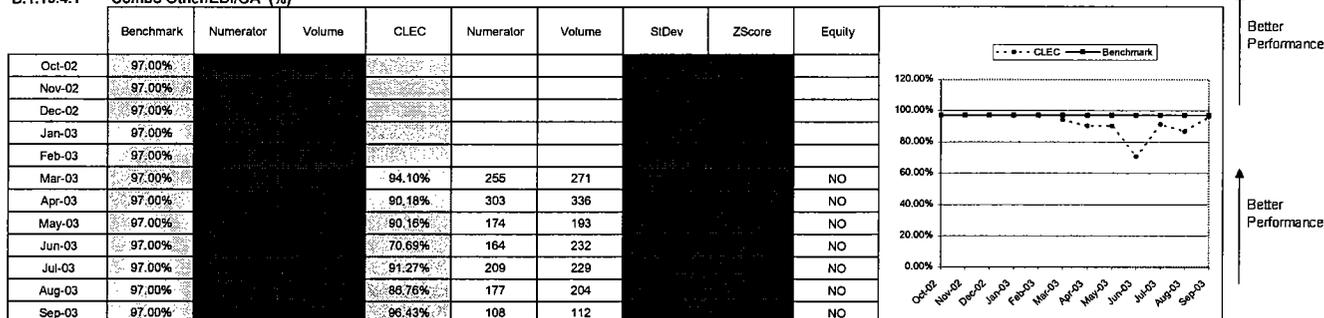
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			98.55%	408	414			YES
Apr-03	97.00%			99.67%	1,533	1,538			YES
May-03	97.00%			95.87%	1,393	1,453			NO
Jun-03	97.00%			100.00%	816	816			YES
Jul-03	97.00%			100.00%	687	687			YES
Aug-03	97.00%			99.72%	719	721			YES
Sep-03	97.00%			100.00%	628	628			YES



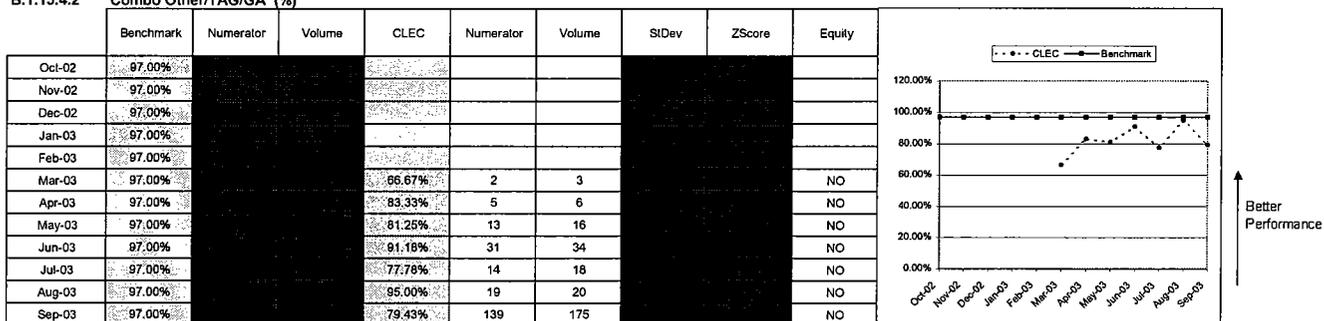
**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

**B.1.15.4.1 Combo Other/EDI/GA (%)**



**B.1.15.4.2 Combo Other/TAG/GA (%)**

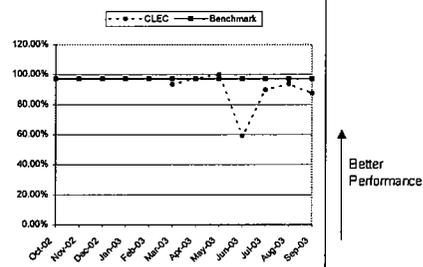


**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to (FOC or Reject))**

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.15.5.1 xDSL (ADSL, HDSL and UCL)/EDI/GA (%)**

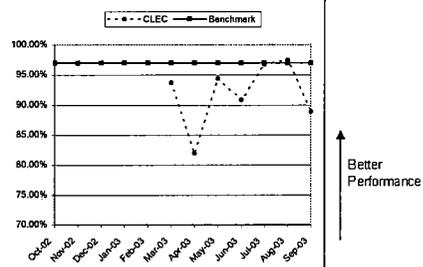
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			93.33%	28	30			NO
Apr-03	97.00%			97.22%	35	36			YES
May-03	97.00%			100.00%	19	19			YES
Jun-03	97.00%			59.09%	13	22			NO
Jul-03	97.00%			89.74%	35	39			NO
Aug-03	97.00%			93.75%	30	32			NO
Sep-03	97.00%			87.50%	7	8			NO



↑  
Better Performance

**B.1.15.5.2 xDSL (ADSL, HDSL and UCL)/TAG/GA (%)**

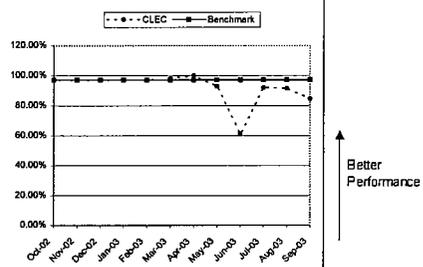
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			93.75%	45	48			NO
Apr-03	97.00%			82.00%	41	50			NO
May-03	97.00%			94.44%	17	18			NO
Jun-03	97.00%			90.91%	20	22			NO
Jul-03	97.00%			96.77%	30	31			NO
Aug-03	97.00%			97.56%	40	41			YES
Sep-03	97.00%			88.89%	40	45			NO



↑  
Better Performance

**B.1.15.6.1 ISDN Loop (UDN, UDC)/EDI/GA (%)**

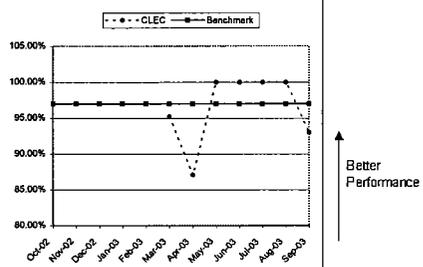
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			98.08%	51	52			YES
Apr-03	97.00%			100.00%	44	44			YES
May-03	97.00%			92.86%	26	28			NO
Jun-03	97.00%			61.11%	22	36			NO
Jul-03	97.00%			92.00%	23	25			NO
Aug-03	97.00%			91.49%	43	47			NO
Sep-03	97.00%			84.62%	11	13			NO



↑  
Better Performance

**B.1.15.6.2 ISDN Loop (UDN, UDC)/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			95.24%	20	21			NO
Apr-03	97.00%			87.10%	27	31			NO
May-03	97.00%			100.00%	16	16			YES
Jun-03	97.00%			100.00%	11	11			YES
Jul-03	97.00%			100.00%	39	39			YES
Aug-03	97.00%			100.00%	47	47			YES
Sep-03	97.00%			93.02%	40	43			NO

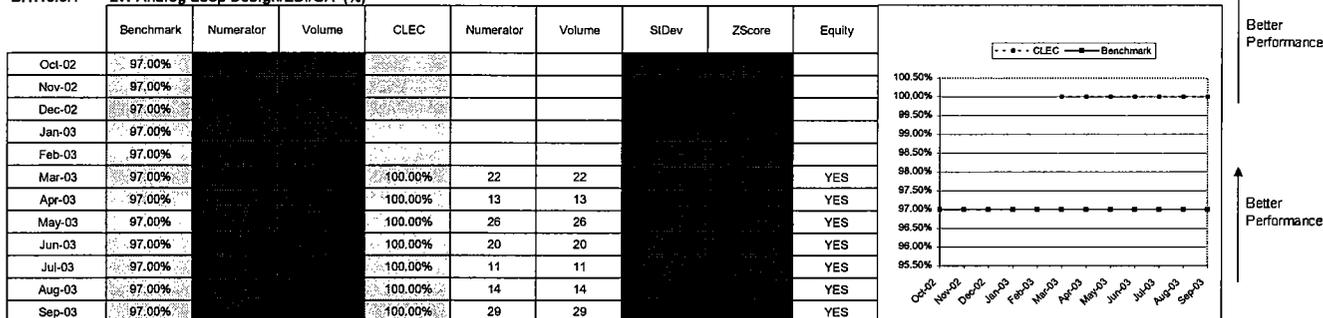


↑  
Better Performance

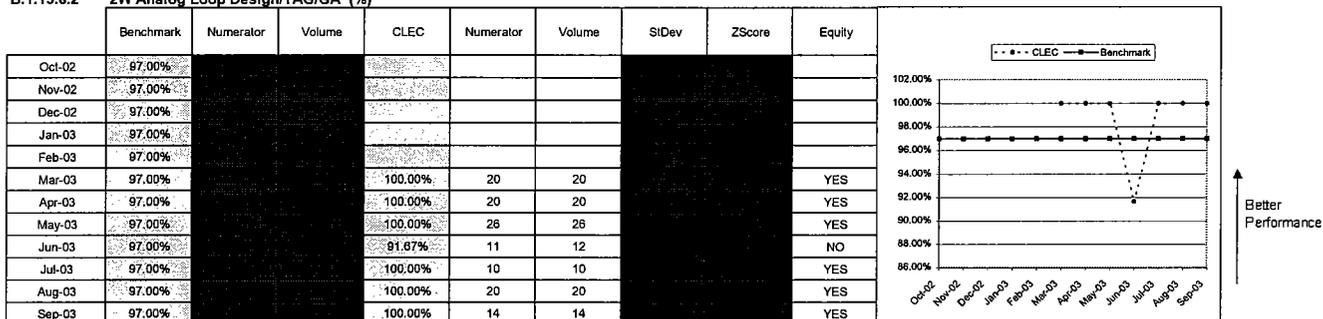
**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

**B.1.15.8.1 2W Analog Loop Design/EDI/GA (%)**



**B.1.15.8.2 2W Analog Loop Design/TAG/GA (%)**

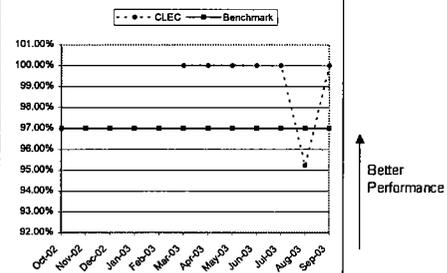


**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

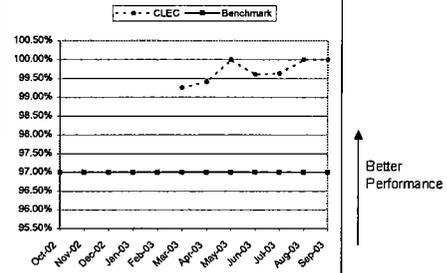
**B.1.15.9.1 2W Analog Loop Non-Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	34	34			YES
Apr-03	97.00%			100.00%	24	24			YES
May-03	97.00%			100.00%	30	30			YES
Jun-03	97.00%			100.00%	25	25			YES
Jul-03	97.00%			100.00%	27	27			YES
Aug-03	97.00%			95.24%	20	21			NO
Sep-03	97.00%			100.00%	30	30			YES



**B.1.15.9.2 2W Analog Loop Non-Design/TAG/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			99.26%	134	135			YES
Apr-03	97.00%			99.42%	171	172			YES
May-03	97.00%			100.00%	202	202			YES
Jun-03	97.00%			99.61%	255	258			YES
Jul-03	97.00%			99.64%	277	278			YES
Aug-03	97.00%			100.00%	243	243			YES
Sep-03	97.00%			100.00%	277	277			YES

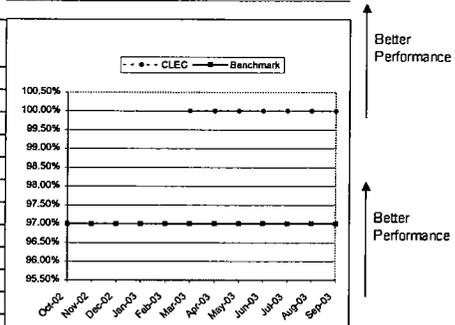


**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

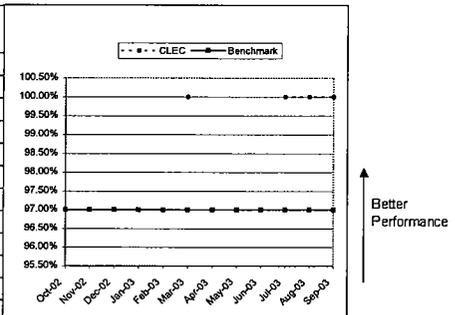
**B.1.15.12.1 2W Analog Loop w/LNP Design/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	49	49			YES
Apr-03	97.00%			100.00%	75	75			YES
May-03	97.00%			100.00%	40	40			YES
Jun-03	97.00%			100.00%	27	27			YES
Jul-03	97.00%			100.00%	66	66			YES
Aug-03	97.00%			100.00%	65	65			YES
Sep-03	97.00%			100.00%	54	54			YES



**B.1.15.12.2 2W Analog Loop w/LNP Design/TAG/GA (%)**

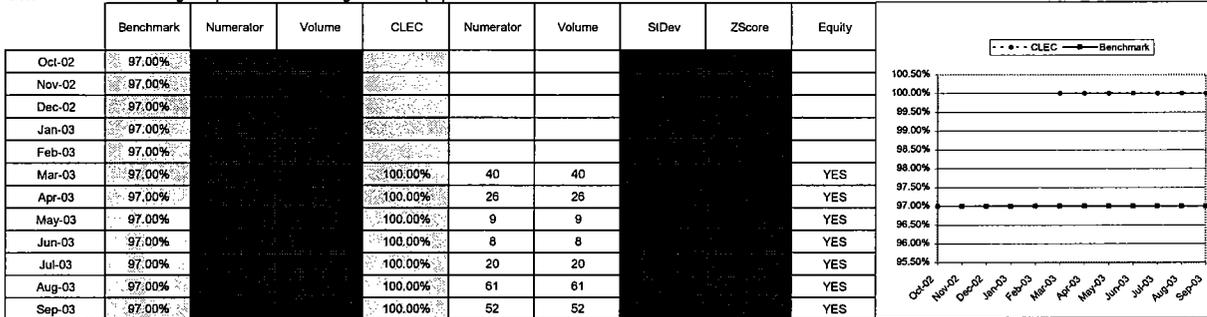
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	4	4			YES
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%								
Jul-03	97.00%			100.00%	7	7			YES
Aug-03	97.00%			100.00%	7	7			YES
Sep-03	97.00%			100.00%	5	5			YES



**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Partially Mechanized  
(% of LSRs responded to [FOC or Reject])**

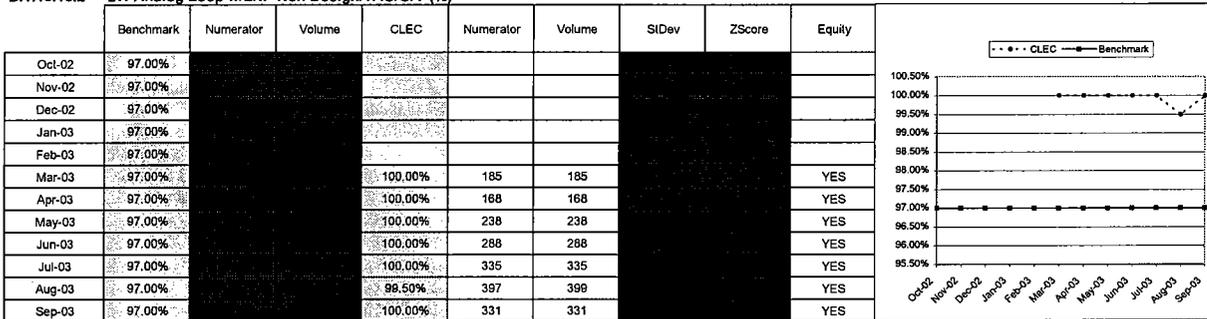
Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.15.13.1 2W Analog Loop w/LNP Non-Design/EDI/GA (%)**



↑  
Better  
Performance

**B.1.15.13.2 2W Analog Loop w/LNP Non-Design/TAG/GA (%)**



↑  
Better  
Performance

↑  
Better  
Performance

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Partially Mechanized**  
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume indicates total number of service requests received in the reporting period.

**B.1.15.15.1 UCL-ND/EDI/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Ocl-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			99.73%	741	743			YES
Apr-03	97.00%			99.67%	597	599			YES
May-03	97.00%			99.41%	675	679			YES
Jun-03	97.00%			99.91%	1,101	1,102			YES
Jul-03	97.00%			99.91%	1,062	1,063			YES
Aug-03	97.00%			99.90%	964	965			YES
Sep-03	97.00%			100.00%	625	625			YES

**B.1.15.15.2 UCL-ND/TAG/GA (%)**

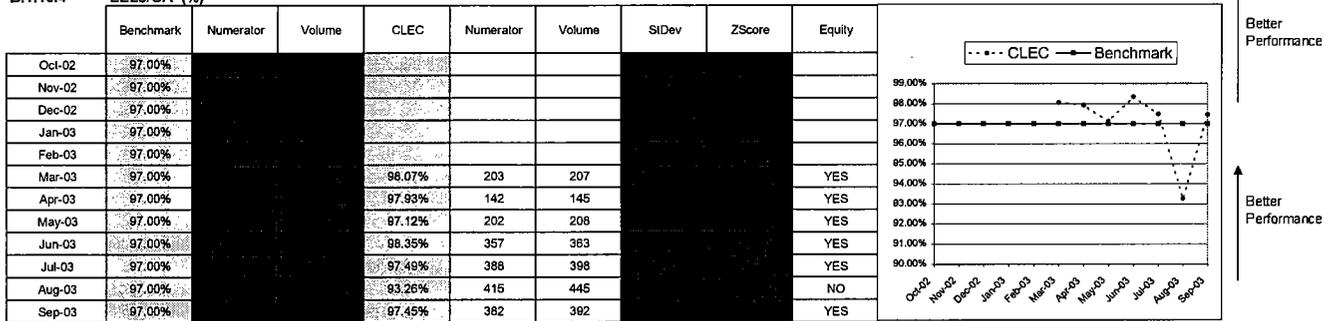
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Ocl-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	118	118			YES
Apr-03	97.00%			99.12%	224	228			YES
May-03	97.00%			99.25%	264	266			YES
Jun-03	97.00%			100.00%	230	230			YES
Jul-03	97.00%			100.00%	191	191			YES
Aug-03	97.00%			100.00%	235	235			YES
Sep-03	97.00%			100.00%	401	401			YES

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Non-Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

B.1.16.4

EELs/GA (%)

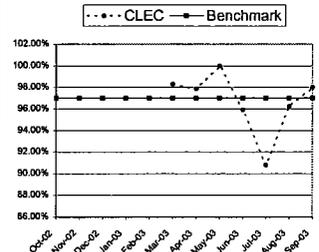


Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
FOC & Reject Response Completeness - Non-Mechanized  
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
Volume Indicates total number of service requests received in the reporting period.

**B.1.16.5 xDSL (ADSL, HDSL and UCL)/GA (%)**

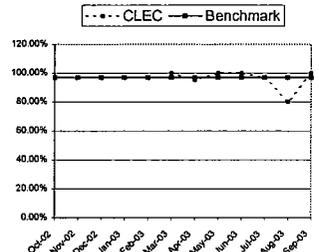
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			98.31%	58	59			YES
Apr-03	97.00%			97.87%	46	47			YES
May-03	97.00%			100.00%	69	69			YES
Jun-03	97.00%			95.82%	47	49			NO
Jul-03	97.00%			90.80%	79	87			NO
Aug-03	97.00%			96.23%	51	53			NO
Sep-03	97.00%			98.00%	49	50			YES



↑  
Better Performance

**B.1.16.6 ISDN Loop (UDN, UDC)/GA (%)**

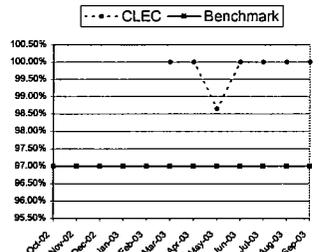
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	14	14			YES
Apr-03	97.00%			95.45%	21	22			NO
May-03	97.00%			100.00%	9	9			YES
Jun-03	97.00%			100.00%	12	12			YES
Jul-03	97.00%			96.97%	32	33			NO
Aug-03	97.00%			80.00%	4	5			NO
Sep-03	97.00%			100.00%	10	10			YES



↑  
Better Performance

**B.1.16.7 Line Sharing/GA (%)**

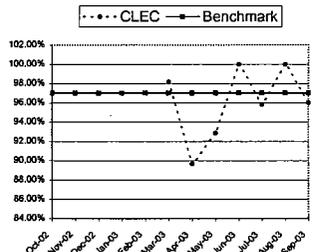
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	71	71			YES
Apr-03	97.00%			100.00%	66	66			YES
May-03	97.00%			98.65%	73	74			YES
Jun-03	97.00%			100.00%	72	72			YES
Jul-03	97.00%			100.00%	65	65			YES
Aug-03	97.00%			100.00%	54	54			YES
Sep-03	97.00%			100.00%	15	15			YES



↑  
Better Performance

**B.1.16.8 2W Analog Loop Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			98.18%	54	55			YES
Apr-03	97.00%			89.86%	26	29			NO
May-03	97.00%			92.86%	13	14			NO
Jun-03	97.00%			100.00%	41	41			YES
Jul-03	97.00%			95.83%	23	24			NO
Aug-03	97.00%			100.00%	25	25			YES
Sep-03	97.00%			96.00%	24	25			NO



↑  
Better Performance

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Non-Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume Indicates total number of service requests received in the reporting period.

**B.1.16.9 2W Analog Loop Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			95.24%	40	42			NO
Apr-03	97.00%			100.00%	64	64			YES
May-03	97.00%			96.77%	60	62			NO
Jun-03	97.00%			94.90%	93	98			NO
Jul-03	97.00%			96.47%	129	131			YES
Aug-03	97.00%			97.28%	71	73			YES
Sep-03	97.00%			97.73%	129	132			YES

**B.1.16.12 2W Analog Loop w/LNP Design/GA (%)**

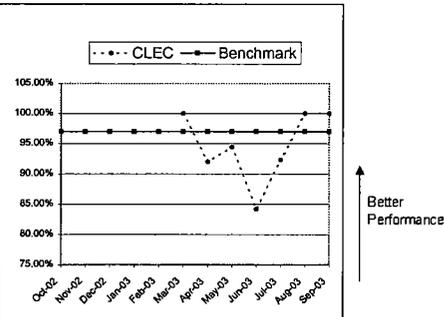
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	13	13			YES
Apr-03	97.00%			90.00%	18	20			NO
May-03	97.00%			100.00%	3	3			YES
Jun-03	97.00%			100.00%	15	15			YES
Jul-03	97.00%			100.00%	6	6			YES
Aug-03	97.00%			100.00%	3	3			YES
Sep-03	97.00%			100.00%	39	39			YES

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**FOC & Reject Response Completeness - Non-Mechanized**  
 (% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.  
 Volume indicates total number of service requests received in the reporting period.

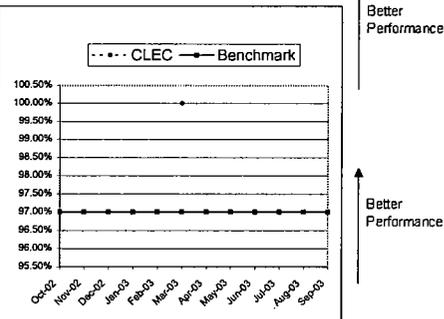
**B.1.16.13 2W Analog Loop w/LNP Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	5	5			YES
Apr-03	97.00%			92.00%	23	25			NO
May-03	97.00%			94.44%	17	18			NO
Jun-03	97.00%			84.21%	16	19			NO
Jul-03	97.00%			92.31%	12	13			NO
Aug-03	97.00%			100.00%	3	3			YES
Sep-03	97.00%			100.00%	2	2			YES



**B.1.16.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	9	9			YES
Apr-03	97.00%								
May-03	97.00%								
Jun-03	97.00%								
Jul-03	97.00%								
Aug-03	97.00%								
Sep-03	97.00%								



## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

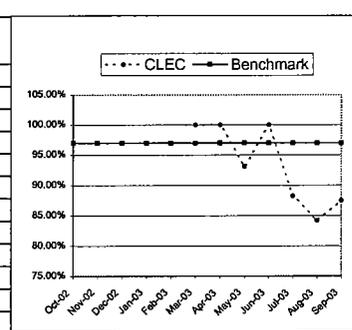
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.4

EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	59	59			YES
Apr-03	97.00%			100.00%	52	52			YES
May-03	97.00%			93.10%	27	29			NO
Jun-03	97.00%			100.00%	16	16			YES
Jul-03	97.00%			88.24%	15	17			NO
Aug-03	97.00%			84.21%	18	19			NO
Sep-03	97.00%			87.50%	28	32			NO



Better Performance

Better Performance

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator Indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.4.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			96.26%	103	107			NO
Apr-03	97.00%			94.57%	122	129			NO
May-03	97.00%			100.00%	106	106			YES
Jun-03	97.00%			98.89%	89	90			YES
Jul-03	97.00%			97.14%	138	140			YES
Aug-03	97.00%			92.00%	92	100			NO
Sep-03	97.00%			84.82%	88	93			NO

### B.1.4.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			98.53%	67	68			YES
Apr-03	97.00%			95.77%	68	71			NO
May-03	97.00%			100.00%	64	64			YES
Jun-03	97.00%			97.73%	43	44			YES
Jul-03	97.00%			98.08%	51	52			YES
Aug-03	97.00%			96.43%	54	56			NO
Sep-03	97.00%			82.00%	41	50			NO

### B.1.4.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			86.00%	43	50			NO
Apr-03	97.00%			85.00%	34	40			NO
May-03	97.00%			100.00%	37	37			YES
Jun-03	97.00%			95.65%	44	46			NO
Jul-03	97.00%			98.35%	179	182			YES
Aug-03	97.00%			89.03%	102	103			YES
Sep-03	97.00%			74.07%	20	27			NO

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

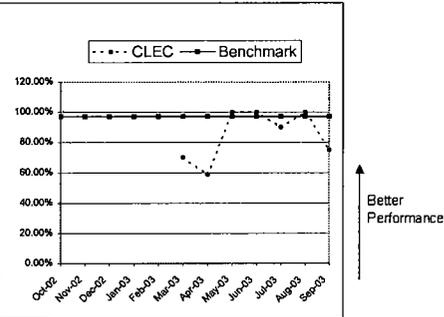
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator Indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

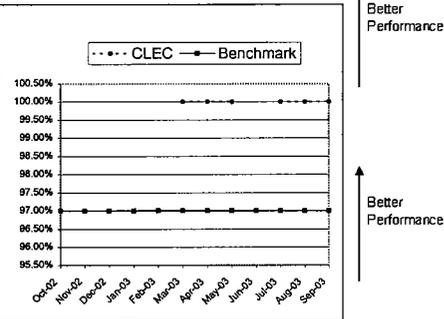
### B.1.4.9 2W Analog Loop Non-Deslgn/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			70.00%	14	20			NO
Apr-03	97.00%			58.82%	10	17			NO
May-03	97.00%			100.00%	9	9			YES
Jun-03	97.00%			100.00%	10	10			YES
Jul-03	97.00%			80.00%	9	10			NO
Aug-03	97.00%			100.00%	15	15			YES
Sep-03	97.00%			75.00%	6	8			NO



### B.1.4.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	3	3			YES
Apr-03	97.00%			100.00%	1	1			YES
May-03	97.00%			100.00%	5	5			YES
Jun-03	97.00%								
Jul-03	97.00%			100.00%	8	8			YES
Aug-03	97.00%			100.00%	5	5			YES
Sep-03	97.00%			100.00%	3	3			YES



## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - Mechanized

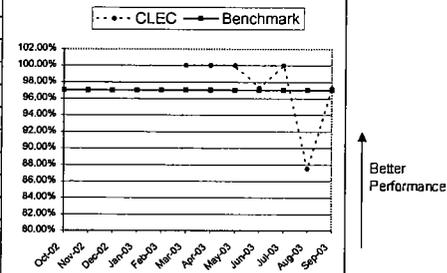
(% of CLEC Reject Notification Intervals within 1 Hour)

Numerator Indicates total number of CLEC reject notification intervals within 1 hour for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.4.13 2W Analog Loop w/LNP Non-Design/GA (%)

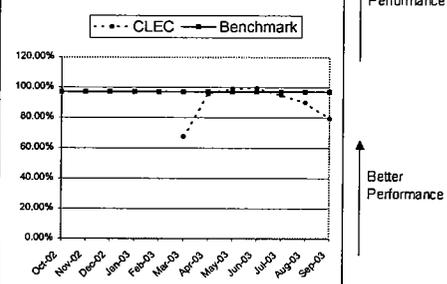
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			100.00%	20	20			YES
Apr-03	97.00%			100.00%	13	13			YES
May-03	97.00%			100.00%	25	25			YES
Jun-03	97.00%			97.30%	36	37			YES
Jul-03	97.00%			100.00%	27	27			YES
Aug-03	97.00%			87.50%	35	40			NO
Sep-03	97.00%			97.22%	35	36			YES



Better Performance

### B.1.4.15 UCL-ND/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	97.00%								
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%								
Feb-03	97.00%								
Mar-03	97.00%			67.47%	1,060	1,571			NO
Apr-03	97.00%			95.87%	2,323	2,423			NO
May-03	97.00%			99.14%	2,079	2,097			YES
Jun-03	97.00%			98.30%	2,000	2,014			YES
Jul-03	97.00%			85.04%	1,858	1,955			NO
Aug-03	97.00%			80.14%	1,334	1,480			NO
Sep-03	97.00%			78.34%	814	1,028			NO



Better Performance

Better Performance

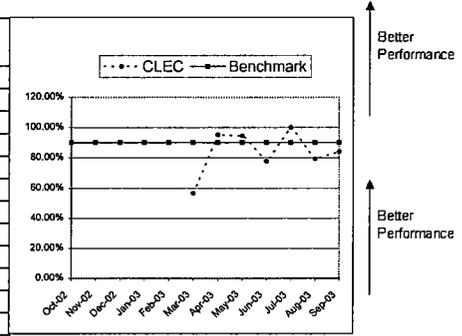
Better Performance

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 7 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 7 Hours)**

Numerator indicates total number of CLEC reject notification intervals within 7 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.4 EELs/GA (%)

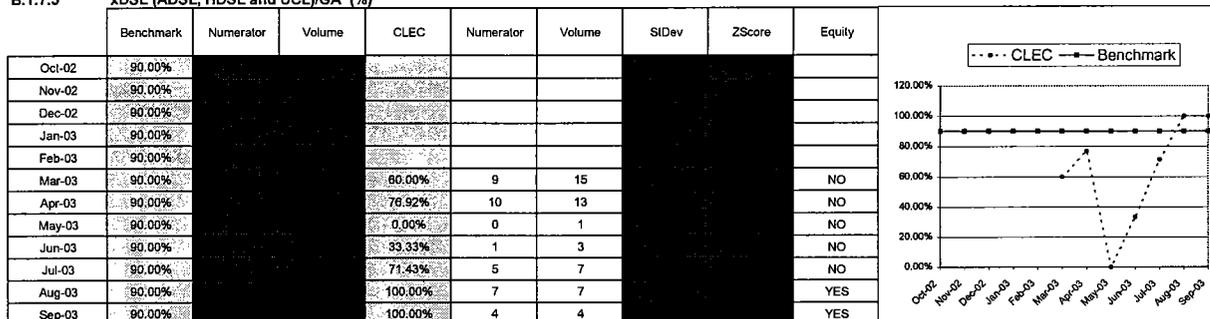
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			58.52%	26	46			NO
Apr-03	90.00%			95.12%	39	41			YES
May-03	90.00%			94.44%	17	18			YES
Jun-03	90.00%			77.78%	7	9			NO
Jul-03	90.00%			100.00%	12	12			YES
Aug-03	90.00%			79.17%	19	24			NO
Sep-03	90.00%			84.21%	16	19			NO



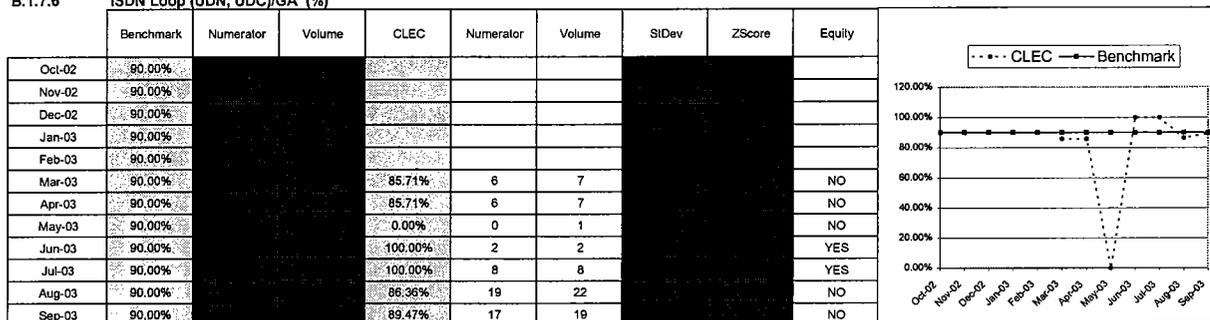
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - 7 hours - Partially Mechanized (% of CLEC Reject Notification Intervals within 7 Hours)

Numerator indicates total number of CLEC reject notification intervals within 7 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

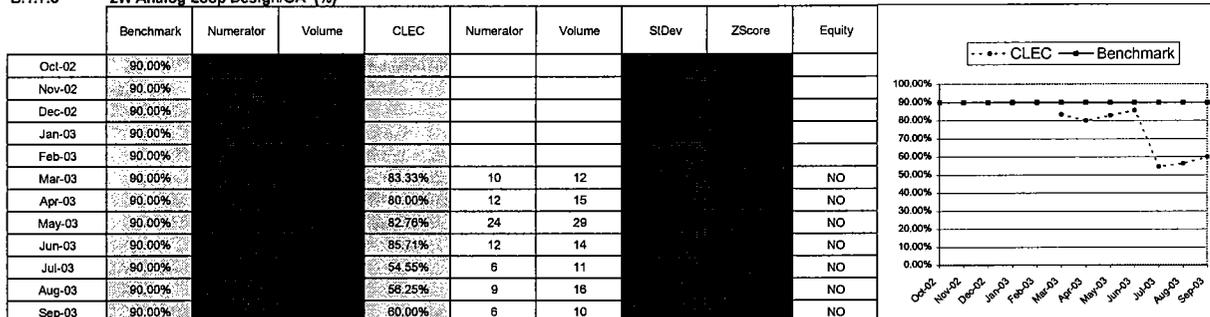
### B.1.7.5 xDSL (ADSL, HDSL and UCL)/GA (%)



### B.1.7.6 ISDN Loop (UDN, UDC)/GA (%)



### B.1.7.8 2W Analog Loop Design/GA (%)



**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Ordering  
Reject Interval - 7 hours - Partially Mechanized  
(% of CLEC Reject Notification Intervals within 7 Hours)**

Numerator indicates total number of CLEC reject notification intervals within 7 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

**B.1.7.9 2W Analog Loop Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			83.78%	31	37			NO
Apr-03	90.00%			82.83%	34	41			NO
May-03	90.00%			70.83%	34	48			NO
Jun-03	90.00%			71.93%	41	57			NO
Jul-03	90.00%			83.67%	52	62			NO
Aug-03	90.00%			80.65%	50	62			NO
Sep-03	90.00%			69.12%	47	68			NO

**B.1.7.12 2W Analog Loop w/LNP Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			86.21%	25	29			NO
Apr-03	90.00%			94.12%	32	34			YES
May-03	90.00%			82.35%	14	17			NO
Jun-03	90.00%			88.89%	8	9			NO
Jul-03	90.00%			80.95%	34	42			NO
Aug-03	90.00%			86.67%	16	24			NO
Sep-03	90.00%			72.41%	21	29			NO

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**Reject Interval - 7 hours - Partially Mechanized**  
 (% of CLEC Reject Notification Intervals within 7 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 7 hours for this disaggregation in the reporting period.  
 Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

**B.1.7.13 2W Analog Loop w/LNP Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			82.86%	58	70			NO
Apr-03	90.00%			91.53%	54	59			YES
May-03	90.00%			90.14%	64	71			YES
Jun-03	90.00%			74.67%	56	75			NO
Jul-03	90.00%			78.65%	90	113			NO
Aug-03	90.00%			70.18%	80	114			NO
Sep-03	90.00%			72.48%	79	109			NO

Better Performance

**B.1.7.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90.00%								
Nov-02	90.00%								
Dec-02	90.00%								
Jan-03	90.00%								
Feb-03	90.00%								
Mar-03	90.00%			96.46%	381	395			YES
Apr-03	90.00%			87.38%	360	412			NO
May-03	90.00%			81.41%	359	441			NO
Jun-03	90.00%			78.72%	412	537			NO
Jul-03	90.00%			76.61%	439	573			NO
Aug-03	90.00%			74.64%	418	560			NO
Sep-03	90.00%			82.65%	424	513			NO

Better Performance

Better Performance

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - Non-Mechanized

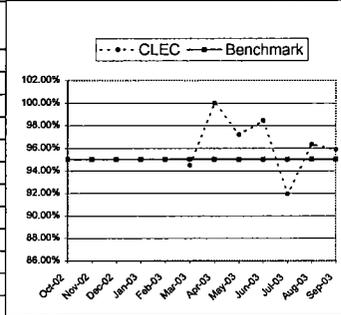
(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.4

EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			94.51%	86	91			NO
Apr-03	95.00%			100.00%	65	65			YES
May-03	95.00%			97.22%	70	72			YES
Jun-03	95.00%			98.45%	127	129			YES
Jul-03	95.00%			91.95%	137	149			NO
Aug-03	95.00%			99.34%	158	164			YES
Sep-03	95.00%			95.89%	140	148			YES



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↓ Better Performance

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator Indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.8.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	27	27			YES
Apr-03	95.00%			100.00%	25	25			YES
May-03	95.00%			100.00%	13	13			YES
Jun-03	95.00%			100.00%	19	19			YES
Jul-03	95.00%			100.00%	38	38			YES
Aug-03	95.00%			100.00%	21	21			YES
Sep-03	95.00%			93.75%	15	16			NO

### B.1.8.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	7	7			YES
Apr-03	95.00%			100.00%	7	7			YES
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%			87.50%	7	8			NO
Aug-03	95.00%								
Sep-03	95.00%			100.00%	6	6			YES

### B.1.8.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			96.77%	30	31			YES
Apr-03	95.00%			100.00%	12	12			YES
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	25	25			YES
Jul-03	95.00%			92.31%	12	13			NO
Aug-03	95.00%			100.00%	13	13			YES
Sep-03	95.00%			100.00%	14	14			YES

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

### B.1.8.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	20	20			YES
Apr-03	95.00%			100.00%	30	30			YES
May-03	95.00%			94.59%	35	37			NO
Jun-03	95.00%			100.00%	33	33			YES
Jul-03	95.00%			87.23%	41	47			NO
Aug-03	95.00%			100.00%	26	26			YES
Sep-03	95.00%			94.55%	52	55			NO

Better  
Performance

### B.1.8.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	7	7			YES
Apr-03	95.00%			100.00%	12	12			YES
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	8	8			YES
Jul-03	95.00%			100.00%	3	3			YES
Aug-03	95.00%			100.00%	3	3			YES
Sep-03	95.00%			100.00%	22	22			YES

Better  
Performance

Better  
Performance

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Ordering**  
**Reject Interval - Non-Mechanized**

(% of CLEC Reject Notification Intervals within 24 Hours)

Numerator indicates total number of CLEC reject notification intervals within 24 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

**B.1.8.13 2W Analog Loop w/LNP Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			100.00%	19	19			YES
May-03	95.00%			100.00%	17	17			YES
Jun-03	95.00%			100.00%	12	12			YES
Jul-03	95.00%			85.71%	6	7			NO
Aug-03	95.00%			100.00%	2	2			YES
Sep-03	95.00%			100.00%	1	1			YES

**B.1.8.15 UCL-ND/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.9.5 xDSL (ADSL, HDSL and UCL)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			98.48%	259	263			YES
Apr-03	95.00%			97.14%	306	315			YES
May-03	95.00%			98.98%	291	294			YES
Jun-03	95.00%			89.17%	236	240			YES
Jul-03	95.00%			98.03%	398	406			YES
Aug-03	95.00%			99.35%	305	307			YES
Sep-03	95.00%			96.90%	250	258			YES

### B.1.9.6 ISDN Loop (UDN, UDC)/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			99.65%	287	288			YES
Apr-03	95.00%			97.97%	289	295			YES
May-03	95.00%			99.25%	265	267			YES
Jun-03	95.00%			92.04%	185	201			NO
Jul-03	95.00%			97.88%	277	283			YES
Aug-03	95.00%			98.62%	286	290			YES
Sep-03	95.00%			95.06%	154	162			YES

### B.1.9.8 2W Analog Loop Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	267	267			YES
Apr-03	95.00%			99.57%	229	230			YES
May-03	95.00%			100.00%	212	212			YES
Jun-03	95.00%			98.06%	210	212			YES
Jul-03	95.00%			97.99%	293	299			YES
Aug-03	95.00%			98.42%	511	514			YES
Sep-03	95.00%			95.83%	368	384			YES

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Mechanized

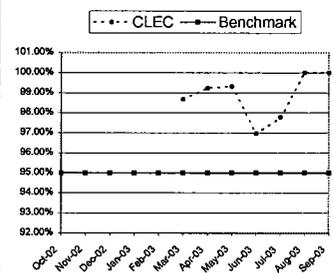
(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

### B.1.9.9 2W Analog Loop Non-Design/GA (%)

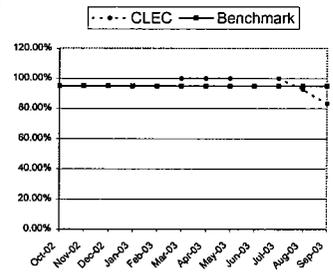
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			98.67%	223	226			YES
Apr-03	95.00%			99.22%	256	258			YES
May-03	95.00%			99.31%	287	289			YES
Jun-03	95.00%			96.98%	417	430			YES
Jul-03	95.00%			97.78%	484	495			YES
Aug-03	95.00%			100.00%	385	385			YES
Sep-03	95.00%			100.00%	477	477			YES



Better Performance ↑

### B.1.9.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	5	5			YES
Apr-03	95.00%			100.00%	6	6			YES
May-03	95.00%			100.00%	9	9			YES
Jun-03	95.00%								
Jul-03	95.00%			100.00%	20	20			YES
Aug-03	95.00%			92.86%	13	14			NO
Sep-03	95.00%			83.33%	5	6			NO



Better Performance ↑

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Mechanized

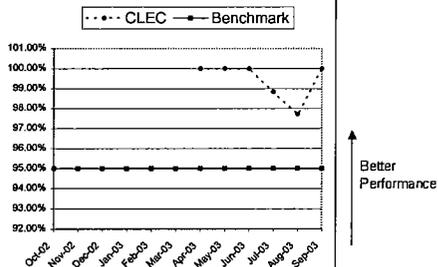
(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

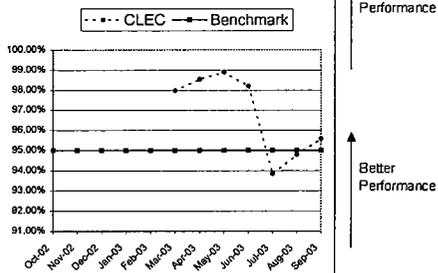
### B.1.9.13 2W Analog Loop w/LNP Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%			100.00%	36	36			YES
May-03	95.00%			100.00%	65	65			YES
Jun-03	95.00%			100.00%	140	140			YES
Jul-03	95.00%			98.84%	341	345			YES
Aug-03	95.00%			97.72%	214	219			YES
Sep-03	95.00%			100.00%	221	221			YES



### B.1.9.15 UCL-ND/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			87.97%	4,885	4,988			YES
Apr-03	95.00%			98.56%	5,191	5,267			YES
May-03	95.00%			98.90%	5,129	5,186			YES
Jun-03	95.00%			98.22%	4,469	4,550			YES
Jul-03	95.00%			93.85%	4,727	5,037			NO
Aug-03	95.00%			94.80%	3,809	4,018			NO
Sep-03	95.00%			95.58%	7,009	7,333			YES



## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Ordering FOC Timeliness - Mechanized

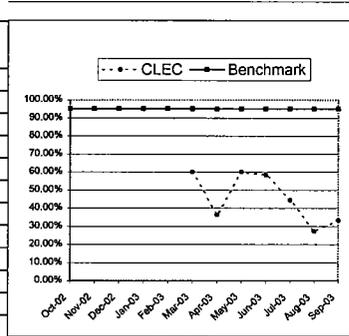
(% of CLEC Firm Order Confirmation Intervals within 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals within 3 hours for this disaggregation in the reporting period.  
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.18

EELs/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			50.00%	6	10			NO
Apr-03	95.00%			38.36%	4	11			NO
May-03	95.00%			60.00%	6	10			NO
Jun-03	95.00%			58.33%	7	12			NO
Jul-03	95.00%			44.44%	4	9			NO
Aug-03	95.00%			27.27%	3	11			NO
Sep-03	95.00%			33.33%	4	12			NO



Better Performance

Better Performance

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments**

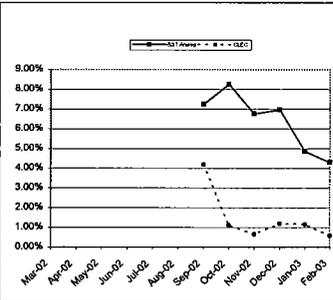
(% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.

Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.4.1 EELs/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	7.23%	5,359	74,114	4.19%	7	167		1.5147	YES
Oct-02	8.25%	5,970	72,366	1.11%	2	180		3.4769	YES
Nov-02	6.76%	4,257	62,997	0.67%	1	150		2.9683	YES
Dec-02	6.96%	3,515	50,480	1.19%	2	168		2.9348	YES
Jan-03	4.84%	2,508	51,779	1.17%	2	171		2.2342	YES
Feb-03	4.26%	2,118	49,350	0.60%	1	168		2.3600	YES



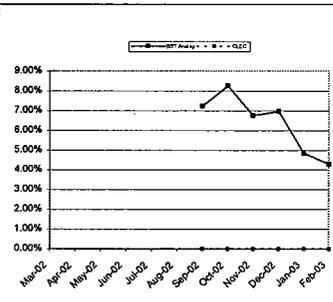
Better Performance

Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.1.4.2 EELs/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	7.23%	5,359	74,114	0.00%	0	86		2.5875	YES
Oct-02	8.25%	5,970	72,366	0.00%	0	93		2.8899	YES
Nov-02	6.76%	4,257	62,997	0.00%	0	84		2.4657	YES
Dec-02	6.96%	3,515	50,480	0.00%	0	94		2.6499	YES
Jan-03	4.84%	2,508	51,779	0.00%	0	123		2.4992	YES
Feb-03	4.28%	2,118	49,350	0.00%	0	82		2.0292	YES



Better Performance

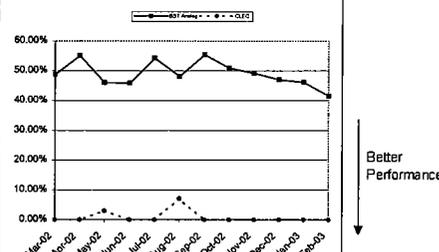
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Missed Repair Appointments**  
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.  
Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)**

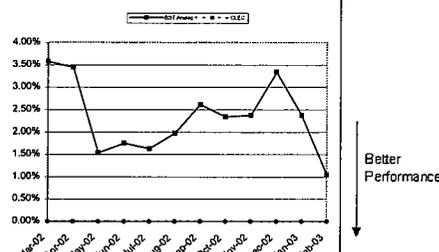
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	48.67%	968	1,989	0.00%	0	28		4.9328	YES
Apr-02	55.07%	1,027	1,865	0.00%	0	36		6.5790	YES
May-02	46.01%	941	2,045	3.03%	1	33		4.9148	YES
Jun-02	45.82%	805	1,975	0.00%	0	48		6.2956	YES
Jul-02	54.16%	1,562	2,884	0.00%	0	41		6.9112	YES
Aug-02	48.06%	1,374	2,859	7.14%	3	42		5.2687	YES
Sep-02	55.42%	1,386	2,501	0.00%	0	34		6.4573	YES
Oct-02	50.80%	1,271	2,502	0.00%	0	33		5.7990	YES
Nov-02	49.11%	1,109	2,258	0.00%	0	31		5.4328	YES
Dec-02	46.95%	1,094	2,330	0.00%	0	25		4.6790	YES
Jan-03	46.15%	1,120	2,427	0.00%	0	16		3.6907	YES
Feb-03	41.50%	1,015	2,448	0.00%	0	31		4.6597	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.1.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)**

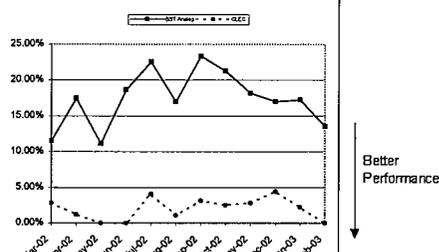
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.58%	139	3,886	0.00%	0	24		0.9407	YES
Apr-02	3.45%	168	4,670	0.00%	0	17		0.7780	YES
May-02	1.54%	107	6,947	0.00%	0	12		0.4329	YES
Jun-02	1.75%	75	4,278	0.00%	0	20		0.5960	YES
Jul-02	1.63%	89	5,450	0.00%	0	18		0.5457	YES
Aug-02	1.97%	124	6,281	0.00%	0	16		0.5669	YES
Sep-02	2.61%	147	5,822	0.00%	0	13		0.5901	YES
Oct-02	2.34%	125	5,338	0.00%	0	9		0.4642	YES
Nov-02	2.36%	119	5,002	0.00%	0	18		0.6811	YES
Dec-02	3.34%	195	5,844	0.00%	0	19		0.8085	YES
Jan-03	2.37%	129	5,436	0.00%	0	19		0.6784	YES
Feb-03	1.05%	85	8,088	0.00%	0	13		0.3713	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.1.6.1 UNE ISDN/Dispatch/GA (%)**

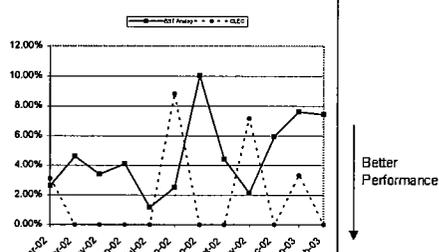
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	11.55%	29	251	2.82%	2	71		2.0333	YES
Apr-02	17.45%	52	298	1.19%	1	84		3.4679	YES
May-02	11.11%	29	261	0.00%	0	70		2.6267	YES
Jun-02	18.62%	54	290	0.00%	0	67		3.5289	YES
Jul-02	22.94%	71	315	4.08%	4	98		3.8191	YES
Aug-02	16.95%	50	295	1.10%	1	91		3.5231	YES
Sep-02	23.32%	59	253	3.13%	2	64		3.4132	YES
Oct-02	21.22%	66	311	2.53%	2	79		3.6281	YES
Nov-02	16.18%	42	231	2.82%	2	71		2.9357	YES
Dec-02	17.02%	40	235	4.44%	2	45		2.0568	YES
Jan-03	17.24%	40	232	2.22%	1	45		2.4410	YES
Feb-03	13.57%	30	221	0.00%	0	39		2.2818	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.1.6.2 UNE ISDN/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.62%	9	343	3.13%	1	32		-0.1696	YES
Apr-02	4.61%	14	304	0.00%	0	33		1.1988	YES
May-02	3.40%	12	353	0.00%	0	27		0.9395	YES
Jun-02	4.12%	12	291	0.00%	0	33		1.1291	YES
Jul-02	1.18%	4	338	0.00%	0	44		0.6828	YES
Aug-02	2.52%	7	278	8.82%	3	34		-2.2152	NO
Sep-02	10.03%	33	329	0.00%	0	29		1.7237	YES
Oct-02	4.41%	16	363	0.00%	0	30		1.1303	YES
Nov-02	2.14%	6	281	7.14%	2	28		-1.7480	NO
Dec-02	5.95%	11	185	0.00%	0	25		1.1800	YES
Jan-03	7.61%	22	289	3.33%	1	30		0.8412	YES
Feb-03	7.43%	15	202	0.00%	0	20		1.2082	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Missed Repair Appointments**

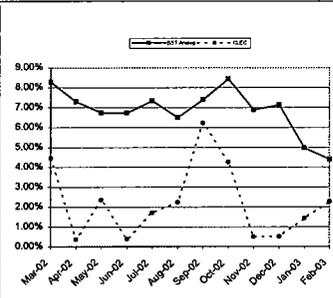
(% of Appointments Not Met)

Numerator indicates total number of appointments not met in the reporting period.

Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.8.1 2W Analog Loop Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	8.28%	5,191	62,694	4.45%	11	247		2.1779	YES
Apr-02	7.29%	4,897	67,217	0.37%	1	267		4.3364	YES
May-02	6.74%	4,794	71,121	2.36%	7	296		2.9964	YES
Jun-02	6.73%	4,731	70,305	0.39%	1	254		4.0231	YES
Jul-02	7.33%	6,076	82,908	1.71%	6	351		4.0311	YES
Aug-02	6.50%	5,016	77,127	2.24%	6	268		2.8264	YES
Sep-02	7.39%	5,347	72,337	6.22%	14	225		0.6685	YES
Oct-02	8.44%	5,955	70,571	4.26%	11	258		2.4080	YES
Nov-02	6.88%	4,238	61,630	0.51%	1	197		3.5269	YES
Dec-02	7.13%	3,502	49,108	0.52%	1	192		3.5523	YES
Jan-03	4.98%	2,492	50,284	1.44%	2	139		1.9079	YES
Feb-03	4.39%	2,105	47,971	2.27%	3	132		1.1849	YES



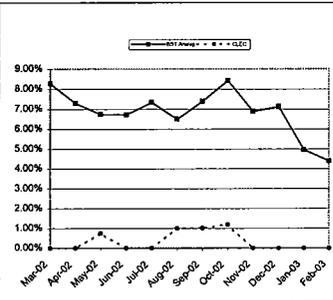
Better Performance

Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.1.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	8.28%	5,191	62,694	0.00%	0	130		3.4222	YES
Apr-02	7.29%	4,897	67,217	0.00%	0	102		2.8289	YES
May-02	6.74%	4,794	71,121	0.75%	1	133		2.7521	YES
Jun-02	6.73%	4,731	70,305	0.00%	0	133		3.0948	YES
Jul-02	7.33%	6,076	82,908	0.00%	0	120		3.0783	YES
Aug-02	6.50%	5,016	77,127	1.00%	1	100		2.2304	YES
Sep-02	7.39%	5,347	72,337	1.01%	1	99		2.4253	YES
Oct-02	8.44%	5,955	70,571	1.19%	1	84		2.3884	YES
Nov-02	6.88%	4,238	61,630	0.00%	0	80		2.4289	YES
Dec-02	7.13%	3,502	49,108	0.00%	0	64		2.2154	YES
Jan-03	4.98%	2,492	50,284	0.00%	0	47		1.5847	YES
Feb-03	4.39%	2,105	47,971	0.00%	0	49		1.4988	YES



Better Performance

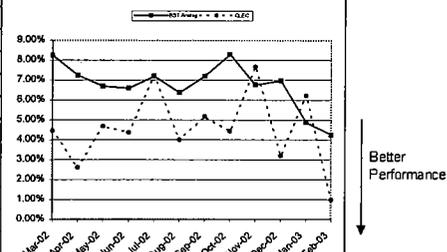
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Missed Repair Appointments**  
**(% of Appointments Not Met)**

Numerator indicates total number of appointments not met in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.1.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	8.24%	4,985	60,534	4.45%	20	449		2.9035	YES
Apr-02	7.24%	4,891	64,758	2.62%	12	458		3.8040	YES
May-02	6.69%	4,595	68,719	4.68%	17	363		1.5241	YES
Jun-02	6.59%	4,481	68,008	4.37%	15	343		1.8499	YES
Jul-02	7.18%	5,772	80,363	7.20%	26	361		-0.0145	YES
Aug-02	6.38%	4,742	74,571	4.00%	12	300		1.6711	YES
Sep-02	7.19%	5,032	70,019	5.17%	18	348		1.4513	YES
Oct-02	8.26%	5,847	68,104	4.45%	15	337		2.5505	YES
Nov-02	6.75%	4,025	59,606	7.66%	19	248		-0.5690	YES
Dec-02	6.97%	3,301	47,369	3.21%	7	218		2.1740	YES
Jan-03	4.88%	2,357	48,251	6.23%	17	273		-1.0260	YES
Feb-03	4.25%	1,961	46,089	-0.98%	2	204		2.3120	YES

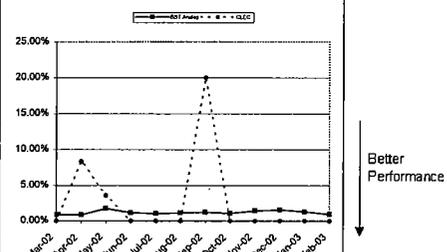


Better Performance  
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Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.1.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.86%	266	30,934	0.00%	0	16		0.3724	YES
Apr-02	0.87%	257	29,678	6.33%	1	12		-2.7913	NO
May-02	1.74%	580	33,374	3.57%	1	28		-0.7421	YES
Jun-02	1.17%	374	32,068	0.00%	0	4		0.2172	YES
Jul-02	1.04%	381	36,547	0.00%	0	13		0.3700	YES
Aug-02	1.11%	360	32,528	0.00%	0	6		0.2591	YES
Sep-02	1.21%	399	32,864	20.00%	1	5		-3.8387	NO
Oct-02	1.06%	364	33,840	0.00%	0	16		0.4170	YES
Nov-02	1.43%	412	28,862	0.00%	0	10		0.3805	YES
Dec-02	1.57%	389	24,834	0.00%	0	5		0.2820	YES
Jan-03	1.29%	332	25,820	0.00%	0	5		0.2552	YES
Feb-03	0.84%	214	22,699	0.00%	0	4		0.1951	YES



Better Performance  
↓

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Maintenance and Repair Missed Repair Appointments

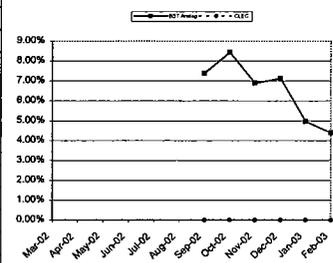
(% of Appointments Not Met)

Numerator Indicates total number of appointments not met in the reporting period.

Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

### B.3.1.11.1 UCL-ND/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	7.39%	5,347	72,337	0.00%	0	0			YES
Oct-02	8.44%	5,955	70,571	0.00%	0	0			YES
Nov-02	6.88%	4,238	61,630	0.00%	0	0			YES
Dec-02	7.13%	3,502	49,108	0.00%	0	0			YES
Jan-03	4.96%	2,492	50,284	0.00%	0	0			YES
Feb-03	4.39%	2,105	47,971	0.00%	0	0			YES

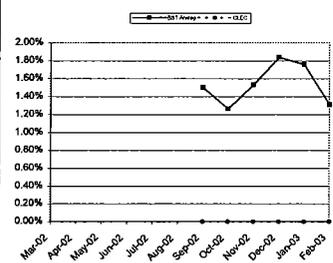


Better Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report

### B.3.1.11.2 UCL-ND/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.50%	586	39,017	0.00%	0	0			YES
Oct-02	1.26%	524	41,451	0.00%	0	0			YES
Nov-02	1.53%	540	35,221	0.00%	0	0			YES
Dec-02	1.84%	548	29,832	0.00%	0	0			YES
Jan-03	1.76%	563	32,023	0.00%	0	0			YES
Feb-03	1.31%	370	28,222	0.00%	0	0			YES



Better Performance

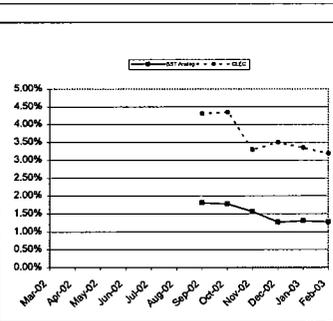
Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)**

Numerator Indicates total number of troubles reported for this disaggregation.  
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.4.1 EELs/Dispatch/GA (%)**

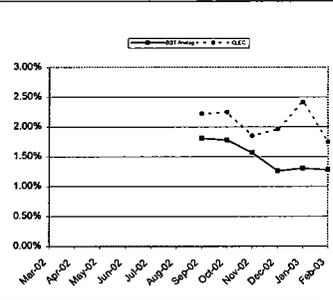
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.81%	74,114	4,102,364	4.31%	167	3,877		-9.6803	NO
Oct-02	1.78%	72,366	4,069,321	4.35%	180	4,142		-10.4063	NO
Nov-02	1.56%	62,997	4,030,883	3.29%	150	4,553		-7.5242	NO
Dec-02	1.26%	50,480	3,997,954	3.50%	168	4,798		-11.8371	NO
Jan-03	1.30%	51,779	3,974,459	3.35%	171	5,101		-10.8762	NO
Feb-03	1.28%	49,350	3,866,742	3.18%	168	5,277		-10.6394	NO



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.2.4.2 EELs/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.81%	74,114	4,102,364	2.22%	56	3,877		-6.4401	NO
Oct-02	1.78%	72,366	4,069,321	2.25%	93	4,142		-6.1302	NO
Nov-02	1.56%	62,997	4,030,883	1.84%	84	4,553		-5.4133	NO
Dec-02	1.26%	50,480	3,997,954	1.86%	94	4,798		-7.9573	NO
Jan-03	1.30%	51,779	3,974,459	2.41%	123	5,101		-10.6837	NO
Feb-03	1.28%	49,350	3,866,742	1.74%	92	5,277		-7.1085	NO



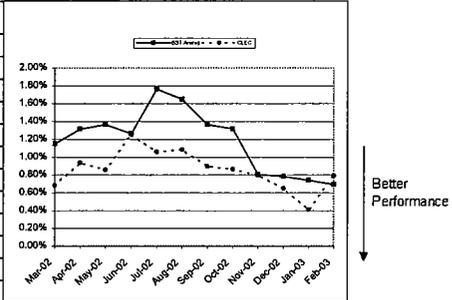
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Maintenance and Repair Customer Trouble Report Rate (% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.  
Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

### B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)

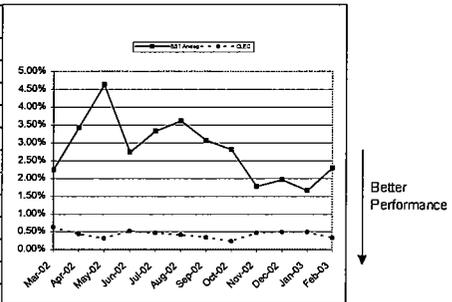
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.15%	1,988	173,345	0.88%	28	3,810		2.8506	YES
Apr-02	1.31%	1,865	141,883	0.94%	36	3,843		2.0151	YES
May-02	1.36%	2,045	149,887	0.86%	33	3,848		2.6574	YES
Jun-02	1.26%	1,975	156,349	1.25%	48	3,828		0.0505	YES
Jul-02	1.76%	2,894	163,553	1.06%	41	3,866		3.2526	YES
Aug-02	1.65%	2,859	173,483	1.08%	42	3,878		2.7105	YES
Sep-02	1.36%	2,501	183,293	0.90%	34	3,787		2.4335	YES
Oct-02	1.32%	2,502	188,924	0.86%	33	3,819		2.4163	YES
Nov-02	0.80%	2,258	281,208	0.80%	31	3,886		0.0361	YES
Dec-02	0.78%	2,330	297,874	0.65%	25	3,857		0.9352	YES
Jan-03	0.74%	2,427	327,640	0.41%	16	3,874		2.3563	YES
Feb-03	0.69%	2,446	352,285	0.60%	31	3,899		-0.7509	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)

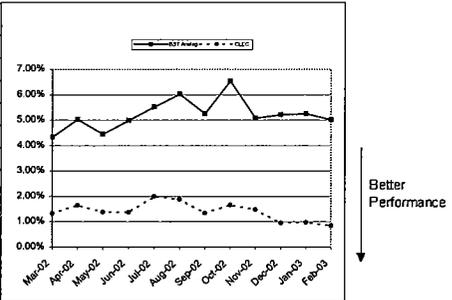
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.24%	3,886	173,345	0.63%	24	3,810		6.5731	YES
Apr-02	3.43%	4,870	141,883	0.44%	17	3,843		9.8721	YES
May-02	4.63%	6,947	149,887	0.31%	12	3,848		12.2993	YES
Jun-02	2.74%	4,278	156,349	0.52%	20	3,828		8.1806	YES
Jul-02	3.33%	5,450	163,553	0.47%	18	3,866		9.6506	YES
Aug-02	3.62%	6,281	173,483	0.41%	16	3,878		10.3835	YES
Sep-02	3.07%	5,622	183,293	0.34%	13	3,787		8.4740	YES
Oct-02	2.81%	5,338	189,924	0.24%	9	3,819		9.3976	YES
Nov-02	1.78%	5,002	281,208	0.46%	18	3,886		8.1069	YES
Dec-02	1.96%	5,844	297,874	0.49%	19	3,857		6.4729	YES
Jan-03	1.68%	5,436	327,640	0.49%	19	3,874		5.6142	YES
Feb-03	2.30%	8,088	352,285	0.33%	13	3,899		8.0429	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### B.3.2.6.1 UNE ISDN/Dispatch/GA (%)

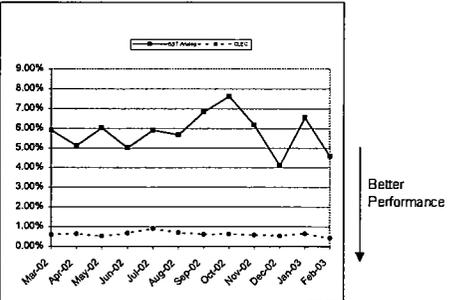
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.33%	251	5,794	1.33%	71	5,342		7.6064	YES
Apr-02	5.03%	298	5,930	1.65%	84	5,094		7.8840	YES
May-02	4.45%	281	5,881	1.36%	70	5,041		7.5600	YES
Jun-02	4.99%	290	5,817	1.37%	67	4,892		8.3478	YES
Jul-02	5.51%	315	5,713	2.00%	98	4,899		7.6839	YES
Aug-02	8.02%	295	4,904	1.88%	91	4,829		8.3082	YES
Sep-02	5.26%	253	4,812	1.34%	64	4,764		8.3524	YES
Oct-02	6.53%	311	4,759	1.68%	79	4,756		9.2889	YES
Nov-02	5.08%	231	4,550	1.49%	71	4,769		7.6843	YES
Dec-02	5.22%	235	4,501	0.96%	45	4,694		8.9418	YES
Jan-03	5.25%	232	4,418	0.97%	45	4,620		8.6701	YES
Feb-03	5.02%	221	4,404	0.86%	39	4,550		8.7872	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

### B.3.2.6.2 UNE ISDN/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.92%	343	5,794	0.60%	32	5,342		11.5293	YES
Apr-02	5.13%	304	5,930	0.65%	33	5,094		10.3544	YES
May-02	6.02%	353	5,881	0.54%	27	5,041		11.6398	YES
Jun-02	5.00%	291	5,817	0.67%	33	4,892		9.9749	YES
Jul-02	5.92%	338	5,713	0.90%	44	4,899		10.5952	YES
Aug-02	5.87%	278	4,904	0.70%	34	4,829		10.2857	YES
Sep-02	8.84%	329	4,812	0.61%	29	4,764		11.6545	YES
Oct-02	7.63%	363	4,759	0.63%	30	4,756		12.3561	YES
Nov-02	6.18%	281	4,550	0.59%	28	4,769		10.8517	YES
Dec-02	4.11%	185	4,501	0.53%	25	4,694		8.4588	YES
Jan-03	6.54%	289	4,418	0.65%	30	4,620		10.9479	YES
Feb-03	4.59%	202	4,404	0.44%	20	4,550		9.1605	YES



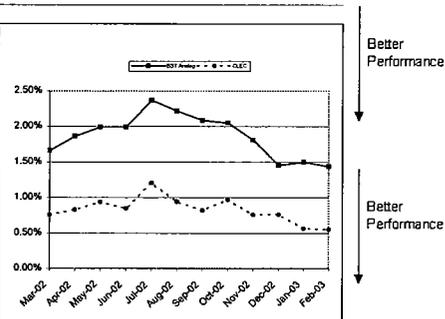
Note 1: ISDN - BRI data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)**

Numerator indicates total number of troubles reported for this disaggregation.  
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.8.1 2W Analog Loop Design/Dispatch/GA (%)**

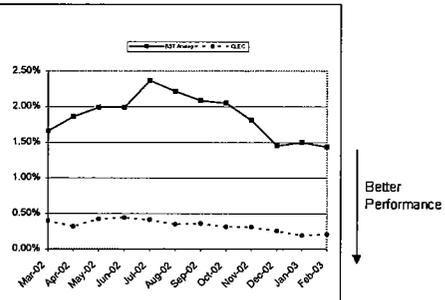
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.66%	62,694	3,777,291	0.76%	247	32,485		12.5290	YES
Apr-02	1.66%	67,217	3,604,696	0.83%	267	32,224		13.5802	YES
May-02	1.99%	71,121	3,569,344	0.94%	296	31,538		13.2021	YES
Jun-02	1.99%	70,305	3,527,915	0.85%	254	29,886		13.9375	YES
Jul-02	2.37%	82,908	3,495,779	1.21%	351	26,025		12.8057	YES
Aug-02	2.22%	77,127	3,478,951	0.94%	288	28,494		14.4118	YES
Sep-02	2.09%	72,337	3,484,532	0.82%	225	27,439		14.4780	YES
Oct-02	2.05%	70,571	3,439,127	0.97%	258	26,654		12.3073	YES
Nov-02	1.81%	61,630	3,409,034	0.76%	187	25,650		12.5167	YES
Dec-02	1.45%	49,108	3,376,855	0.76%	192	25,141		9.0461	YES
Jan-03	1.50%	50,284	3,352,490	0.57%	139	24,545		11.8994	YES
Feb-03	1.44%	47,971	3,335,065	0.55%	132	23,959		11.4125	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.66%	62,694	3,777,291	0.40%	130	32,485		17.5462	YES
Apr-02	1.66%	67,217	3,604,696	0.32%	102	32,224		20.2615	YES
May-02	1.99%	71,121	3,569,344	0.42%	133	31,538		19.6768	YES
Jun-02	1.99%	70,305	3,527,915	0.45%	133	29,886		18.8748	YES
Jul-02	2.37%	82,908	3,495,779	0.41%	120	29,025		21.5738	YES
Aug-02	2.22%	77,127	3,478,951	0.35%	100	28,494		21.0688	YES
Sep-02	2.09%	72,337	3,464,532	0.36%	99	27,439		19.7214	YES
Oct-02	2.05%	70,571	3,439,127	0.32%	84	26,654		19.7187	YES
Nov-02	1.81%	61,630	3,409,034	0.31%	80	25,950		17.8980	YES
Dec-02	1.45%	49,108	3,376,855	0.25%	64	25,141		15.7155	YES
Jan-03	1.50%	50,284	3,352,490	0.19%	47	24,545		16.6768	YES
Feb-03	1.44%	47,971	3,335,065	0.20%	49	23,959		15.8676	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

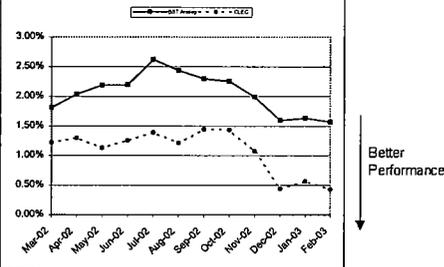
**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
(% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.

Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)**

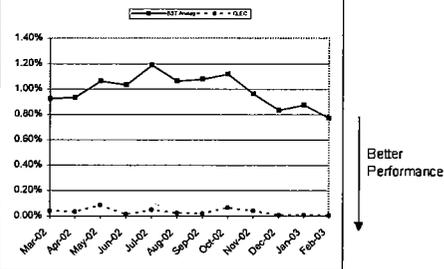
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.81%	80,534	3,342,108	1.22%	449	36,714		8.3299	YES
Apr-02	2.04%	64,758	3,177,200	1.30%	458	35,339		8.7189	YES
May-02	2.19%	68,719	3,141,412	1.13%	363	32,063		12.7124	YES
Jun-02	2.18%	68,908	3,102,487	1.25%	343	27,341		10.4246	YES
Jul-02	2.62%	80,363	3,073,151	1.39%	381	25,986		12.1681	YES
Aug-02	2.44%	74,571	3,060,334	1.21%	300	24,707		12.2603	YES
Sep-02	2.30%	70,019	3,048,824	1.44%	348	24,144		8.7345	YES
Oct-02	2.25%	68,104	3,028,364	1.43%	337	23,493		8.3041	YES
Nov-02	1.99%	59,606	3,000,238	1.07%	248	23,090		9.8013	YES
Dec-02	1.59%	47,369	2,974,941	0.44%	218	49,288		20.0682	YES
Jan-03	1.63%	48,251	2,954,313	0.56%	273	48,362		18.2421	YES
Feb-03	1.57%	48,089	2,942,900	0.43%	204	47,389		19.5973	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.93%	30,934	3,342,108	0.04%	18	36,714		17.4705	YES
Apr-02	0.93%	29,878	3,177,200	0.03%	12	35,339		17.4116	YES
May-02	1.06%	33,374	3,141,412	0.09%	28	32,063		16.8534	YES
Jun-02	1.03%	32,068	3,102,487	0.01%	4	27,341		16.5003	YES
Jul-02	1.19%	36,547	3,073,151	0.05%	13	25,986		16.7681	YES
Aug-02	1.06%	32,528	3,060,334	0.02%	8	24,707		15.7714	YES
Sep-02	1.08%	32,884	3,048,824	0.02%	5	24,144		15.7652	YES
Oct-02	1.12%	33,840	3,028,364	0.07%	16	23,493		15.1619	YES
Nov-02	0.96%	28,862	3,000,238	0.04%	10	23,090		14.1784	YES
Dec-02	0.83%	24,834	2,974,941	0.01%	5	49,288		19.8732	YES
Jan-03	0.87%	25,820	2,954,313	0.01%	5	48,362		20.1515	YES
Feb-03	0.77%	22,699	2,942,900	0.01%	4	47,389		18.7589	YES



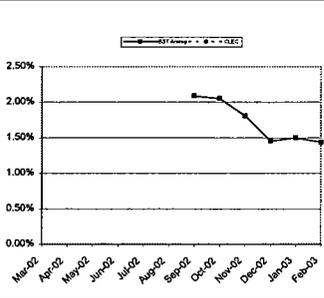
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)**

Numerator Indicates total number of troubles reported for this disaggregation.  
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.11.1 UCL-ND/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	2.09%	72,337	3,464,532	0.00%	0	0			
Oct-02	2.05%	70,571	3,439,127	0.00%	0	0			
Nov-02	1.81%	61,630	3,409,034	0.00%	0	0			
Dec-02	1.45%	49,108	3,376,855	0.00%	0	4		0.2430	YES
Jan-03	1.50%	50,284	3,352,490	16.67%	1	6		-3.0565	NO
Feb-03	1.44%	47,971	3,335,065	0.00%	0	6		0.2959	YES

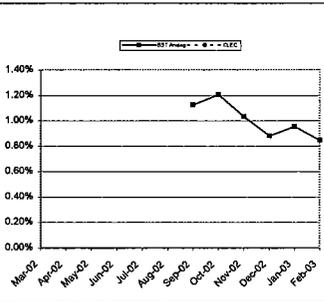


Better  
Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.3.2.11.2 UCL-ND/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.13%	39,017	3,464,532	0.00%	0	0			
Oct-02	1.21%	41,451	3,439,127	0.00%	0	0			
Nov-02	1.03%	35,221	3,409,034	0.00%	0	0			
Dec-02	0.88%	29,832	3,376,855	0.00%	0	4		0.1888	YES
Jan-03	0.96%	32,023	3,352,490	0.00%	0	6		0.2406	YES
Feb-03	0.85%	28,222	3,335,065	0.00%	0	6		0.2263	YES



Better  
Performance  
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Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration**

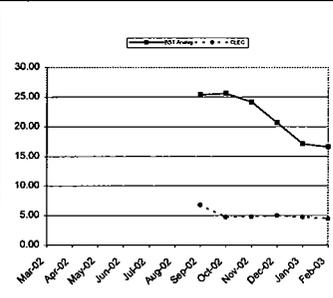
(Duration from the Start to Finish of a Trouble)

Numerator Indicates total of trouble durations for this disaggregation in the reporting period.

Volume Indicates total closed troubles for this disaggregation in the reporting period.

**B.3.3.4.1 EELs/Dispatch/GA (hours)**

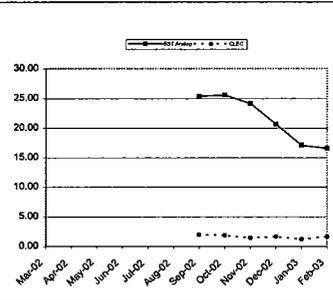
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	25.38	1,880,768	74,114	6.80	1,136	167	27.486	8.7230	YES
Oct-02	25.60	1,852,725	72,366	4.72	650	180	30.509	9.1707	YES
Nov-02	24.12	1,519,654	62,897	4.82	723	150	29.166	8.0959	YES
Dec-02	20.63	1,041,318	50,480	5.00	840	168	27.743	7.2893	YES
Jan-03	17.09	884,851	51,779	4.71	806	171	27.812	5.6091	YES
Feb-03	16.60	819,132	49,350	4.49	755	168	30.104	5.2027	YES



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.3.4.2 EELs/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	25.38	1,880,768	74,114	2.00	172	86	27.486	7.8825	YES
Oct-02	25.60	1,852,725	72,366	1.87	174	93	30.509	7.4965	YES
Nov-02	24.12	1,519,654	62,997	1.45	122	84	29.166	7.1191	YES
Dec-02	20.63	1,041,318	50,480	1.65	155	94	27.743	6.6265	YES
Jan-03	17.09	884,851	51,779	1.24	152	123	27.812	6.3142	YES
Feb-03	16.60	819,132	49,350	1.65	152	92	30.104	4.7576	YES



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration**

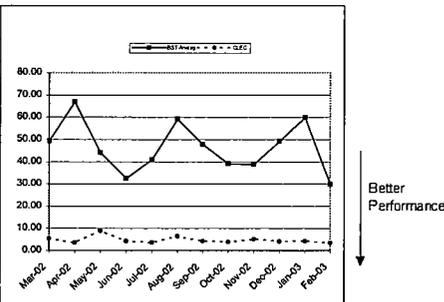
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

**B.3.3.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (hours)**

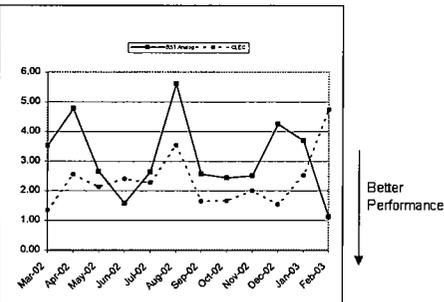
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	49.22	97,904	1,989	5.39	140	26	123.632	1.7960	YES
Apr-02	66.87	124,714	1,865	3.58	128	36	127.678	2.9467	YES
May-02	44.09	90,104	2,045	8.84	292	33	143.775	1.3981	YES
Jun-02	32.41	84,012	1,975	4.30	207	48	42.728	4.5031	YES
Jul-02	40.90	117,952	2,884	3.66	150	41	53.642	4.4143	YES
Aug-02	59.22	169,315	2,859	6.43	270	42	233.062	1.4572	YES
Sep-02	47.76	119,437	2,501	4.37	149	34	64.916	3.8710	YES
Oct-02	39.05	97,691	2,502	3.83	126	33	56.275	3.5714	YES
Nov-02	38.85	87,713	2,258	5.21	162	31	47.748	3.8950	YES
Dec-02	49.06	114,299	2,330	4.14	103	25	67.755	3.2972	YES
Jan-03	59.82	145,186	2,427	4.35	70	16	88.310	2.5043	YES
Feb-03	29.86	73,025	2,446	3.40	105	31	37.552	3.8984	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.3.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (hours)**

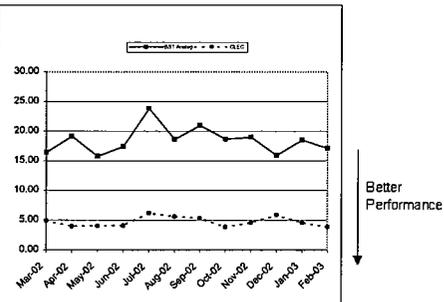
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	3.52	13,671	3,886	1.35	32	24	20.503	0.5161	YES
Apr-02	4.77	23,249	4,870	2.56	43	17	38.384	0.2377	YES
May-02	2.65	18,392	6,947	2.13	26	12	52.915	0.0335	YES
Jun-02	1.59	6,796	4,278	2.40	48	20	15.641	-0.2310	YES
Jul-02	2.84	14,379	5,450	2.27	41	18	92.675	0.0169	YES
Aug-02	5.61	35,225	6,281	3.53	56	16	106.765	0.0778	YES
Sep-02	2.56	14,410	5,622	1.65	21	13	17.307	0.1903	YES
Oct-02	2.44	13,020	5,338	1.65	15	9	20.115	0.1170	YES
Nov-02	2.51	12,534	5,002	2.00	36	18	19.527	0.1097	YES
Dec-02	4.25	24,847	5,844	1.54	29	19	29.758	0.3960	YES
Jan-03	3.68	20,012	5,438	2.53	48	19	26.068	0.1929	YES
Feb-03	1.12	9,029	8,088	4.74	62	13	10.820	-1.2056	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.3.6.1 UNE ISDN/Dispatch/GA (hours)**

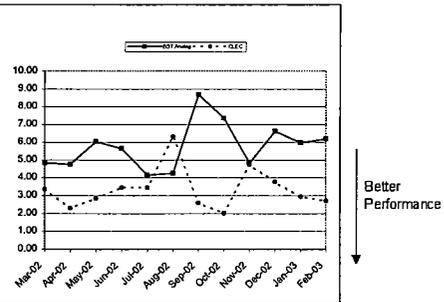
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	16.35	4,104	251	4.88	347	71	21.943	3.8887	YES
Apr-02	19.14	5,705	298	3.99	335	84	25.609	4.7910	YES
May-02	15.71	4,099	261	4.03	282	70	22.134	3.9201	YES
Jun-02	17.38	5,039	290	4.09	274	67	18.158	5.3975	YES
Jul-02	23.82	7,503	315	6.20	607	98	32.663	4.6640	YES
Aug-02	18.58	5,480	295	5.58	508	91	22.728	4.7692	YES
Sep-02	20.93	5,294	253	5.34	342	64	24.572	4.5334	YES
Oct-02	18.62	5,792	311	3.67	306	79	18.375	6.3713	YES
Nov-02	18.95	4,378	231	4.55	323	71	22.198	4.7801	YES
Dec-02	16.87	3,729	235	5.87	264	45	22.956	2.6748	YES
Jan-03	18.45	4,280	232	4.56	205	45	20.141	4.2323	YES
Feb-03	17.07	3,772	221	3.87	151	39	26.661	2.8500	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.3.6.2 UNE ISDN/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.63	1,655	343	3.36	109	32	14.230	0.5554	YES
Apr-02	4.77	1,449	304	2.30	76	33	8.182	1.6455	YES
May-02	6.04	2,131	353	2.83	78	27	13.957	1.1507	YES
Jun-02	5.63	1,639	291	3.44	114	33	11.960	0.9966	YES
Jul-02	4.14	1,399	336	3.48	152	44	10.581	0.4031	YES
Aug-02	4.26	1,185	278	6.31	215	34	7.489	-1.5053	YES
Sep-02	6.70	2,861	329	2.59	75	29	17.601	1.7916	YES
Oct-02	7.35	2,669	363	2.01	60	30	22.779	1.2360	YES
Nov-02	4.83	1,357	281	4.73	133	28	8.860	0.0545	YES
Dec-02	8.63	1,227	185	3.77	94	25	17.306	0.7752	YES
Jan-03	5.97	1,726	289	2.95	89	30	14.532	1.0830	YES
Feb-03	6.20	1,252	202	2.71	54	20	10.642	1.3977	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Maintenance and Repair Maintenance Average Duration

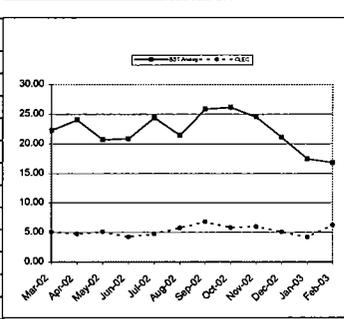
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

### B.3.3.8.1 2W Analog Loop Design/Dispatch/GA (hours)

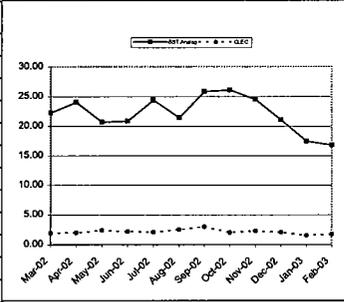
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SiDev	ZScore	Equity
Mar-02	22.28	1,395,853	62,694	5.09	1,257	247	43.183	6.2388	YES
Apr-02	24.00	1,612,898	67,217	4.78	1,271	267	47.895	6.5488	YES
May-02	20.69	1,471,267	71,121	5.10	1,511	296	26.392	10.1366	YES
Jun-02	20.82	1,463,668	70,305	4.28	1,087	254	25.194	10.4429	YES
Jul-02	24.41	2,023,929	82,908	4.74	1,864	351	25.736	14.2895	YES
Aug-02	21.45	1,854,687	77,127	5.77	1,546	268	24.387	10.5104	YES
Sep-02	25.87	1,871,663	72,337	6.79	1,527	225	27.622	10.3485	YES
Oct-02	26.11	1,842,294	70,571	5.83	1,503	258	30.470	10.6705	YES
Nov-02	24.53	1,511,890	61,630	5.99	1,180	197	29.116	8.9216	YES
Dec-02	21.06	1,034,254	49,108	5.10	979	192	27.872	7.9206	YES
Jan-03	17.46	877,710	50,284	4.18	581	139	28.126	5.5558	YES
Feb-03	16.79	805,358	47,971	6.24	624	132	24.254	4.9903	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.3.3.8.2 2W Analog Loop Design/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SiDev	ZScore	Equity
Mar-02	22.28	1,395,853	62,694	1.97	255	130	13.253	17.4460	YES
Apr-02	24.00	1,612,898	67,217	1.97	201	102	47.895	4.6401	YES
May-02	20.69	1,471,267	71,121	2.42	322	133	26.392	7.9734	YES
Jun-02	20.82	1,463,668	70,305	2.21	293	133	25.194	8.5120	YES
Jul-02	24.41	2,023,929	82,908	2.09	251	120	25.736	9.4937	YES
Aug-02	21.45	1,854,687	77,127	2.51	251	100	24.387	7.7617	YES
Sep-02	25.87	1,871,663	72,337	2.99	296	99	27.622	8.2359	YES
Oct-02	26.11	1,842,294	70,571	2.07	174	84	30.470	7.2246	YES
Nov-02	24.53	1,511,890	61,630	2.34	187	80	29.116	6.8128	YES
Dec-02	21.06	1,034,254	49,108	2.13	136	64	27.872	5.4313	YES
Jan-03	17.46	877,710	50,284	1.59	75	47	28.126	3.8659	YES
Feb-03	16.79	805,358	47,971	1.79	88	49	24.254	4.3276	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Maintenance and Repair Maintenance Average Duration

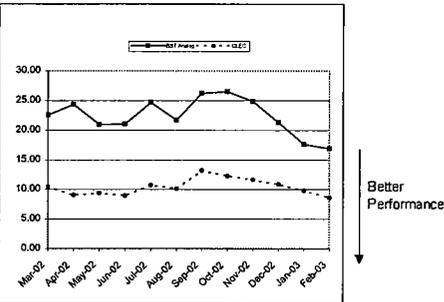
(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.

Volume indicates total closed troubles for this disaggregation in the reporting period.

### B.3.3.9.1 2W Analog Loop Non-Design/Dispatch/GA (hours)

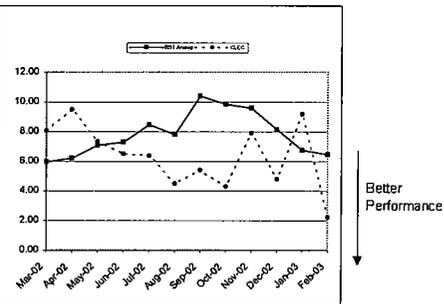
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	22.54	1,364,641	60,534	10.44	4,688	449	43.788	5.8376	YES
Apr-02	24.36	1,577,674	84,758	9.07	4,152	458	48.618	6.7089	YES
May-02	20.94	1,439,057	68,719	9.39	3,408	363	26.534	8.2735	YES
Jun-02	21.03	1,430,521	68,008	8.94	3,065	343	25.191	8.8726	YES
Jul-02	24.67	1,982,682	80,363	10.70	3,882	361	25.786	10.2730	YES
Aug-02	21.69	1,617,788	74,571	10.12	3,037	300	24.508	8.1609	YES
Sep-02	26.24	1,637,610	70,019	13.17	4,583	346	27.788	8.7558	YES
Oct-02	26.51	1,805,767	68,104	12.29	4,142	337	30.743	8.4727	YES
Nov-02	24.81	1,478,798	69,606	11.63	2,885	248	29.351	7.0550	YES
Dec-02	21.28	1,007,996	47,369	10.86	2,367	218	28.123	5.4590	YES
Jan-03	17.61	849,848	48,251	8.80	2,675	273	28.454	4.5250	YES
Feb-03	16.93	780,385	46,089	8.83	1,760	204	24.475	4.8357	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

### B.3.3.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.96	184,297	30,934	8.09	129	16	11.466	-0.7431	YES
Apr-02	6.20	183,989	29,678	9.50	114	12	11.808	-0.9681	YES
May-02	7.08	236,325	33,374	7.36	206	26	13.927	-0.1048	YES
Jun-02	7.28	233,337	32,068	8.50	26	4	15.388	0.1009	YES
Jul-02	8.46	309,156	36,547	8.38	83	13	14.487	0.5162	YES
Aug-02	7.80	253,588	32,528	4.50	27	6	14.367	0.5619	YES
Sep-02	10.42	342,532	32,884	5.40	27	5	18.140	0.6183	YES
Oct-02	8.84	332,897	33,840	4.31	69	16	15.717	1.4057	YES
Nov-02	9.58	276,683	28,882	7.90	79	10	15.077	0.3537	YES
Dec-02	8.15	202,363	24,834	4.80	24	5	15.404	0.4860	YES
Jan-03	6.75	174,198	25,820	9.20	46	5	16.205	-0.3385	YES
Feb-03	6.47	148,914	22,699	2.25	9	4	12.933	0.6529	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

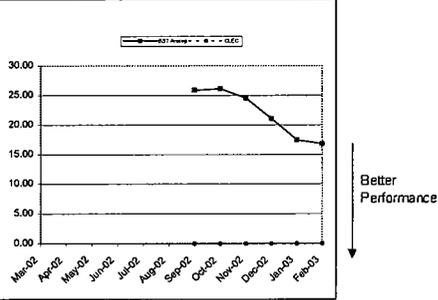
**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
Maintenance Average Duration**

(Duration from the Start to Finish of a Trouble)

Numerator indicates total of trouble durations for this disaggregation in the reporting period.  
Volume indicates total closed troubles for this disaggregation in the reporting period.

**B.3.3.11.1 UCL-ND/Dispatch/GA (hours)**

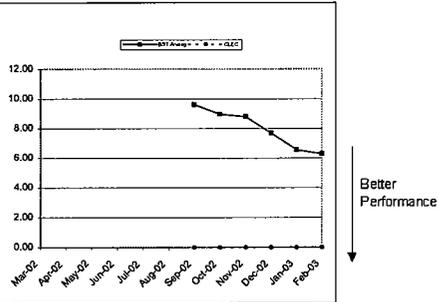
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	25.87	1,871,683	72,337	0.00	0	0	27.622		YES
Oct-02	26.11	1,842,294	70,571	0.00	0	0	30.470		YES
Nov-02	24.53	1,511,690	61,630	0.00	0	0	29.116		YES
Dec-02	21.06	1,034,254	49,108	0.00	0	0	27.872		YES
Jan-03	17.46	877,710	50,284	0.00	0	0	28.126		YES
Feb-03	16.79	805,358	47,971	0.00	0	0	24.254		YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.3.3.11.2 UCL-ND/Non-Dispatch/GA (hours)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	9.61	375,028	39,017	0.00	0	0	17.477		YES
Oct-02	8.96	371,514	41,451	0.00	0	0	15.799		YES
Nov-02	8.80	309,863	35,221	0.00	0	0	15.454		YES
Dec-02	7.67	228,822	29,832	0.00	0	0	15.233		YES
Jan-03	6.56	210,024	32,023	0.00	0	0	15.412		YES
Feb-03	8.27	176,888	28,222	0.00	0	0	12.624		YES



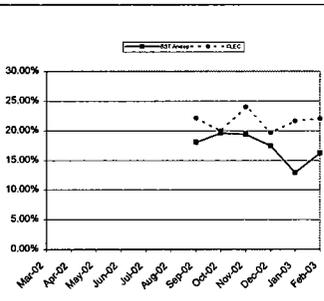
Note 1: Retail Residence / Business data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**% Repeat Troubles within 30 Days**  
 (% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
 Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.4.1 EELs/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	18.03%	13,364	74,114	22.16%	37	167		-1.3847	YES
Oct-02	19.61%	14,194	72,366	20.00%	36	180		-0.1302	YES
Nov-02	19.36%	12,199	62,997	24.00%	36	150		-1.4351	YES
Dec-02	17.42%	8,796	50,480	19.64%	33	168		-0.7587	YES
Jan-03	12.90%	6,682	51,779	21.64%	37	171		-3.4006	NO
Feb-03	16.24%	8,013	49,350	22.02%	37	168		-2.0303	NO

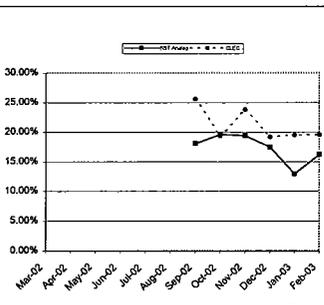


Better Performance  
↓  
Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.4.4.2 EELs/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									YES
Apr-02									YES
May-02									YES
Jun-02									YES
Jul-02									YES
Aug-02									YES
Sep-02	18.03%	13,364	74,114	25.58%	22	86		-1.8201	NO
Oct-02	19.61%	14,194	72,366	19.35%	18	93		0.0629	YES
Nov-02	19.36%	12,199	62,997	23.61%	20	84		-1.0303	YES
Dec-02	17.42%	8,796	50,480	18.15%	18	94		-0.4403	YES
Jan-03	12.90%	6,682	51,779	19.51%	24	123		-2.1832	NO
Feb-03	16.24%	8,013	49,350	19.57%	18	92		-0.8848	YES



Better Performance  
↓

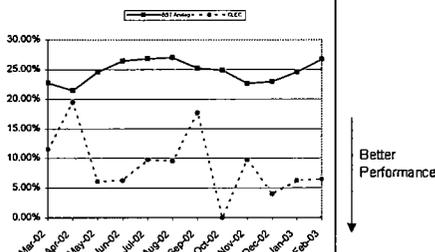
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### Georgia, March 2002 - February 2003 Unbundled Network Elements - Maintenance and Repair % Repeat Troubles within 30 Days (% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
Volume indicates total trouble reports for this disaggregation closed in the reporting period.

#### B.3.4.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	22.72%	452	1,989	11.54%	3	26		1.3524	YES
Apr-02	21.45%	400	1,865	19.44%	7	36		0.2800	YES
May-02	24.55%	502	2,045	6.06%	2	33		2.4480	YES
Jun-02	26.43%	522	1,975	6.25%	3	48		3.1328	YES
Jul-02	26.84%	774	2,884	9.76%	4	41		2.4510	YES
Aug-02	27.00%	772	2,859	9.52%	4	42		2.5329	YES
Sep-02	25.23%	631	2,501	17.65%	6	34		1.0112	YES
Oct-02	24.88%	622	2,502	0.00%	0	33		3.2827	YES
Nov-02	22.63%	511	2,258	9.08%	3	31		1.7118	YES
Dec-02	22.96%	535	2,330	4.00%	1	25		2.2422	YES
Jan-03	24.56%	596	2,427	6.25%	1	16		1.6957	YES
Feb-03	26.74%	654	2,446	6.45%	2	31		2.6359	YES

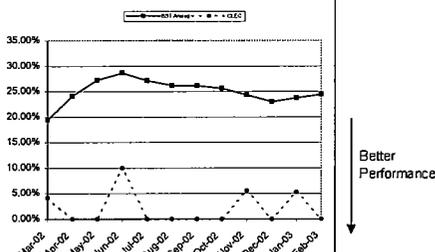


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

#### B.3.4.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	19.40%	754	3,888	4.17%	1	24		1.8817	YES
Apr-02	24.13%	1,175	4,870	0.00%	0	17		2.3210	YES
May-02	27.28%	1,896	6,947	0.00%	0	12		2.1205	YES
Jun-02	28.63%	1,225	4,278	10.00%	2	20		1.8392	YES
Jul-02	27.17%	1,481	5,450	0.00%	0	18		2.5974	YES
Aug-02	26.21%	1,646	6,281	0.00%	0	16		2.3807	YES
Sep-02	26.15%	1,470	5,622	0.00%	0	13		2.1429	YES
Oct-02	25.67%	1,370	5,338	0.00%	0	9		1.7613	YES
Nov-02	24.33%	1,217	5,002	5.56%	1	18		1.8531	YES
Dec-02	23.00%	1,344	5,844	0.00%	0	19		2.3763	YES
Jan-03	23.77%	1,292	5,438	5.28%	1	19		1.9918	YES
Feb-03	24.44%	1,977	8,088	0.00%	0	13		2.0491	YES

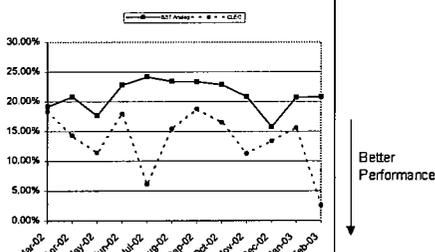


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Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

#### B.3.4.6.1 UNE ISDN/Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	19.12%	48	251	18.31%	13	71		0.1539	YES
Apr-02	20.81%	62	298	14.28%	12	84		1.3002	YES
May-02	17.62%	46	261	11.43%	8	70		1.2081	YES
Jun-02	22.76%	66	290	17.91%	12	67		0.8531	YES
Jul-02	24.13%	76	315	6.12%	6	98		3.6381	YES
Aug-02	23.39%	69	295	15.38%	14	91		1.5771	YES
Sep-02	23.32%	59	253	18.75%	12	64		0.7724	YES
Oct-02	22.63%	71	311	16.46%	13	79		1.2053	YES
Nov-02	20.78%	48	231	11.27%	8	71		1.7278	YES
Dec-02	15.74%	37	235	13.33%	6	45		0.4069	YES
Jan-03	20.69%	48	232	15.58%	7	45		0.7781	YES
Feb-03	20.81%	46	221	2.50%	1	39		2.5883	YES

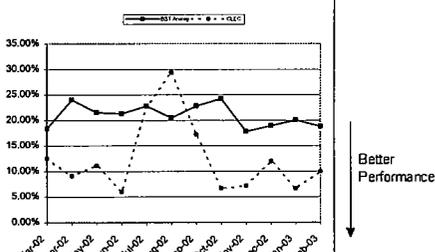


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Note 1: ISDN - BRI data serves as the BST Analog for this report

#### B.3.4.6.2 UNE ISDN/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	18.37%	63	343	12.50%	4	32		0.8198	YES
Apr-02	24.01%	73	304	9.09%	3	33		1.9060	YES
May-02	21.53%	76	353	11.11%	3	27		1.2895	YES
Jun-02	21.31%	62	291	6.06%	2	33		2.0270	YES
Jul-02	22.78%	77	338	22.73%	10	44		0.0080	YES
Aug-02	20.50%	57	278	29.41%	10	34		-1.2145	YES
Sep-02	22.80%	75	329	17.24%	5	29		0.6836	YES
Oct-02	24.24%	88	363	6.67%	2	30		2.1589	YES
Nov-02	17.79%	50	281	7.14%	2	28		1.4052	YES
Dec-02	18.92%	35	185	12.00%	3	25		0.8290	YES
Jan-03	20.07%	58	289	6.87%	2	30		1.7445	YES
Feb-03	18.81%	38	202	10.00%	2	20		0.9619	YES



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Performance  
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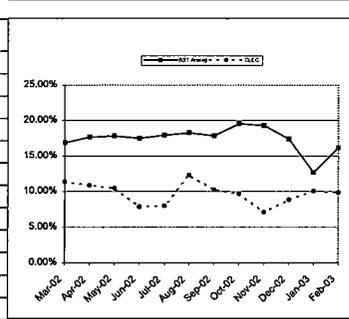
Note 1: ISDN - BRI data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003  
Unbundled Network Elements - Maintenance and Repair  
% Repeat Troubles within 30 Days**

(% of Troubles that Repeated within 30 Days)  
 Numerator Indicates total number of troubles that repeated within 30 days in the reporting period.  
 Volume Indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.8.1 2W Analog Loop Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	16.85%	10,567	62,694	11.34%	28	247		2.3124	YES
Apr-02	17.69%	11,889	67,217	10.86%	29	267		2.9174	YES
May-02	17.83%	12,683	71,121	10.47%	31	296		3.3011	YES
Jun-02	17.53%	12,322	70,305	7.87%	20	254		4.0389	YES
Jul-02	17.95%	14,876	82,908	7.98%	28	351		4.8564	YES
Aug-02	18.27%	14,088	77,127	12.31%	33	268		2.5176	YES
Sep-02	17.88%	12,937	72,337	10.22%	23	225		2.6944	YES
Oct-02	19.55%	13,800	70,571	9.69%	25	258		3.9878	YES
Nov-02	19.30%	11,892	61,630	7.11%	14	197		4.3285	YES
Dec-02	17.36%	8,525	49,108	8.85%	17	192		3.1055	YES
Jan-03	12.65%	6,362	50,284	10.07%	14	139		0.9138	YES
Feb-03	16.15%	7,748	47,971	9.65%	13	132		1.9651	YES



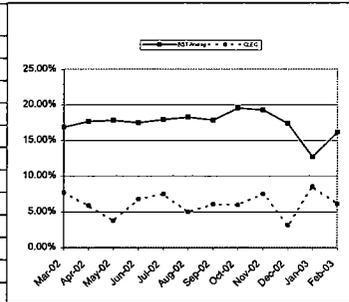
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Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.4.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	16.85%	10,567	62,694	7.89%	10	130		2.7678	YES
Apr-02	17.69%	11,889	67,217	5.88%	6	102		3.1223	YES
May-02	17.83%	12,683	71,121	3.76%	5	133		4.2361	YES
Jun-02	17.53%	12,322	70,305	6.77%	9	133		3.2607	YES
Jul-02	17.95%	14,876	82,908	7.50%	9	120		2.9797	YES
Aug-02	18.27%	14,088	77,127	5.00%	5	100		3.4311	YES
Sep-02	17.88%	12,937	72,337	6.06%	6	99		3.0678	YES
Oct-02	19.55%	13,800	70,571	5.95%	5	84		3.1414	YES
Nov-02	19.30%	11,892	61,630	7.50%	6	80		2.6718	YES
Dec-02	17.36%	8,525	49,108	3.13%	2	64		3.0046	YES
Jan-03	12.65%	6,362	50,284	8.51%	4	47		0.8537	YES
Feb-03	16.15%	7,748	47,971	6.12%	3	49		1.9067	YES



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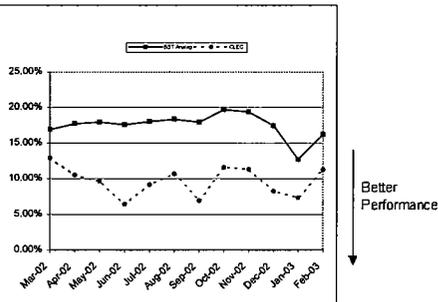
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

## Georgia, March 2002 - February 2003 Unbundled Network Elements - Maintenance and Repair % Repeat Troubles within 30 Days

(% of Troubles that Repeated within 30 Days)  
 Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
 Volume indicates total trouble reports for this disaggregation closed in the reporting period.

### B.3.4.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)

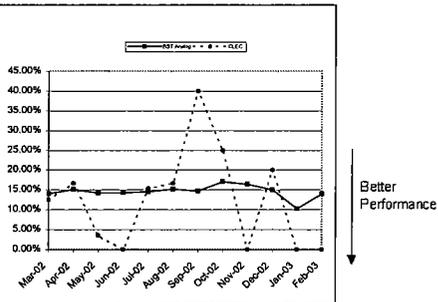
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	16.93%	10,249	60,534	12.92%	58	449		2.2593	YES
Apr-02	17.74%	11,490	64,758	10.48%	48	458		4.0541	YES
May-02	17.94%	12,331	68,719	9.64%	35	363		4.1114	YES
Jun-02	17.58%	11,955	68,008	8.41%	22	343		5.4187	YES
Jul-02	18.05%	14,507	80,363	9.14%	33	361		4.3919	YES
Aug-02	18.35%	13,685	74,571	10.67%	32	300		3.4318	YES
Sep-02	17.95%	12,571	70,019	6.90%	24	348		5.3610	YES
Oct-02	19.69%	13,408	68,104	11.57%	39	337		3.7371	YES
Nov-02	19.38%	11,551	59,606	11.29%	28	248		3.2159	YES
Dec-02	17.45%	8,266	47,369	8.28%	18	218		3.5682	YES
Jan-03	12.68%	6,118	48,251	7.33%	20	273		2.6517	YES
Feb-03	16.20%	7,468	46,089	11.27%	23	204		1.9048	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

### B.3.4.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Mar-02	14.06%	4,348	30,934	12.50%	2	16		0.1790	YES
Apr-02	15.13%	4,490	29,678	16.67%	2	12		-0.1486	YES
May-02	14.25%	4,756	33,374	3.57%	1	28		1.6159	YES
Jun-02	14.34%	4,598	32,068	0.00%	0	4		0.6182	YES
Jul-02	14.55%	5,318	38,547	15.38%	2	13		-0.0852	YES
Aug-02	15.19%	4,938	32,528	16.87%	1	6		-0.1014	YES
Sep-02	14.70%	4,835	32,884	40.00%	2	5		-1.5971	YES
Oct-02	17.08%	5,780	33,840	25.00%	4	16		-0.8416	YES
Nov-02	16.41%	4,735	28,862	0.00%	0	10		1.4007	YES
Dec-02	15.00%	3,724	24,834	20.00%	1	5		-0.3134	YES
Jan-03	10.27%	2,653	25,820	0.00%	0	5		0.7568	YES
Feb-03	14.00%	3,177	22,699	0.00%	0	4		0.8067	YES



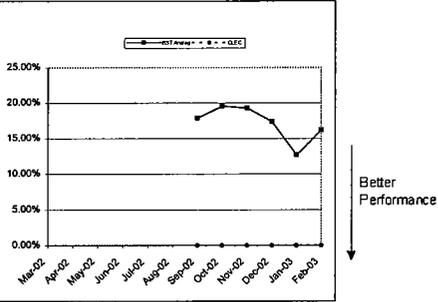
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**% Repeat Troubles within 30 Days**  
 (% of Troubles that Repeated within 30 Days)

Numerator indicates total number of troubles that repeated within 30 days in the reporting period.  
 Volume indicates total trouble reports for this disaggregation closed in the reporting period.

**B.3.4.11.1 UCL-ND/Dispatch/GA (%)**

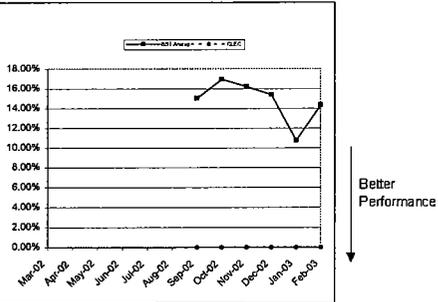
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									YES
Apr-02									YES
May-02									YES
Jun-02									YES
Jul-02									YES
Aug-02									NO
Sep-02	17.88%	12,937	72,337	0.00%	0	0			YES
Oct-02	19.55%	13,800	70,571	0.00%	0	0			YES
Nov-02	19.30%	11,892	61,630	0.00%	0	0			YES
Dec-02	17.36%	8,525	49,108	0.00%	0	0			YES
Jan-03	12.65%	6,362	50,284	0.00%	0	0			YES
Feb-03	16.15%	7,748	47,971	0.00%	0	0			YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.3.4.11.2 UCL-ND/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									YES
Apr-02									YES
May-02									YES
Jun-02									YES
Jul-02									YES
Aug-02									YES
Sep-02	15.03%	5,863	39,017	0.00%	0	0			YES
Oct-02	16.97%	7,035	41,451	0.00%	0	0			YES
Nov-02	16.23%	5,715	35,221	0.00%	0	0			YES
Dec-02	15.36%	4,587	29,832	0.00%	0	0			YES
Jan-03	10.78%	3,451	32,023	0.00%	0	0			YES
Feb-03	14.33%	4,045	28,222	0.00%	0	0			YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

## Georgia I, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

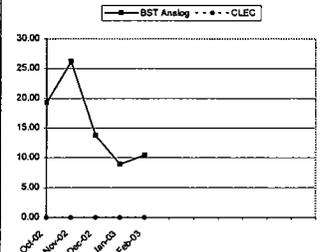
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.4.1.3 Combo Other<10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	19.31	309	16	0.00	0	0	29.373		YES
Nov-02	26.18	576	22	0.00	0	0	33.069		YES
Dec-02	13.72	343	25	0.00	0	0	22.159		YES
Jan-03	6.91	205	23	0.00	0	0	7.908		YES
Feb-03	10.45	209	20	0.00	0	0	18.597		YES

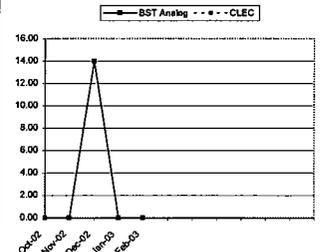


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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.3.4.2.1 Combo Other/>=10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	0.00	0	0						
Nov-02	0.00	0	0						
Dec-02	14.00	14	1				0.000		
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						

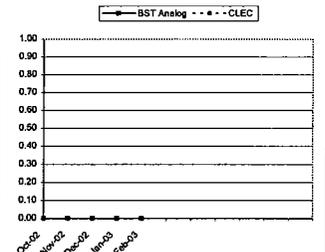


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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.3.4.2.2 Combo Other/>=10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	0.00	0	0						
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	0.00	0	0						
Feb-03	0.00	0	0						

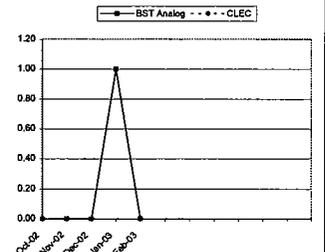


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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.3.4.2.3 Combo Other/>=10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	0.00	0	0						
Nov-02	0.00	0	0						
Dec-02	0.00	0	0						
Jan-03	1.00	1	1				0.000		
Feb-03	0.00	0	0						



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Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

















## Georgia I, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.13.2.2 2W Analog Loop w/LNP Non-Design/≥10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	0.00	0	0	0.00	0	0			YES
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.13.2.3 2W Analog Loop w/LNP Non-Design/≥10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	0.00	0	0	0.00	0	0			YES
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0	0.00	0	0			YES
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.14.1.1 Other Design/<10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	9.00	18	2				0.000		
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0						
Jan-03	36.00	36	1	0.00	0	0	0.000		YES
Feb-03	64.00	64	1	0.00	0	0	0.000		YES

Note 1: Retail Design data serves as the BST Analog for this report

### B.2.3.14.1.2 Other Design/<10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	0.00	0	0						
Nov-02	0.00	0	0	0.00	0	0			YES
Dec-02	0.00	0	0						
Jan-03	0.00	0	0	0.00	0	0			YES
Feb-03	0.00	0	0	0.00	0	0			YES

Note 1: Retail Design data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

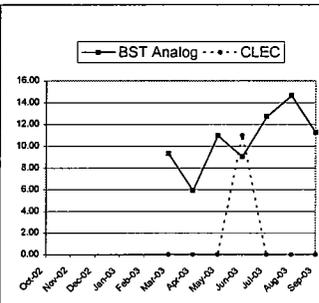
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.4.1.3 Combo Other<10 circuits/Other/GA (days)

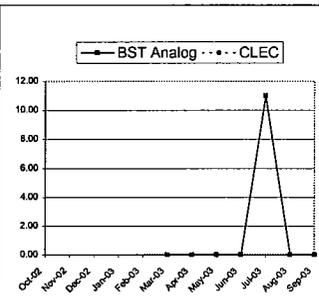
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	9.27	102	11	0.00	0	0	9.133		YES
Apr-03	5.90	124	21	0.00	0	0	6.885		YES
May-03	10.97	724	66	0.00	0	0	8.209		YES
Jun-03	8.02	487	54	11.00	11	1	11.661	-0.1684	YES
Jul-03	12.73	560	44	0.00	0	0	12.624		YES
Aug-03	14.83	600	41	0.00	0	0	14.858		YES
Sep-03	11.25	495	44	0.00	0	0	15.946		YES



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.3.4.2.1 Combo Other/>=10 circuits/Facility/GA (days)

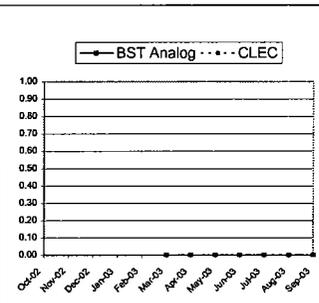
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	11.00	11	1				0.000		
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.3.4.2.2 Combo Other/>=10 circuits/Equipment/GA (days)

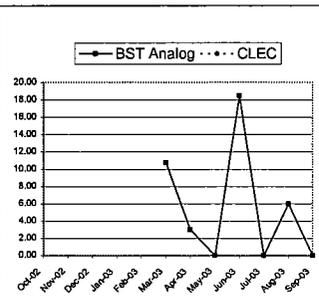
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

### B.2.3.4.2.3 Combo Other/>=10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	10.75	43	4				12.121		
Apr-03	3.00	3	1				0.000		
May-03	0.00	0	0						
Jun-03	18.50	37	2				20.506		
Jul-03	0.00	0	0						
Aug-03	8.00	6	1				0.000		
Sep-03	0.00	0	0						



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

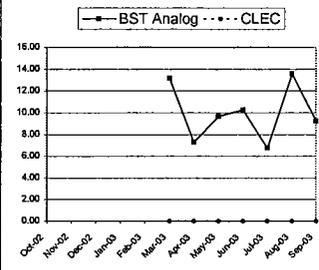
(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.5.1.1 xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	13.17	382	29	0.00	0	0	9.091		YES
Apr-03	7.27	160	22	0.00	0	0	6.649		YES
May-03	9.67	348	36	0.00	0	0	7.022		YES
Jun-03	10.26	400	39	0.00	0	0	6.785		YES
Jul-03	6.74	229	34	0.00	0	0	6.067		YES
Aug-03	13.58	706	52	0.00	0	0	10.042		YES
Sep-03	9.23	286	31	0.00	0	0	6.168		YES

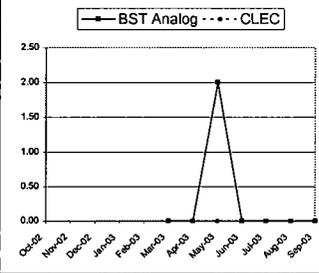


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### B.2.3.5.1.2 xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	2.00	2	1	0.00	0	0	0.000		YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

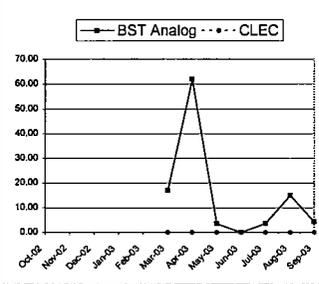


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### B.2.3.5.1.3 xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	17.00	51	3	0.00	0	0	15.524		YES
Apr-03	62.00	62	1	0.00	0	0	0.000		YES
May-03	3.50	21	6	0.00	0	0	4.231		YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	3.63	29	6	0.00	0	0	5.181		YES
Aug-03	15.00	90	6	0.00	0	0	16.745		YES
Sep-03	4.25	17	4	0.00	0	0	2.217		YES

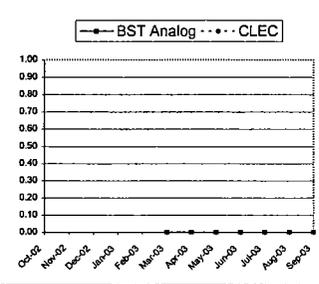


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### B.2.3.5.2.1 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						



Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

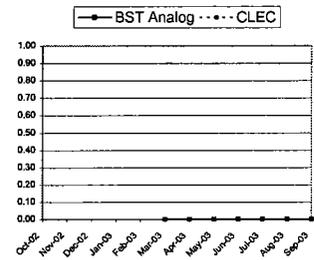
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.5.2.2 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						

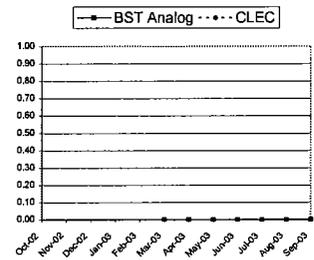


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### B.2.3.5.2.3 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03	0.00	0	0						
May-03	0.00	0	0						
Jun-03	0.00	0	0						
Jul-03	0.00	0	0						
Aug-03	0.00	0	0						
Sep-03	0.00	0	0						

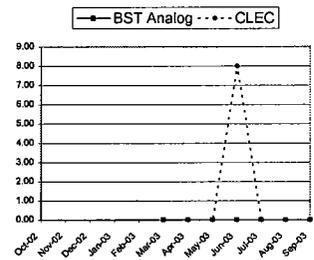


Better Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

### B.2.3.6.1.1 UNE ISDN/<10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	8.00	8	1			NO
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

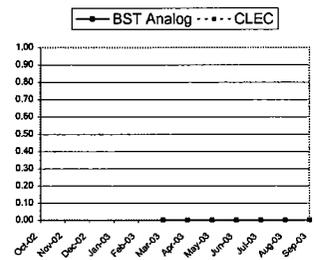


Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

### B.2.3.6.1.2 UNE ISDN/<10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES



Better Performance

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

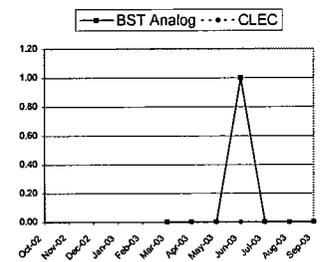
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.6.1.3 UNE ISDN<10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	1.00	2	2	0.00	0	0	0.000		YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

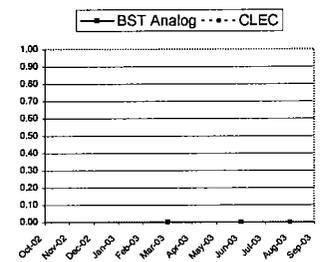


Better Performance  
↓

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

### B.2.3.6.2.1 UNE ISDN>=10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03									
May-03									
Jun-03	0.00	0	0						
Jul-03									
Aug-03	0.00	0	0						
Sep-03									

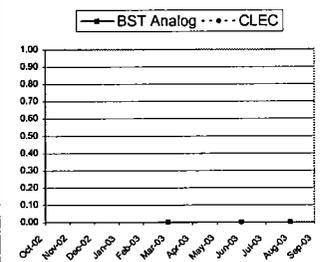


Better Performance  
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Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

### B.2.3.6.2.2 UNE ISDN>=10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03									
May-03									
Jun-03	0.00	0	0						
Jul-03									
Aug-03	0.00	0	0						
Sep-03									

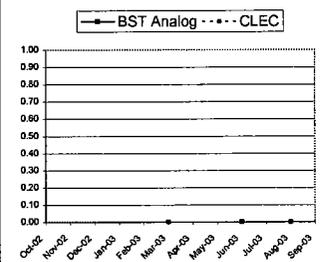


Better Performance  
↓

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

### B.2.3.6.2.3 UNE ISDN>=10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0						
Apr-03									
May-03									
Jun-03	0.00	0	0						
Jul-03									
Aug-03	0.00	0	0						
Sep-03									



Better Performance  
↓

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

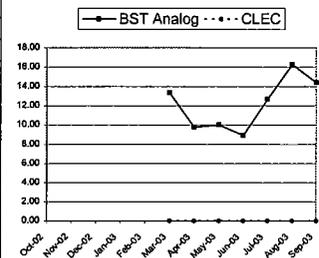
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.8.1.3 2W Analog Loop Design/<10 circuits/Other/GA (days)

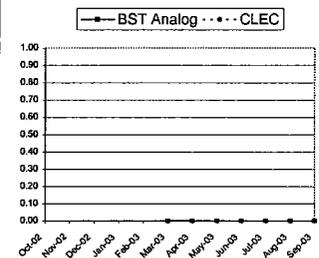
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	13.33	80	6	0.00	0	0	13.471		YES
Apr-03	9.78	88	9	0.00	0	0	8.363		YES
May-03	10.02	411	41	0.00	0	0	9.221		YES
Jun-03	8.92	473	53	0.00	0	0	11.752		YES
Jul-03	12.69	495	39	0.00	0	0	12.387		YES
Aug-03	16.28	570	35	0.00	0	0	15.618		YES
Sep-03	14.40	432	30	0.00	0	0	18.410		YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.3.8.2.1 2W Analog Loop Design/>=10 circuits/Facility/GA (days)

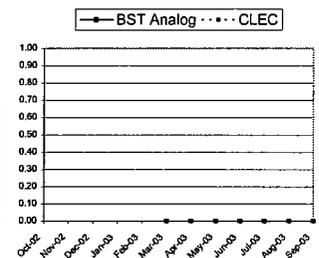
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.3.8.2.2 2W Analog Loop Design/>=10 circuits/Equipment/GA (days)

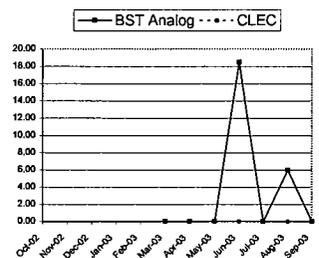
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.3.8.2.3 2W Analog Loop Design/>=10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	18.50	37	2	0.00	0	0	20.506		YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	6.00	6	1	0.00	0	0	0.000		YES
Sep-03	0.00	0	0	0.00	0	0			YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

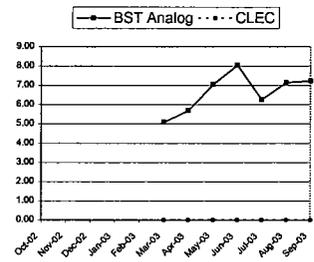
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.9.1.1 2W Analog Loop Non-Design/<10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.09	397	78	0.00	0	0	4.955		YES
Apr-03	5.69	421	74	0.00	0	0	5.168		YES
May-03	7.06	621	88	0.00	0	0	5.637		YES
Jun-03	8.05	523	65	0.00	0	0	7.381		YES
Jul-03	6.27	621	99	0.00	0	0	6.744		YES
Aug-03	7.16	630	88	0.00	0	0	5.573		YES
Sep-03	7.24	572	78	0.00	0	0	7.359		YES

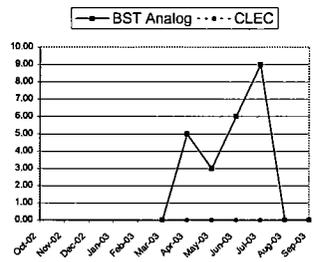


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.9.1.2 2W Analog Loop Non-Design/<10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	5.00	5	1	0.00	0	0	0.000		YES
May-03	3.00	6	2	0.00	0	0	1.414		YES
Jun-03	8.00	6	1	0.00	0	0	0.000		YES
Jul-03	9.00	18	2	0.00	0	0	1.414		YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

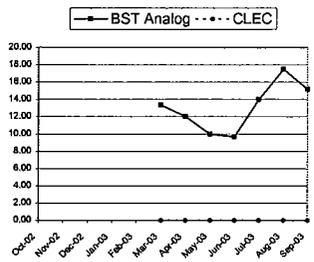


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.9.1.3 2W Analog Loop Non-Design/<10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	13.33	80	6	0.00	0	0	13.471		YES
Apr-03	12.00	132	11	0.00	0	0	12.985		YES
May-03	10.00	420	42	0.00	0	0	9.109		YES
Jun-03	9.89	523	54	0.00	0	0	12.055		YES
Jul-03	13.98	815	44	0.00	0	0	14.150		YES
Aug-03	17.47	629	36	0.00	0	0	16.642		YES
Sep-03	15.14	545	36	0.00	0	0	20.216		YES

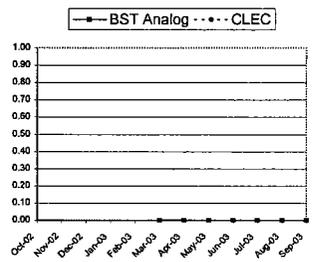


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.9.2.2 2W Analog Loop Non-Design/>=10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.9.2.3 2W Analog Loop Non-Design/>=10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

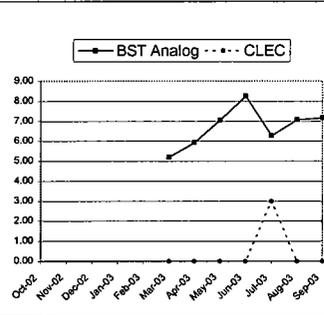
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.22	412	79	0.00	0	0	5.048		YES
Apr-03	5.92	444	75	0.00	0	0	6.509		YES
May-03	7.08	621	88	0.00	0	0	6.637		YES
Jun-03	8.25	553	67	0.00	0	0	7.366		YES
Jul-03	8.27	621	99	3.00	3	1	6.744	0.4828	YES
Aug-03	7.07	636	90	0.00	0	0	5.544		YES
Sep-03	7.16	573	80	0.00	0	0	7.348		YES



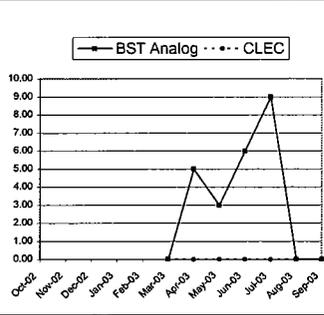
Better Performance

Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

### B.2.3.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	5.00	5	1	0.00	0	0	0.000		YES
May-03	3.00	8	2	0.00	0	0	1.414		YES
Jun-03	6.00	8	1	0.00	0	0	0.000		YES
Jul-03	9.00	18	2	0.00	0	0	1.414		YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES



Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

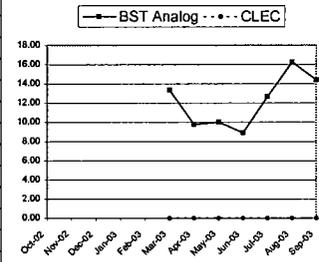
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.12.1.3 2W Analog Loop w/LNP Design<10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	13.33	80	6	0.00	0	0	13.471		YES
Apr-03	9.76	86	9	0.00	0	0	8.363		YES
May-03	10.02	411	41	0.00	0	0	9.221		YES
Jun-03	8.92	473	53	0.00	0	0	11.752		YES
Jul-03	12.69	495	39	0.00	0	0	12.387		YES
Aug-03	16.29	570	35	0.00	0	0	15.618		YES
Sep-03	14.40	432	30	0.00	0	0	16.410		YES

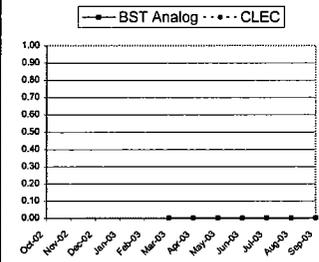


Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Better Performance

### B.2.3.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

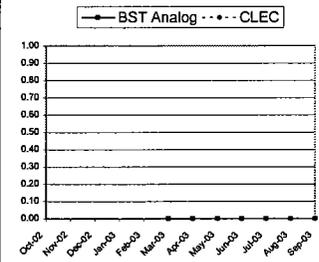


Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Better Performance

### B.2.3.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

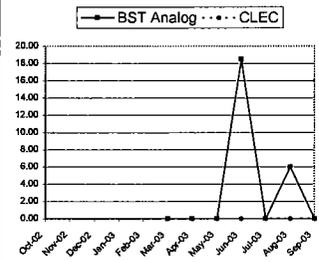


Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Better Performance

### B.2.3.12.2.3 2W Analog Loop w/LNP Design>=10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0	0.00	0	0			YES
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	18.50	37	2	0.00	0	0	20.506		YES
Jul-03	0.00	0	0	0.00	0	0			YES
Aug-03	6.00	6	1	0.00	0	0	0.000		YES
Sep-03	0.00	0	0	0.00	0	0			YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Better Performance

## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

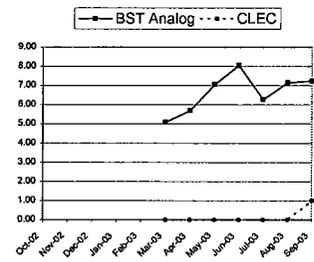
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	5.09	397	78	0.00	0	0	4.955		YES
Apr-03	5.69	421	74	0.00	0	0	5.168		YES
May-03	7.06	821	88	0.00	0	0	5.637		YES
Jun-03	8.05	523	65	0.00	0	0	7.381		YES
Jul-03	6.27	621	89	0.00	0	0	6.744		YES
Aug-03	7.16	630	88	0.00	0	0	5.573		YES
Sep-03	7.24	572	79	1.00	1	1	7.359	0.6427	YES

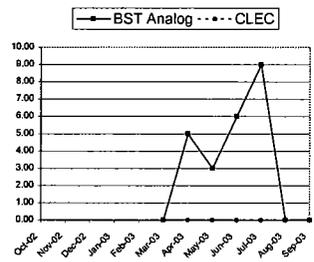


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.13.1.2 2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	5.00	5	1	0.00	0	0	0.000		YES
May-03	3.00	6	2	0.00	0	0	1.414		YES
Jun-03	6.00	6	1	0.00	0	0	0.000		YES
Jul-03	6.00	18	2	0.00	0	0	1.414		YES
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES

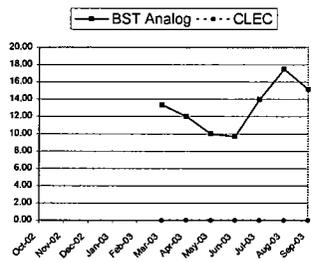


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.13.1.3 2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	13.33	80	6	0.00	0	0	13.471		YES
Apr-03	12.00	132	11	0.00	0	0	12.985		YES
May-03	10.00	420	42	0.00	0	0	9.109		YES
Jun-03	9.89	523	54	0.00	0	0	12.055		YES
Jul-03	13.98	615	44	0.00	0	0	14.150		YES
Aug-03	17.47	629	36	0.00	0	0	16.642		YES
Sep-03	15.14	545	36	0.00	0	0	20.216		YES

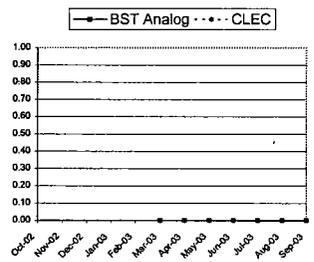


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00	0	0	0.00	0	0			YES
Apr-03	0.00	0	0						
May-03	0.00	0	0	0.00	0	0			YES
Jun-03	0.00	0	0	0.00	0	0			YES
Jul-03	0.00	0	0						
Aug-03	0.00	0	0	0.00	0	0			YES
Sep-03	0.00	0	0	0.00	0	0			YES



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

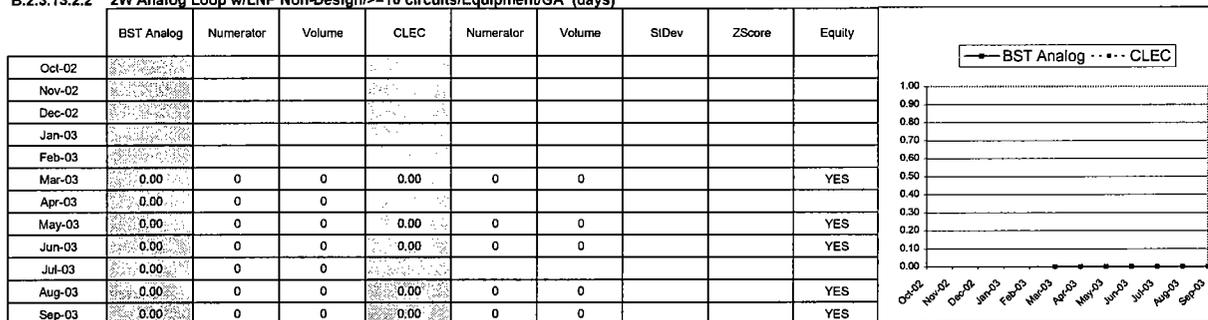
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Held Orders

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

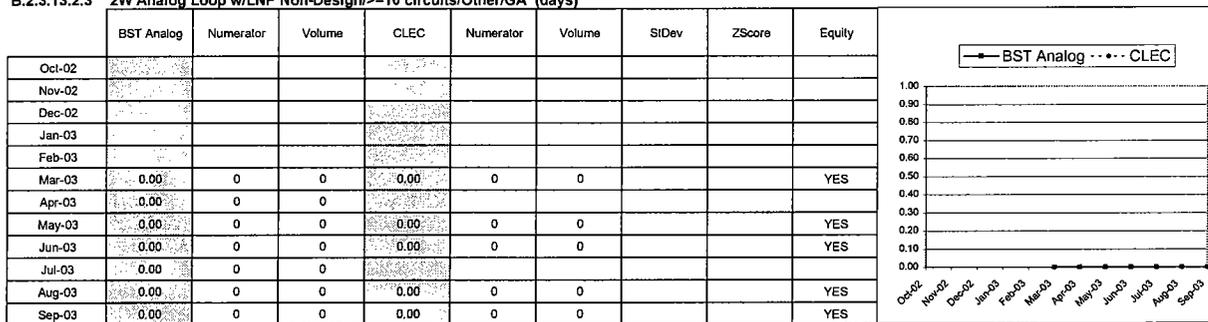
Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

### B.2.3.13.2.2 2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

### B.2.3.13.2.3 2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

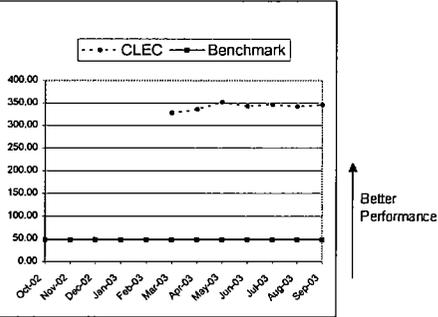
(Average Time of Advanced Warning that Order is In Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.8.4 Combo Other/GA (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	48.00								
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00			327.49	22,924	70			YES
Apr-03	48.00			335.86	41,647	124			YES
May-03	48.00			351.71	32,709	93			YES
Jun-03	48.00			342.77	36,676	107			YES
Jul-03	48.00			346.34	45,717	132			YES
Aug-03	48.00			341.88	31,111	91			YES
Sep-03	48.00			345.87	36,987	107			YES



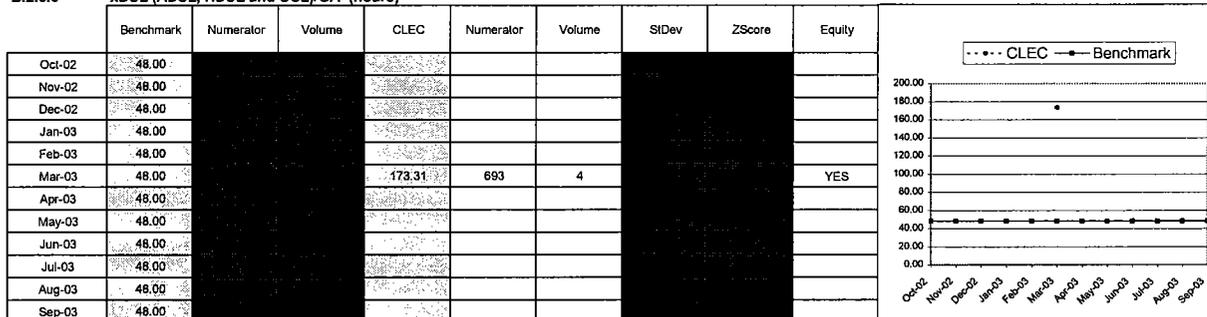
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order Is In Jeopardy Prior to Due Date)

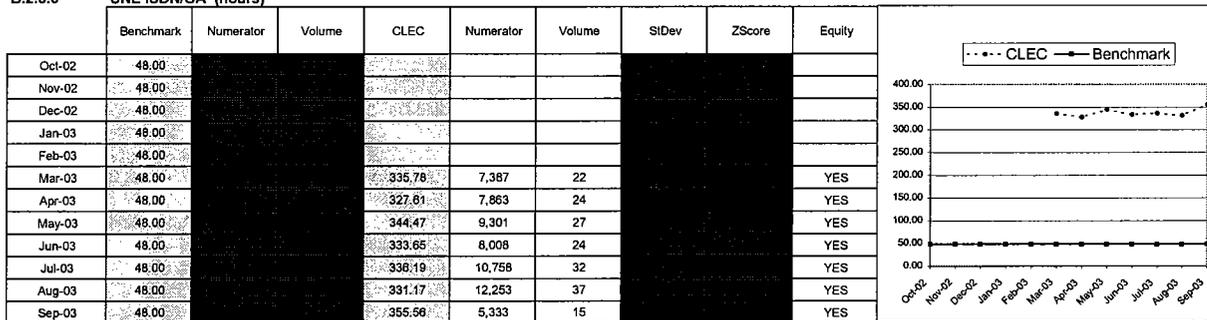
Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

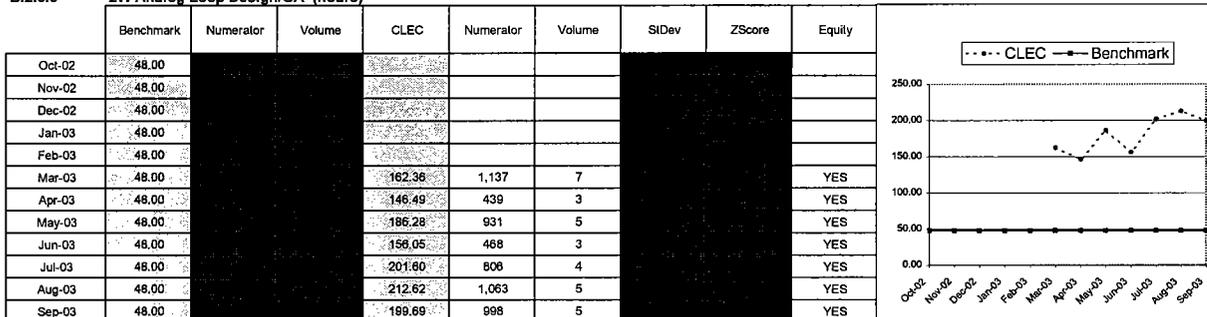
### B.2.8.5 xDSL (ADSL, HDSL and UCL)/GA (hours)



### B.2.8.6 UNE ISDN/GA (hours)



### B.2.8.8 2W Analog Loop Design/GA (hours)



## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Average Jeopardy Notice Interval - Mechanized

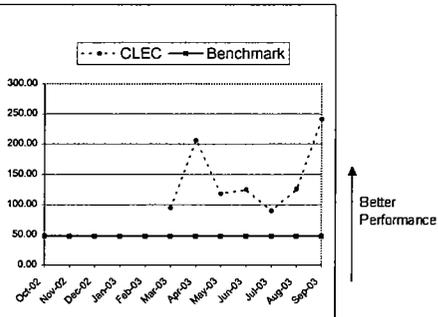
(Average Time of Advanced Warning that Order Is in Jeopardy Prior to Due Date)

Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

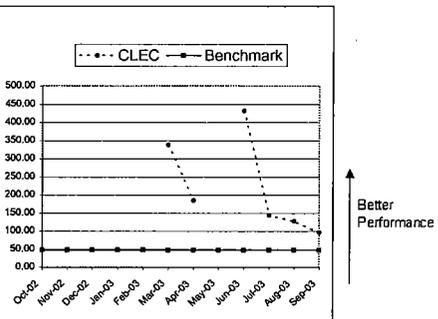
### B.2.8.9 2W Analog Loop Non-Design/GA (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	48.00								
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00			94.71	1,231	13			YES
Apr-03	48.00			206.09	1,237	6			YES
May-03	48.00			117.90	1,297	11			YES
Jun-03	48.00			124.89	749	6			YES
Jul-03	48.00			89.61	717	8			YES
Aug-03	48.00			126.09	1,009	8			YES
Sep-03	48.00			240.87	3,131	13			YES



### B.2.8.12 2W Analog Loop w/LNP Design/GA (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	48.00								
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00			337.73	338	1			YES
Apr-03	48.00			185.31	741	4			YES
May-03	48.00								
Jun-03	48.00			431.92	432	1			YES
Jul-03	48.00			144.33	144	1			YES
Aug-03	48.00			127.44	785	6			YES
Sep-03	48.00			96.13	96	1			YES



## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning Average Jeopardy Notice Interval - Mechanized

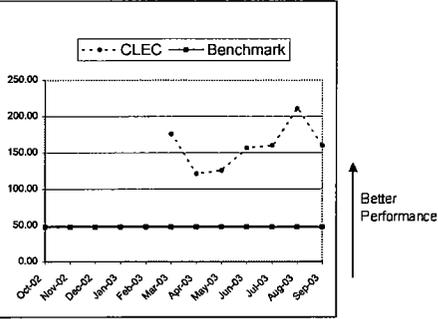
(Average Time of Advanced Warning that Order Is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

### B.2.8.13 2W Analog Loop w/LNP Non-Design/GA (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	48.00								
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00			175.80	176	1			YES
Apr-03	48.00			121.19	242	2			YES
May-03	48.00			125.70	126	1			YES
Jun-03	48.00			158.80	783	5			YES
Jul-03	48.00			160.14	2,883	18			YES
Aug-03	48.00			210.59	4,422	21			YES
Sep-03	48.00			159.60	2,394	15			YES



**Georgia I, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized**

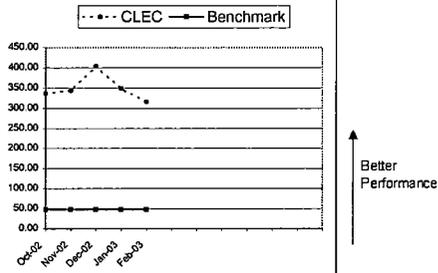
(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

**B.2.8.4 Combo Other/GA (hours)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	48.00			337.06	13,482	40			YES
Nov-02	48.00			343.32	9,813	28			YES
Dec-02	48.00			404.11	5,253	13			YES
Jan-03	48.00			349.26	6,968	20			YES
Feb-03	48.00			316.02	20,857	66			YES



↑  
Better  
Performance

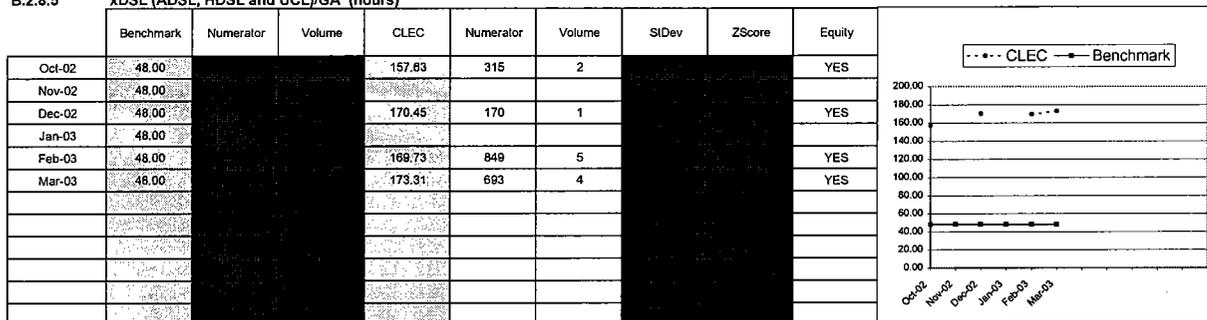
## Georgia I, October 2002 - September 2003 Unbundled Network Elements - Provisioning Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order Is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

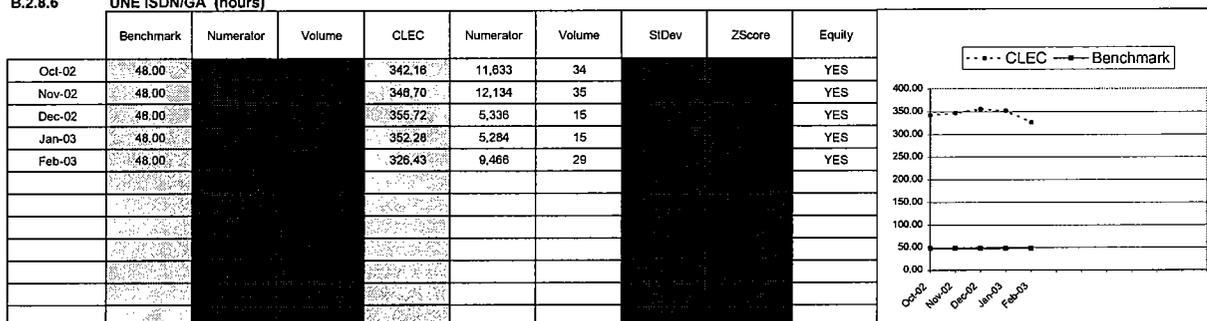
Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

### B.2.8.5 xDSL (ADSL, HDSL and UCL)/GA (hours)



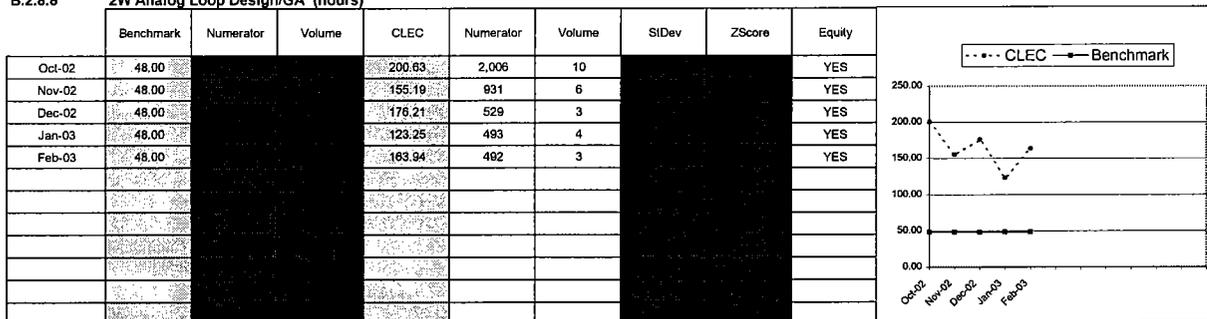
↑  
Better  
Performance

### B.2.8.6 UNE ISDN/GA (hours)



↑  
Better  
Performance

### B.2.8.8 2W Analog Loop Design/GA (hours)



↑  
Better  
Performance

**Georgia I, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized**

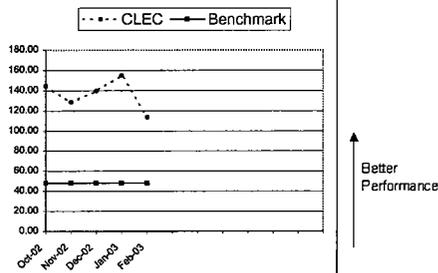
(Average Time of Advanced Warning that Order Is In Jeopardy Prior to Due Date)

Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

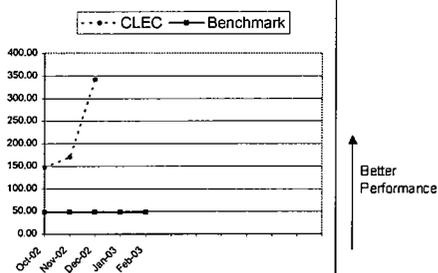
**B.2.8.9 2W Analog Loop Non-Design/GA (hours)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	48.00			144.46	867	6			YES
Nov-02	48.00			128.53	643	5			YES
Dec-02	48.00			139.61	698	5			YES
Jan-03	48.00			154.95	1,085	7			YES
Feb-03	48.00			113.66	1,478	13			YES



**B.2.8.12 2W Analog Loop w/LNP Design/GA (hours)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	48.00			147.31	442	3			YES
Nov-02	48.00			170.07	170	1			YES
Dec-02	48.00			341.83	342	1			YES
Jan-03	48.00								
Feb-03	48.00								



Georgia I, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Average Jeopardy Notice Interval - Mechanized

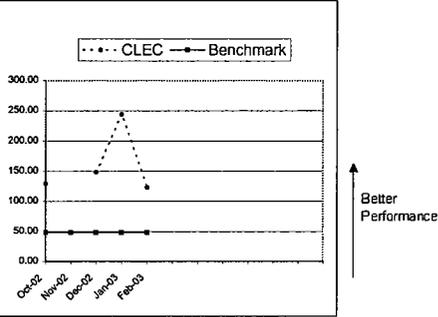
(Average Time of Advanced Warning that Order is In Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is In Jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.8.13 2W Analog Loop w/LNP Non-Design/GA (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	48.00			128.24	646	5			YES
Nov-02	48.00								
Dec-02	48.00			148.65	595	4			YES
Jan-03	48.00			244.52	734	3			YES
Feb-03	48.00			123.69	618	5			YES



**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized**

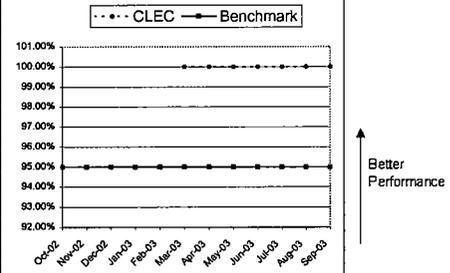
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their Jeopardy.

**B.2.10.4 Combo Other/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	70	70			YES
Apr-03	95.00%			100.00%	124	124			YES
May-03	95.00%			100.00%	93	93			YES
Jun-03	95.00%			100.00%	107	107			YES
Jul-03	95.00%			100.00%	132	132			YES
Aug-03	95.00%			100.00%	91	91			YES
Sep-03	95.00%			100.00%	107	107			YES



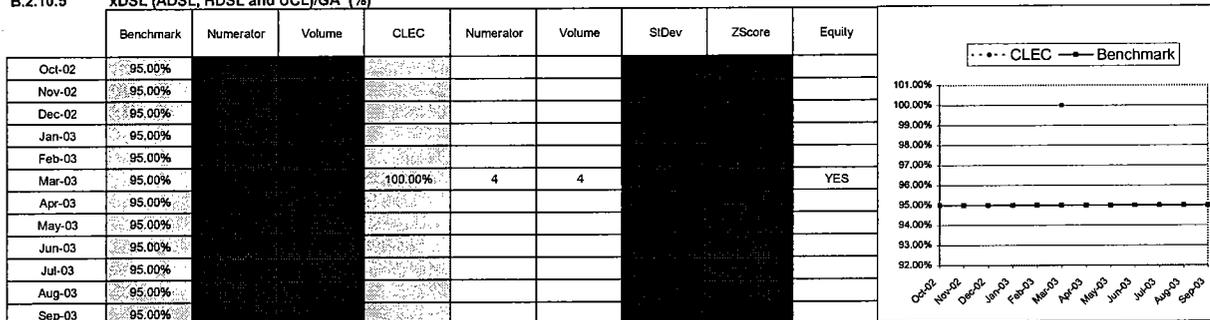
## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

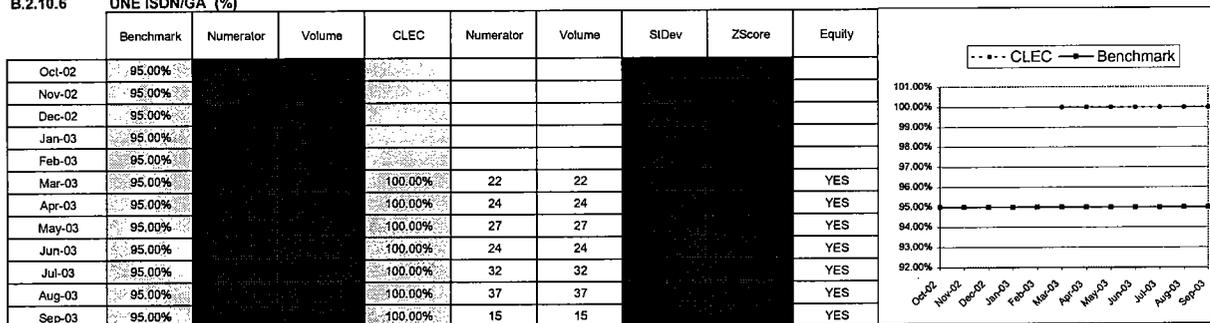
Numerator Indicates total number of Jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their Jeopardy.

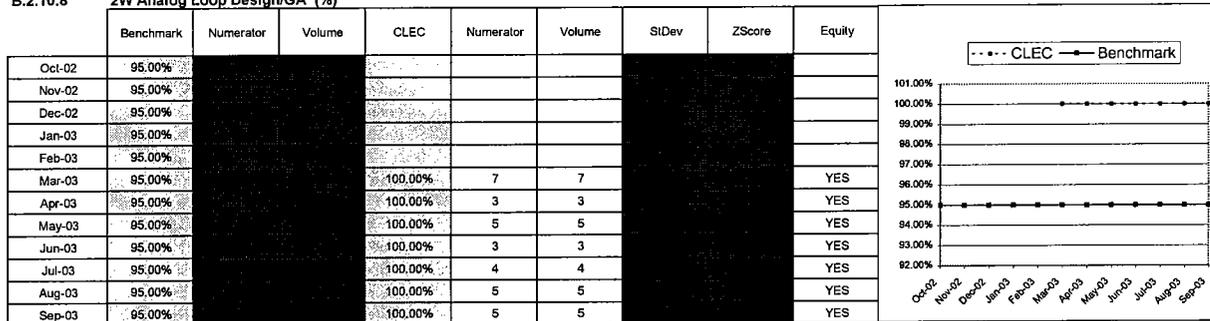
### B.2.10.5 xDSL (ADSL, HDSL and UCL)/GA (%)



### B.2.10.6 UNE ISDN/GA (%)



### B.2.10.8 2W Analog Loop Design/GA (%)



## Georgia II, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

### B.2.10.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	13	13			YES
Apr-03	95.00%			100.00%	6	6			YES
May-03	95.00%			100.00%	11	11			YES
Jun-03	95.00%			100.00%	6	6			YES
Jul-03	95.00%			75.00%	6	8			NO
Aug-03	95.00%			100.00%	8	8			YES
Sep-03	95.00%			100.00%	13	13			YES

Better  
Performance

### B.2.10.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	4	4			YES
May-03	95.00%								
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%			100.00%	1	1			YES
Aug-03	95.00%			100.00%	6	6			YES
Sep-03	95.00%			100.00%	1	1			YES

Better  
Performance

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized**

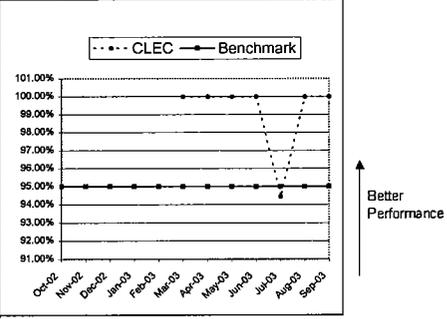
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

**B.2.10.13 2W Analog Loop w/LNP Non-Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%								
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	2	2			YES
May-03	95.00%			100.00%	1	1			YES
Jun-03	95.00%			100.00%	5	5			YES
Jul-03	95.00%			94.44%	17	18			NO
Aug-03	95.00%			100.00%	21	21			YES
Sep-03	95.00%			100.00%	15	15			YES



**Georgia I, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized**

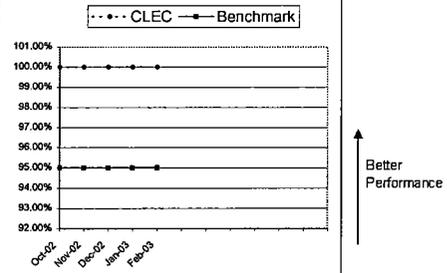
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

**B.2.10.4 Combo Other/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%			100.00%	40	40			YES
Nov-02	95.00%			100.00%	28	28			YES
Dec-02	95.00%			100.00%	13	13			YES
Jan-03	95.00%			100.00%	20	20			YES
Feb-03	95.00%			100.00%	66	66			YES

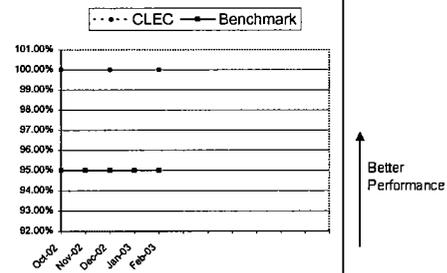


**Georgia I, October 2002 - September 2003**  
**Unbundled Network Elements - Provisioning**  
**% Jeopardy Notice >= 48 hours - Mechanized**  
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.  
Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their Jeopardy.

**B.2.10.5 xDSL (ADSL, HDSL and UCL)/GA (%)**

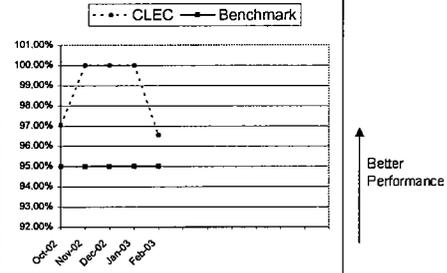
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%			100.00%	2	2			YES
Nov-02	95.00%								
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%								
Feb-03	95.00%			100.00%	5	5			YES



↑  
Better Performance

**B.2.10.6 UNE ISDN/GA (%)**

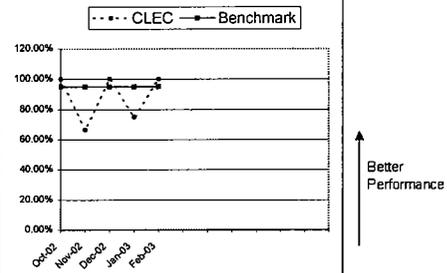
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%			97.06%	33	34			YES
Nov-02	95.00%			100.00%	35	35			YES
Dec-02	95.00%			100.00%	15	15			YES
Jan-03	95.00%			100.00%	15	15			YES
Feb-03	95.00%			96.55%	28	29			YES



↑  
Better Performance

**B.2.10.8 2W Analog Loop Design/GA (%)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%			100.00%	10	10			YES
Nov-02	95.00%			66.67%	4	6			NO
Dec-02	95.00%			100.00%	3	3			YES
Jan-03	95.00%			75.00%	3	4			NO
Feb-03	95.00%			100.00%	3	3			YES



↑  
Better Performance

## Georgia I, October 2002 - September 2003 Unbundled Network Elements - Provisioning % Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

### B.2.10.9 2W Analog Loop Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%			100.00%	6	6			YES
Nov-02	95.00%			100.00%	5	5			YES
Dec-02	95.00%			100.00%	5	5			YES
Jan-03	95.00%			100.00%	7	7			YES
Feb-03	95.00%			100.00%	13	13			YES

### B.2.10.12 2W Analog Loop w/LNP Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%			100.00%	3	3			YES
Nov-02	95.00%			100.00%	1	1			YES
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%								
Feb-03	95.00%								

Georgia I, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
% Jeopardy Notice >= 48 hours - Mechanized

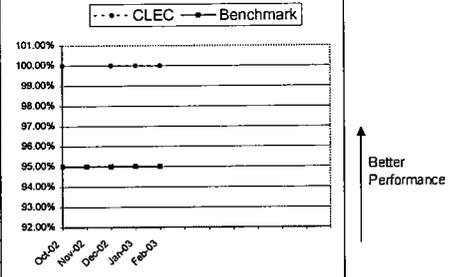
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.10.13 2W Analog Loop w/LNP Non-Design/GA (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	95.00%			100.00%	5	5			YES
Nov-02	95.00%			100.00%					YES
Dec-02	95.00%			100.00%	4	4			YES
Jan-03	95.00%			100.00%	3	3			YES
Feb-03	95.00%			100.00%	5	5			YES

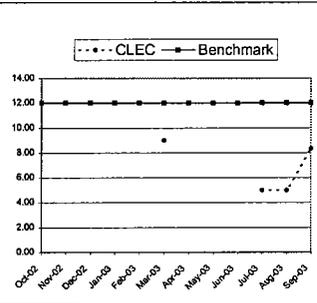


**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Provisioning  
Order Completion Interval within X days  
(Interval Between Order Issuance and Completion)**

Numerator indicates total of order completion intervals in the reporting period.  
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

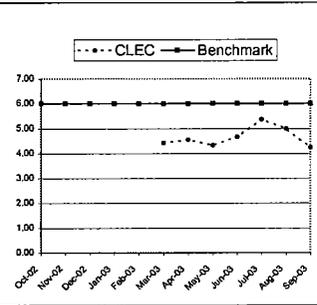
**B.2.2.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA (days)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	12.00								
Nov-02	12.00								
Dec-02	12.00								
Jan-03	12.00								
Feb-03	12.00								
Mar-03	12.00			9.00	18	2			YES
Apr-03	12.00								
May-03	12.00								
Jun-03	12.00								
Jul-03	12.00			5.00	10	2			YES
Aug-03	12.00			5.00	5	1			YES
Sep-03	12.00			8.33	25	3			YES



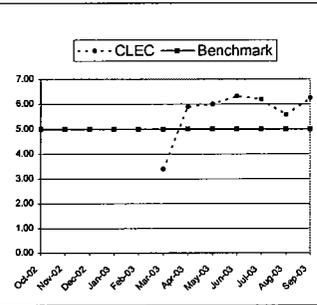
**B.2.2.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA (days)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	6.00								
Nov-02	6.00								
Dec-02	6.00								
Jan-03	6.00								
Feb-03	6.00								
Mar-03	6.00			4.42	420	95			YES
Apr-03	6.00			4.55	91	20			YES
May-03	6.00			4.33	39	9			YES
Jun-03	6.00			4.67	56	12			YES
Jul-03	6.00			5.36	59	11			YES
Aug-03	6.00			5.00	35	7			YES
Sep-03	6.00			4.25	17	4			YES



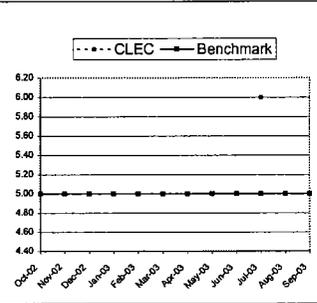
**B.2.2.3 UNE UCL - Non Designed/<10 circuits/Dispatch/GA (days)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	5.00								
Nov-02	5.00								
Dec-02	5.00								
Jan-03	5.00								
Feb-03	5.00								
Mar-03	5.00			3.40	17	5			YES
Apr-03	5.00			5.90	59	10			NO
May-03	5.00			6.00	12	2			NO
Jun-03	5.00			6.33	19	3			NO
Jul-03	5.00			6.20	31	5			NO
Aug-03	5.00			5.57	39	7			NO
Sep-03	5.00			6.25	25	4			NO



**B.2.2.4 UNE UCL - Non Designed/>=10 circuits/Dispatch/GA (days)**

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	5.00								
Nov-02	5.00								
Dec-02	5.00								
Jan-03	5.00								
Feb-03	5.00								
Mar-03	5.00								
Apr-03	5.00								
May-03	5.00								
Jun-03	5.00								
Jul-03	5.00			6.00	6	1			NO
Aug-03	5.00								
Sep-03	5.00								



## Georgia II, October 2002 - September 2003

### Collocation - Collocation

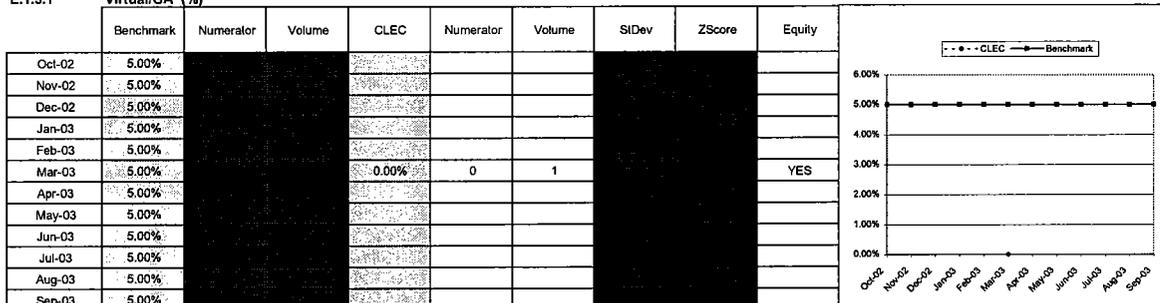
#### % Due Dates Missed

(% of Collocation Orders not Completed by the Due Date)

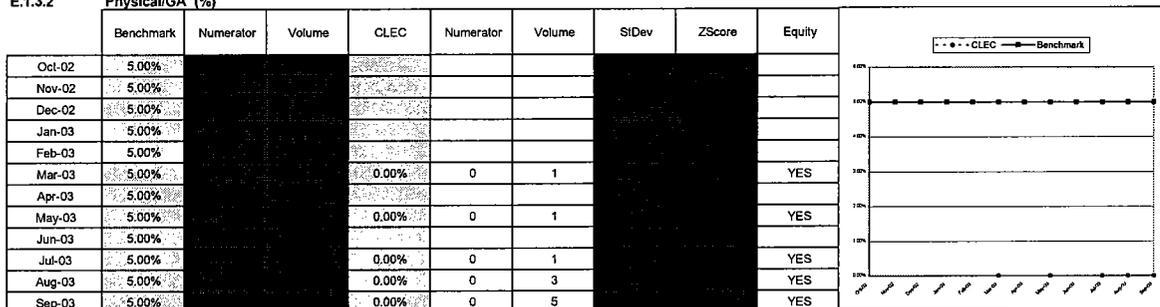
Numerator Indicates total number of arrangements not completed by the due date for this disaggregation.

Volume Indicates total number of arrangements completed for this disaggregation.

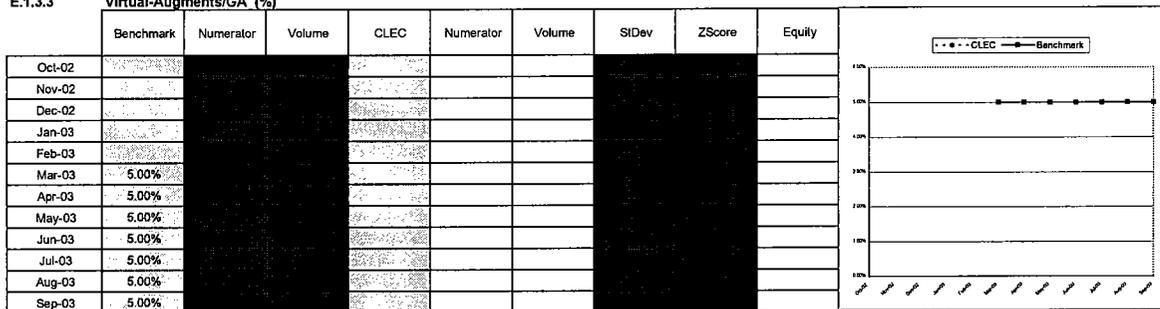
#### E.1.3.1 Virtual/GA (%)



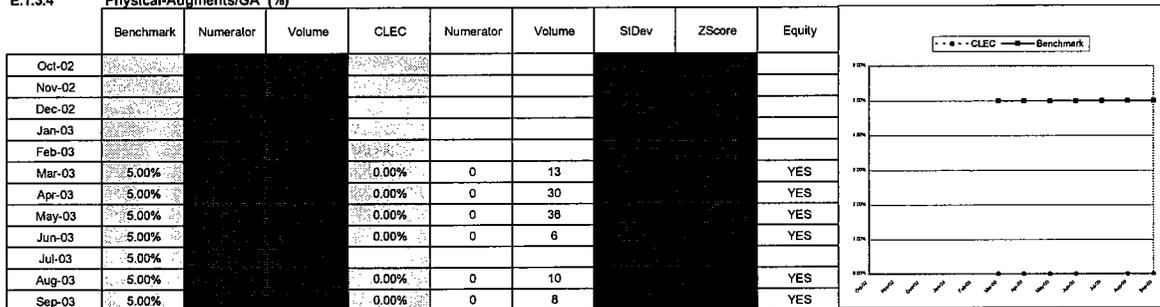
#### E.1.3.2 Physical/GA (%)



#### E.1.3.3 Virtual-Augments/GA (%)



#### E.1.3.4 Physical-Augments/GA (%)



## Georgia II, October 2002 - September 2003

### Collocation - Collocation

#### Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)

Numerator Indicates total time to provision collocation arrangements completed for this disaggregation.

Volume Indicates total number of arrangements completed for this disaggregation.

#### E.1.2.1 Virtual-Ordinary/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	50								
Nov-02	50								
Dec-02	50								
Jan-03	50								
Feb-03	50								
Mar-03	50			43	43	1			YES
Apr-03	50								
May-03	50								
Jun-03	50								
Jul-03	50								
Aug-03	50								
Sep-03	50								

#### E.1.2.2 Virtual-Extraordinary/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	75								
Nov-02	75								
Dec-02	75								
Jan-03	75								
Feb-03	75								
Mar-03	75								
Apr-03	75								
May-03	75								
Jun-03	75								
Jul-03	75								
Aug-03	75								
Sep-03	75								

#### E.1.2.3 Physical Caged/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90								
Nov-02	90								
Dec-02	90								
Jan-03	90								
Feb-03	90								
Mar-03	90								
Apr-03	90								
May-03	90								
Jun-03	90								
Jul-03	90								
Aug-03	90								
Sep-03	90								

#### E.1.2.4 Physical Cageless/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	60								
Nov-02	60								
Dec-02	60								
Jan-03	60								
Feb-03	60								
Mar-03	60			53	53	1			YES
Apr-03	60								
May-03	60			54	54	1			YES
Jun-03	60								
Jul-03	60			55	55	1			YES
Aug-03	60			53	105	2			YES
Sep-03	60			55	277	5			YES

## Georgia II, October 2002 - September 2003

### Collocation - Collocation

#### Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)

Numerator Indicates total time to provision collocation arrangements completed for this disaggregation.

Volume Indicates total number of arrangements completed for this disaggregation.

#### E.1.2.5 Physical Cageless-Extraordinary/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02	90								
Nov-02	90								
Dec-02	90								
Jan-03	90								
Feb-03	90								
Mar-03	90								
Apr-03	90								
May-03	90								
Jun-03	90								
Jul-03	90								
Aug-03	90			83	83	1			YES
Sep-03	90								

#### E.1.2.6 Virtual-Simple Augment/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	20								
Apr-03	20								
May-03	20								
Jun-03	20								
Jul-03	20								
Aug-03	20								
Sep-03	20								

#### E.1.2.7 Virtual-Minor Augment/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	45								
Apr-03	45								
May-03	45								
Jun-03	45								
Jul-03	45								
Aug-03	45								
Sep-03	45								

#### E.1.2.8 Virtual-Intermediate Augment/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	60								
Apr-03	60								
May-03	60								
Jun-03	60								
Jul-03	60								
Aug-03	60								
Sep-03	60								

## Georgia II, October 2002 - September 2003

### Collocation - Collocation

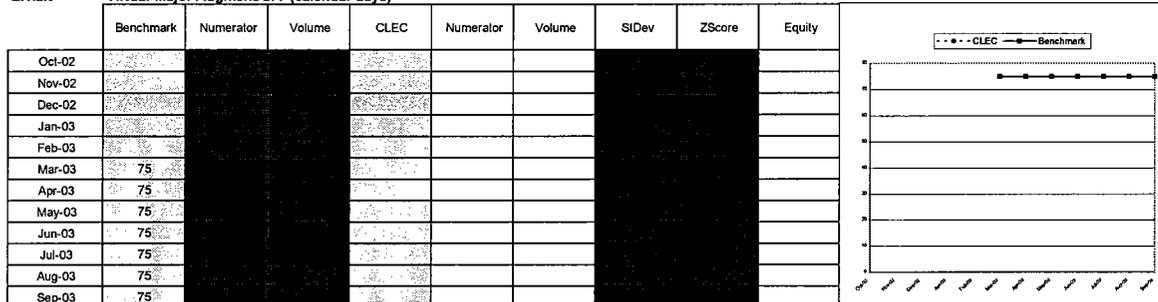
#### Average Arrangement Time

(Average Time to Provision a Collocation Arrangement)

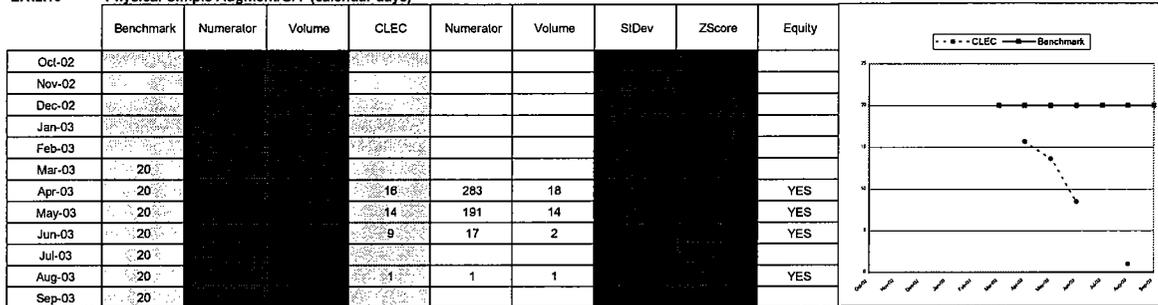
Numerator indicates total time to provision collocation arrangements completed for this disaggregation.

Volume indicates total number of arrangements completed for this disaggregation.

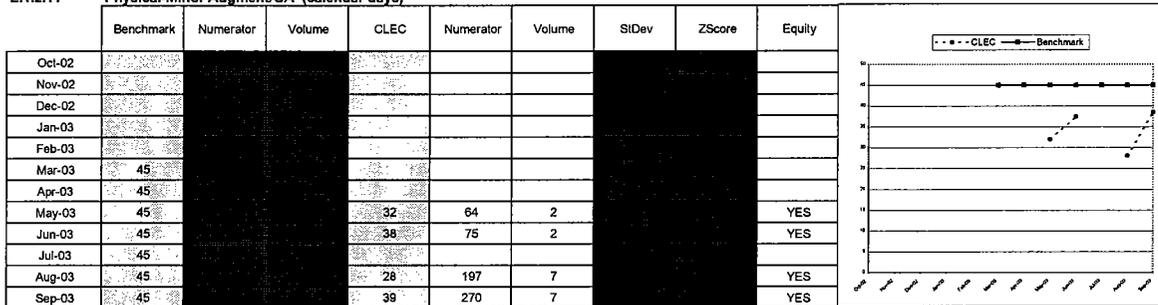
#### E.1.2.9 Virtual-Major Augment/GA (calendar days)



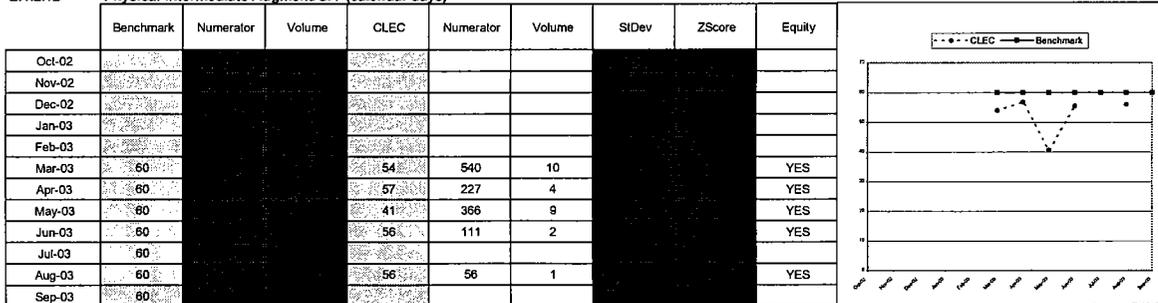
#### E.1.2.10 Physical-Simple Augment/GA (calendar days)



#### E.1.2.11 Physical-Minor Augment/GA (calendar days)



#### E.1.2.12 Physical-Intermediate Augment/GA (calendar days)



Georgia II, October 2002 - September 2003  
Collocation - Collocation  
Average Arrangement Time

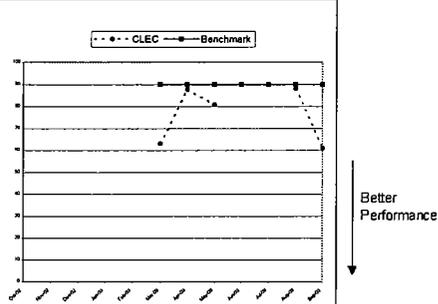
(Average Time to Provision a Collocation Arrangement)

Numerator indicates total time to provision collocation arrangements completed for this disaggregation.

Volume indicates total number of arrangements completed for this disaggregation.

E.1.2.13 Physical-Major Augment/GA (calendar days)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	90			63	189	3			YES
Apr-03	90			88	702	8			YES
May-03	90			81	890	11			YES
Jun-03	90								
Jul-03	90								
Aug-03	90			88	88	1			YES
Sep-03	90			61	61	1			YES



## Georgia II, October 2002 - September 2003

### Collocation - Collocation

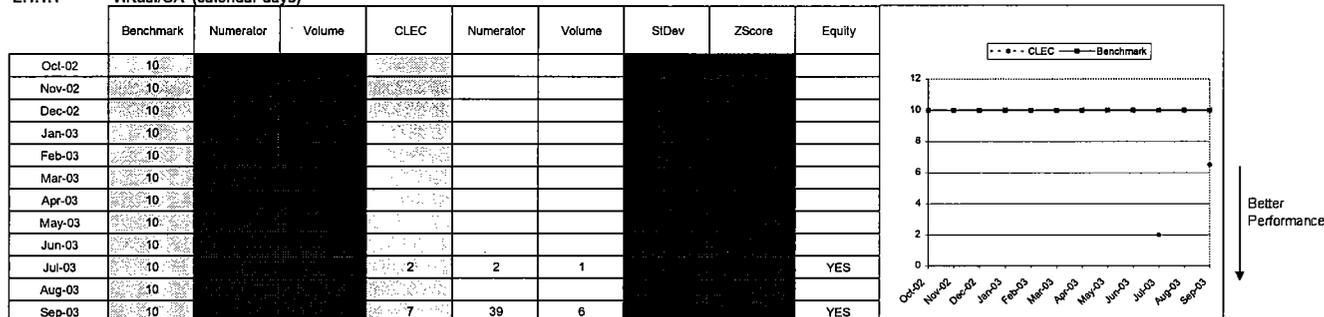
### Average Response Time

(Average Time to Respond to a Collocation Application)

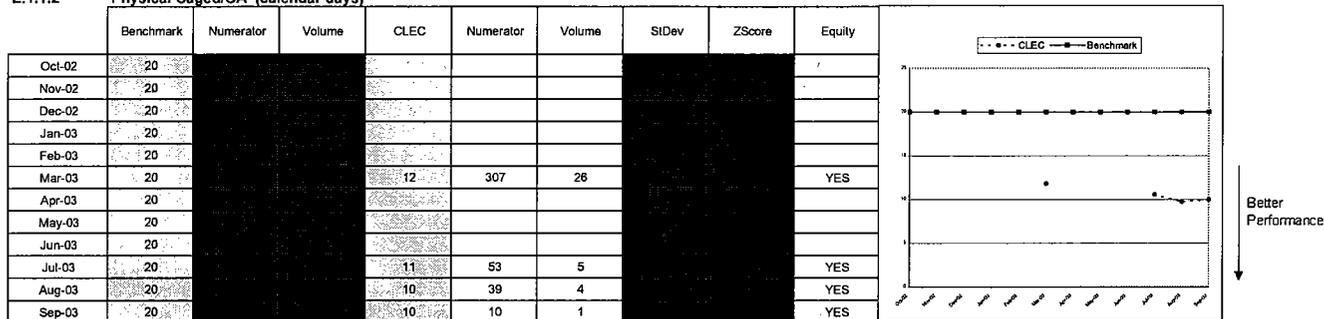
Numerator indicates total time to respond to collocation applications for this disaggregation.

Volume indicates number of responses sent to CLEC for this disaggregation.

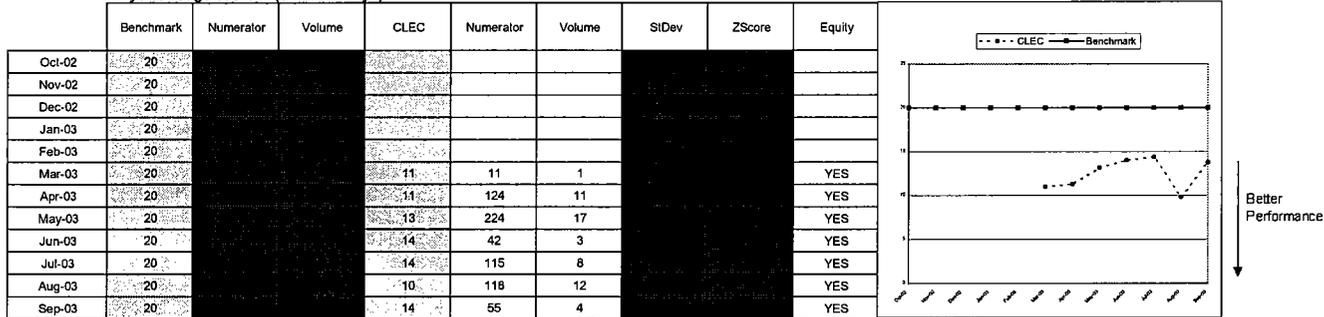
#### E.1.1.1 Virtual/GA (calendar days)



#### E.1.1.2 Physical Caged/GA (calendar days)



#### E.1.1.3 Physical Cageless/GA (calendar days)

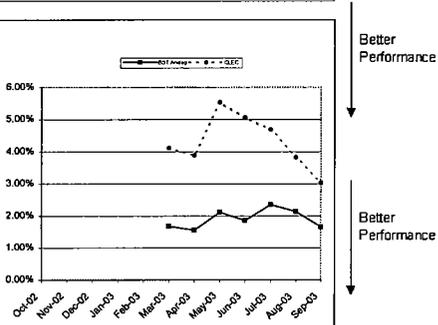


**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
 Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.4.1 EELs/Dispatch/GA (%)**

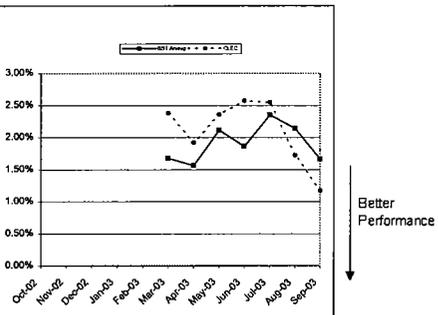
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.68%	64,595	3,850,391	4.12%	225	5,462		-14.0409	NO
Apr-03	1.56%	59,668	3,818,175	3.89%	225	5,780		-14.2715	NO
May-03	2.12%	80,176	3,787,724	5.55%	339	8,112		-18.6129	NO
Jun-03	1.88%	69,774	3,751,626	5.07%	327	6,451		-19.0621	NO
Jul-03	2.36%	87,700	3,722,888	4.69%	315	6,712		-12.6149	NO
Aug-03	2.14%	79,088	3,692,917	3.83%	269	7,021		-9.7710	NO
Sep-03	1.66%	61,062	3,673,024	3.03%	208	6,854		-8.6772	NO



Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.2.4.2 EELs/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.68%	64,595	3,850,391	2.38%	130	5,462		-4.0394	NO
Apr-03	1.56%	59,668	3,818,175	1.92%	111	5,780		-2.1908	NO
May-03	2.12%	80,176	3,787,724	2.36%	144	8,112		-1.2986	YES
Jun-03	1.86%	69,774	3,751,626	2.57%	186	6,451		-4.2376	NO
Jul-03	2.36%	87,700	3,722,888	2.55%	171	6,712		-1.0361	YES
Aug-03	2.14%	79,088	3,692,917	1.72%	121	7,021		2.4183	YES
Sep-03	1.66%	61,062	3,673,024	1.17%	80	6,854		3.2037	YES



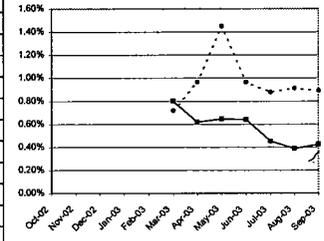
Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003  
Unbundled Network Elements - Maintenance and Repair  
Customer Trouble Report Rate  
(% of Total Troubles Reported)**

Numerator indicates total number of troubles reported for this disaggregation.  
Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)**

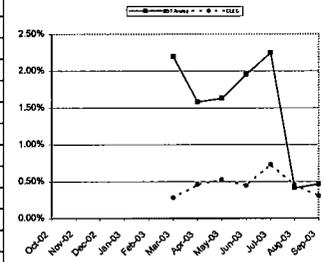
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.60%	2,932	367,346	0.72%	28	3,901		0.5591	YES
Apr-03	0.62%	2,455	396,407	0.97%	38	3,933		-2.7506	NO
May-03	0.65%	2,665	411,969	1.45%	58	3,997		-6.2909	NO
Jun-03	0.64%	2,762	431,009	0.97%	39	4,038		-2.5679	NO
Jul-03	0.45%	2,023	448,286	0.88%	36	4,090		-4.0368	NO
Aug-03	0.39%	1,880	483,440	0.91%	38	4,160		-5.4025	NO
Sep-03	0.42%	2,162	509,496	0.89%	38	4,261		-4.6649	NO



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)**

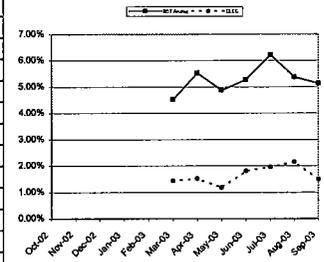
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.20%	8,067	367,346	0.28%	11	3,901		8.0247	YES
Apr-03	1.58%	6,261	396,407	0.46%	18	3,933		5.5702	YES
May-03	1.63%	6,708	411,969	0.53%	21	3,997		5.4364	YES
Jun-03	1.96%	8,431	431,009	0.45%	18	4,038		8.8303	YES
Jul-03	2.25%	10,027	448,286	0.73%	30	4,090		6.4271	YES
Aug-03	0.41%	1,992	483,440	0.48%	19	4,160		-0.4471	YES
Sep-03	0.46%	2,356	509,496	0.31%	13	4,261		1.5039	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.6.1 UNE ISDN/Dispatch/GA (%)**

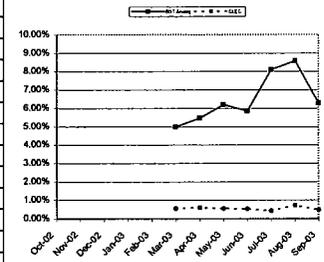
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.53%	195	4,307	1.44%	64	4,452		6.7945	YES
Apr-03	5.53%	235	4,252	1.52%	67	4,417		7.9392	YES
May-03	4.87%	202	4,145	1.17%	52	4,439		7.7638	YES
Jun-03	5.27%	171	3,242	1.81%	80	4,412		6.5152	YES
Jul-03	6.22%	198	3,182	1.96%	85	4,345		7.3299	YES
Aug-03	5.37%	168	3,090	2.15%	92	4,288		5.6995	YES
Sep-03	5.13%	153	2,984	1.49%	64	4,303		6.7479	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.2.6.2 UNE ISDN/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	4.99%	215	4,307	0.56%	25	4,452		9.2777	YES
Apr-03	5.48%	233	4,252	0.61%	27	4,417		9.6803	YES
May-03	6.20%	257	4,145	0.56%	25	4,439		10.4811	YES
Jun-03	5.86%	190	3,242	0.54%	24	4,412		9.4939	YES
Jul-03	8.11%	258	3,182	0.44%	19	4,345		11.5456	YES
Aug-03	8.59%	285	3,090	0.72%	31	4,288		11.3641	YES
Sep-03	6.27%	187	2,984	0.49%	21	4,303		9.6899	YES



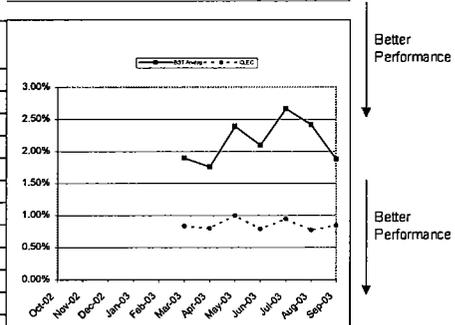
Note 1: ISDN - BRI data serves as the BST Analog for this report

**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
 Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.8.1 2W Analog Loop Design/Dispatch/GA (%)**

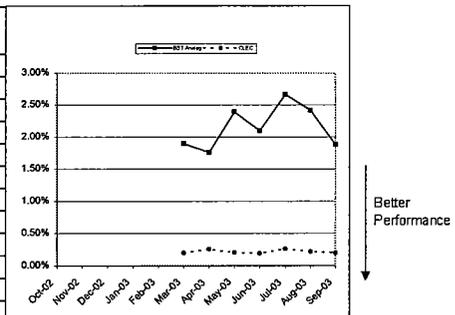
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.89%	62,841	3,319,550	0.83%	192	23,038		11.8494	YES
Apr-03	1.78%	58,001	3,291,040	0.80%	182	22,774		10.9120	YES
May-03	2.38%	78,044	3,261,296	1.00%	223	22,319		13.4156	YES
Jun-03	2.10%	67,798	3,231,314	0.79%	171	21,655		13.2490	YES
Jul-03	2.67%	85,485	3,205,861	0.95%	202	21,363		15.3528	YES
Aug-03	2.42%	77,110	3,186,967	0.77%	160	20,752		15.2178	YES
Sep-03	1.88%	59,624	3,169,172	0.85%	169	19,972		10.6323	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.89%	62,841	3,319,550	0.20%	46	23,038		18.6164	YES
Apr-03	1.78%	58,001	3,291,040	0.26%	59	22,774		17.0303	YES
May-03	2.38%	78,044	3,261,296	0.20%	45	22,319		21.0914	YES
Jun-03	2.10%	67,798	3,231,314	0.19%	42	21,655		19.2807	YES
Jul-03	2.67%	85,485	3,205,861	0.26%	56	21,363		21.4497	YES
Aug-03	2.42%	77,110	3,186,967	0.22%	45	20,752		20.3333	YES
Sep-03	1.88%	59,624	3,169,172	0.20%	40	19,972		17.2664	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

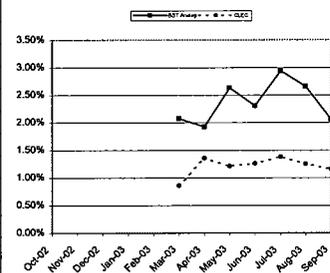
**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	2.08%	60,870	2,929,914	0.86%	229	23,821		13.1779	YES
Apr-03	1.93%	55,949	2,906,040	1.36%	321	23,612		6.3014	YES
May-03	2.83%	75,851	2,879,854	1.22%	284	23,374		13.4909	YES
Jun-03	2.31%	65,925	2,851,570	1.28%	290	23,063		10.8129	YES
Jul-03	2.94%	83,134	2,827,176	1.38%	319	23,078		13.9554	YES
Aug-03	2.66%	74,765	2,809,517	1.28%	296	23,583		13.3595	YES
Sep-03	2.06%	57,634	2,794,060	1.16%	276	23,892		9.8275	YES

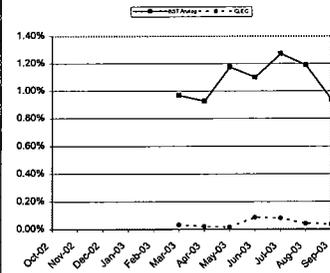


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.97%	28,387	2,929,914	0.03%	8	23,921		14.7101	YES
Apr-03	0.93%	26,905	2,906,040	0.02%	5	23,612		14.4559	YES
May-03	1.18%	33,857	2,879,854	0.02%	4	23,374		16.3663	YES
Jun-03	1.10%	31,359	2,851,570	0.09%	20	23,063		14.6918	YES
Jul-03	1.27%	35,999	2,827,176	0.08%	19	23,078		16.0715	YES
Aug-03	1.19%	33,422	2,809,517	0.04%	10	23,583		16.1816	YES
Sep-03	0.84%	26,288	2,794,060	0.04%	9	23,892		14.3994	YES



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

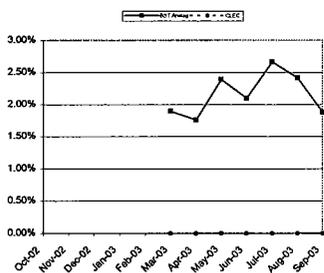
**Georgia II, October 2002 - September 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.11.1 UCL-ND/Dispatch/GA (%)**

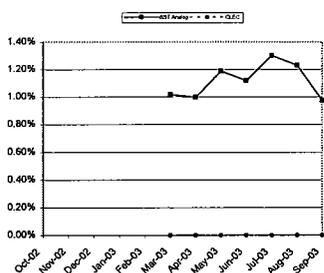
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.89%	62,841	3,319,550	0.00%	0	16		0.5556	YES
Apr-03	1.76%	58,001	3,291,040	0.00%	0	46		0.9084	YES
May-03	2.38%	78,044	3,261,296	0.00%	0	54		1.1506	YES
Jun-03	2.10%	67,798	3,231,314	0.00%	0	62		1.1527	YES
Jul-03	2.67%	85,485	3,205,861	0.00%	0	72		1.4044	YES
Aug-03	2.42%	77,110	3,186,967	0.00%	0	90		1.4938	YES
Sep-03	1.88%	59,624	3,169,172	0.00%	0	93		1.3354	YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.3.2.11.2 UCL-ND/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Oct-02									
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.02%	33,747	3,319,550	0.00%	0	16		0.4054	YES
Apr-03	1.00%	32,858	3,291,040	0.00%	0	46		0.6811	YES
May-03	1.19%	38,803	3,261,296	0.00%	0	54		0.8064	YES
Jun-03	1.12%	36,188	3,231,314	0.00%	0	62		0.8380	YES
Jul-03	1.30%	41,738	3,205,861	0.00%	0	72		0.9745	YES
Aug-03	1.23%	39,233	3,186,967	0.00%	0	90		1.0591	YES
Sep-03	0.98%	30,920	3,169,172	0.00%	0	93		0.9572	YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

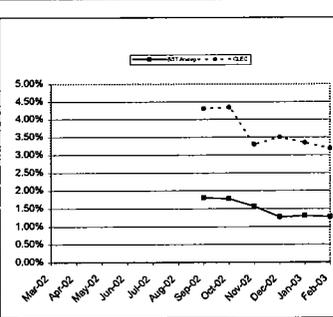
**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.

Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.4.1 EELs/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.81%	74,114	4,102,364	4.31%	167	3,877		-9.6603	NO
Oct-02	1.78%	72,366	4,069,321	4.35%	180	4,142		-10.4063	NO
Nov-02	1.56%	62,997	4,030,863	3.29%	150	4,553		-7.5242	NO
Dec-02	1.26%	50,480	3,997,954	3.50%	168	4,798		-11.8371	NO
Jan-03	1.30%	51,779	3,974,459	3.35%	171	5,101		-10.8762	NO
Feb-03	1.28%	49,350	3,866,742	3.18%	168	5,277		-10.6394	NO



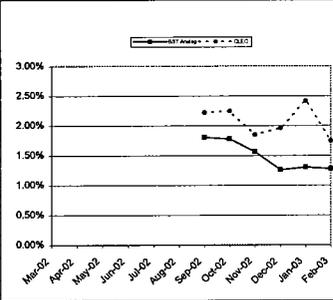
Better Performance

Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

**B.3.2.4.2 EELs/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.81%	74,114	4,102,364	2.22%	86	3,877		-6.4401	NO
Oct-02	1.78%	72,366	4,069,321	2.25%	93	4,142		-6.1302	NO
Nov-02	1.56%	62,997	4,030,863	1.84%	84	4,553		-5.4133	NO
Dec-02	1.26%	50,480	3,997,954	1.96%	94	4,798		-7.9573	NO
Jan-03	1.30%	51,779	3,974,459	2.41%	123	5,101		-10.6837	NO
Feb-03	1.28%	49,350	3,866,742	1.74%	92	5,277		-7.1095	NO



Better Performance

Note 1: Residence, Business, and Design - Dispatch data serves as the BST Analog for this report

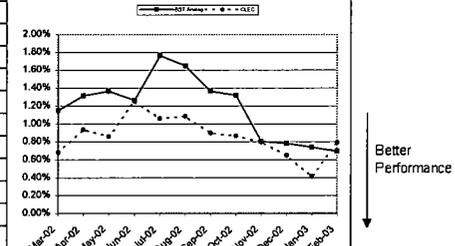
**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator Indicates total number of troubles reported for this disaggregation.

Volume Indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)**

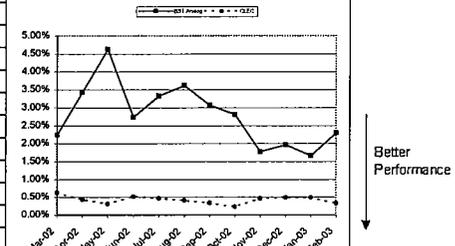
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.15%	1,989	173,345	0.88%	26	3,810		2.8506	YES
Apr-02	1.31%	1,865	141,883	0.94%	36	3,843		2.0151	YES
May-02	1.36%	2,045	149,887	0.86%	33	3,848		2.6574	YES
Jun-02	1.26%	1,975	156,349	1.25%	48	3,828		0.0505	YES
Jul-02	1.76%	2,884	163,553	1.06%	41	3,866		3.2526	YES
Aug-02	1.65%	2,859	173,483	1.09%	42	3,878		2.7105	YES
Sep-02	1.36%	2,501	183,293	0.90%	34	3,787		2.4335	YES
Oct-02	1.32%	2,502	189,924	0.86%	33	3,819		2.4163	YES
Nov-02	0.80%	2,258	281,208	0.80%	31	3,886		0.0361	YES
Dec-02	0.78%	2,330	297,874	0.65%	25	3,857		0.9352	YES
Jan-03	0.74%	2,427	327,640	0.41%	16	3,874		2.3563	YES
Feb-03	0.89%	2,446	352,285	0.80%	31	3,899		-0.7509	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)**

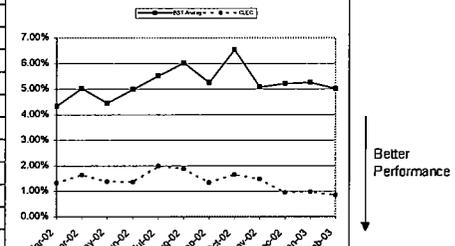
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	2.24%	3,886	173,345	0.83%	24	3,810		6.5731	YES
Apr-02	3.43%	4,870	141,883	0.44%	17	3,843		9.8721	YES
May-02	4.63%	6,947	149,887	0.31%	12	3,848		12.2993	YES
Jun-02	2.74%	4,276	156,349	0.52%	20	3,828		8.1806	YES
Jul-02	3.33%	5,450	163,553	0.47%	18	3,866		9.6508	YES
Aug-02	3.62%	6,281	173,483	0.41%	16	3,878		10.3835	YES
Sep-02	3.07%	5,622	183,293	0.34%	13	3,787		9.4740	YES
Oct-02	2.81%	5,338	189,924	0.24%	9	3,819		9.3976	YES
Nov-02	1.78%	5,002	281,208	0.46%	18	3,886		6.1069	YES
Dec-02	1.98%	5,844	297,874	0.48%	19	3,857		6.4729	YES
Jan-03	1.86%	5,436	327,640	0.49%	19	3,874		5.6142	YES
Feb-03	2.30%	6,088	352,285	0.33%	13	3,899		8.0429	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

**B.3.2.6.1 UNE ISDN/Dispatch/GA (%)**

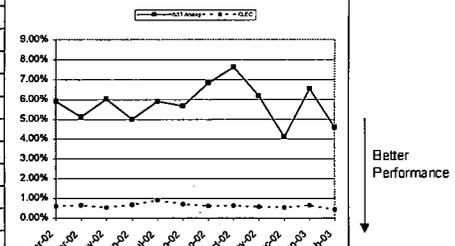
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	4.33%	251	5,794	1.33%	71	5,342		7.6064	YES
Apr-02	5.03%	288	5,830	1.65%	84	5,094		7.6840	YES
May-02	4.45%	261	5,861	1.39%	70	5,041		7.5600	YES
Jun-02	4.89%	290	5,817	1.37%	67	4,892		8.3478	YES
Jul-02	5.51%	315	5,713	2.00%	98	4,899		7.6839	YES
Aug-02	6.02%	295	4,904	1.88%	91	4,829		8.3082	YES
Sep-02	5.26%	253	4,812	1.34%	64	4,764		8.3524	YES
Oct-02	6.53%	311	4,759	1.68%	79	4,756		9.2989	YES
Nov-02	6.08%	231	4,550	1.49%	71	4,769		7.6843	YES
Dec-02	5.22%	235	4,501	0.96%	45	4,694		8.9418	YES
Jan-03	5.25%	232	4,418	0.97%	45	4,620		8.8701	YES
Feb-03	5.02%	221	4,404	0.86%	39	4,550		8.7872	YES



Note 1: ISDN - BRI data serves as the BST Analog for this report

**B.3.2.6.2 UNE ISDN/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	5.92%	343	5,794	0.60%	32	5,342		11.5293	YES
Apr-02	5.13%	304	5,930	0.65%	33	5,094		10.3544	YES
May-02	6.02%	353	5,861	0.54%	27	5,041		11.6398	YES
Jun-02	5.00%	291	5,817	0.67%	33	4,892		9.9749	YES
Jul-02	5.92%	338	5,713	0.90%	44	4,899		10.5952	YES
Aug-02	5.87%	278	4,904	0.70%	34	4,829		10.2857	YES
Sep-02	6.84%	329	4,812	0.81%	29	4,764		11.8545	YES
Oct-02	7.63%	363	4,759	0.83%	30	4,756		12.3561	YES
Nov-02	6.18%	281	4,550	0.59%	28	4,769		10.8517	YES
Dec-02	4.11%	185	4,501	0.53%	25	4,694		8.4588	YES
Jan-03	6.54%	289	4,418	0.65%	30	4,620		10.9479	YES
Feb-03	4.59%	202	4,404	0.44%	20	4,550		9.1605	YES



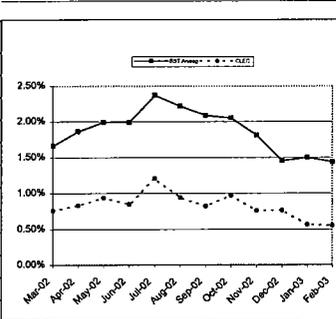
Note 1: ISDN - BRI data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
 Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.8.1 2W Analog Loop Design/Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.66%	62,694	3,777,291	0.76%	247	32,485		12.5290	YES
Apr-02	1.86%	67,217	3,604,696	0.83%	267	32,224		13.5602	YES
May-02	1.99%	71,121	3,569,344	0.94%	296	31,538		13.2021	YES
Jun-02	1.99%	70,305	3,527,915	0.85%	254	29,866		13.9375	YES
Jul-02	2.37%	82,908	3,495,779	1.21%	351	29,025		12.8057	YES
Aug-02	2.22%	77,127	3,478,951	0.94%	268	28,494		14.4118	YES
Sep-02	2.09%	72,337	3,464,532	0.82%	225	27,439		14.4780	YES
Oct-02	2.05%	70,571	3,439,127	0.97%	258	26,654		12.3073	YES
Nov-02	1.81%	61,630	3,409,034	0.76%	197	25,950		12.5167	YES
Dec-02	1.45%	49,108	3,376,855	0.76%	192	25,141		9.0481	YES
Jan-03	1.50%	50,284	3,352,490	0.57%	139	24,545		11.8994	YES
Feb-03	1.44%	47,971	3,335,065	0.55%	132	23,959		11.4125	YES



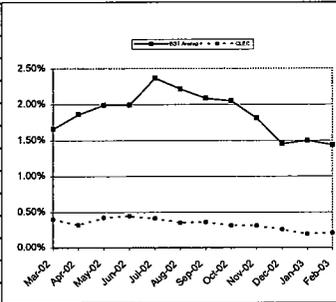
Better Performance

Better Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**B.3.2.8.2 2W Analog Loop Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.66%	62,694	3,777,291	0.40%	130	32,485		17.5462	YES
Apr-02	1.86%	67,217	3,604,696	0.32%	102	32,224		20.2615	YES
May-02	1.99%	71,121	3,569,344	0.42%	133	31,538		19.6758	YES
Jun-02	1.99%	70,305	3,527,915	0.45%	133	29,866		18.8748	YES
Jul-02	2.37%	82,908	3,485,779	0.41%	120	29,025		21.5738	YES
Aug-02	2.22%	77,127	3,478,951	0.35%	100	28,494		21.0688	YES
Sep-02	2.09%	72,337	3,464,532	0.36%	99	27,439		19.7214	YES
Oct-02	2.05%	70,571	3,439,127	0.32%	84	26,654		19.7187	YES
Nov-02	1.81%	61,630	3,409,034	0.31%	80	25,950		17.8980	YES
Dec-02	1.45%	49,108	3,376,855	0.25%	64	25,141		15.7155	YES
Jan-03	1.50%	50,284	3,352,490	0.19%	47	24,545		16.6768	YES
Feb-03	1.44%	47,971	3,335,065	0.20%	49	23,959		15.8676	YES



Better Performance

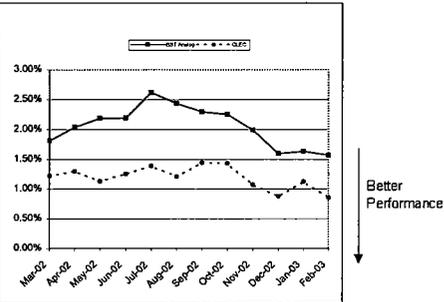
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
(% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.9.1 2W Analog Loop Non-Design/Dispatch/GA (%)**

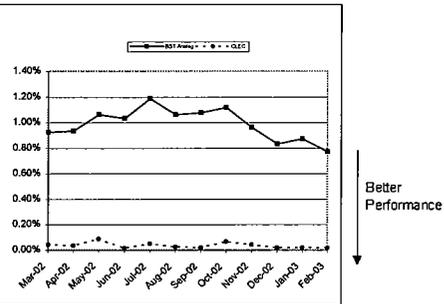
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	1.81%	60,534	3,342,108	1.22%	449	36,714		8.3299	YES
Apr-02	2.04%	64,758	3,177,200	1.30%	456	35,339		9.7189	YES
May-02	2.19%	68,719	3,141,412	1.13%	363	32,063		12.7124	YES
Jun-02	2.19%	68,008	3,102,487	1.25%	343	27,341		10.4248	YES
Jul-02	2.62%	80,363	3,073,151	1.39%	361	25,986		12.1681	YES
Aug-02	2.44%	74,571	3,060,334	1.21%	300	24,707		12.2603	YES
Sep-02	2.30%	70,019	3,048,824	1.44%	348	24,144		8.7345	YES
Oct-02	2.25%	68,104	3,028,364	1.43%	337	23,493		8.3041	YES
Nov-02	1.99%	59,606	3,000,236	1.07%	248	23,090		8.8013	YES
Dec-02	1.59%	47,369	2,974,941	0.88%	218	24,837		8.9588	YES
Jan-03	1.63%	48,251	2,954,313	1.13%	273	24,359		6.2037	YES
Feb-03	1.57%	46,089	2,942,900	0.85%	204	23,873		8.8165	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**B.3.2.9.2 2W Analog Loop Non-Design/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02	0.93%	30,934	3,342,108	0.04%	16	36,714		17.4705	YES
Apr-02	0.93%	29,678	3,177,200	0.03%	12	35,339		17.4116	YES
May-02	1.08%	33,374	3,141,412	0.09%	28	32,063		16.8534	YES
Jun-02	1.03%	32,068	3,102,487	0.01%	4	27,341		16.5003	YES
Jul-02	1.19%	36,547	3,073,151	0.05%	13	25,986		16.7691	YES
Aug-02	1.06%	32,528	3,060,334	0.02%	6	24,707		15.7714	YES
Sep-02	1.08%	32,884	3,048,824	0.02%	5	24,144		15.7652	YES
Oct-02	1.12%	33,840	3,028,364	0.07%	16	23,493		15.1619	YES
Nov-02	0.96%	28,862	3,000,236	0.04%	10	23,090		14.1784	YES
Dec-02	0.83%	24,834	2,974,941	0.02%	5	24,837		14.0523	YES
Jan-03	0.87%	25,620	2,954,313	0.02%	5	24,359		14.2522	YES
Feb-03	0.77%	22,699	2,942,900	0.02%	4	23,873		13.2727	YES



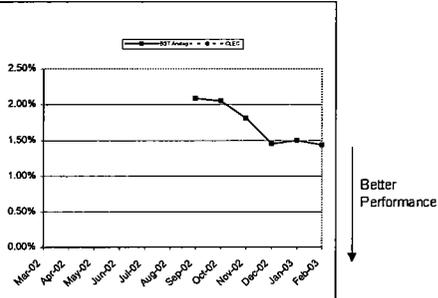
Note 1: Retail Residence / Business (POTS) excluding Switch Based Feature Troubles data serves as the BST Analog for this report

**Georgia, March 2002 - February 2003**  
**Unbundled Network Elements - Maintenance and Repair**  
**Customer Trouble Report Rate**  
 (% of Total Troubles Reported)

Numerator indicates total number of troubles reported for this disaggregation.  
 Volume indicates total number of service access lines in service for this disaggregation at the end of the reporting period.

**B.3.2.11.1 UCL-ND/Dispatch/GA (%)**

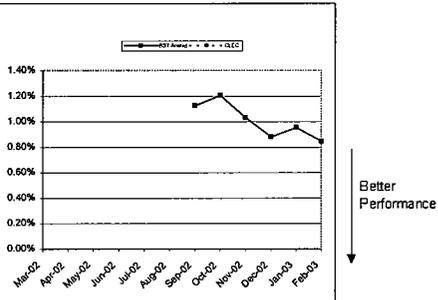
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	2.09%	72,337	3,464,532	0.00%	0	0			
Oct-02	2.05%	70,571	3,439,127	0.00%	0	0			
Nov-02	1.81%	81,830	3,409,034	0.00%	0	0			
Dec-02	1.45%	49,108	3,378,855	0.00%	0	4			
Jan-03	1.50%	50,284	3,352,490	16.67%	1	6	0.2430	-3.0565	YES
Feb-03	1.44%	47,971	3,335,065	0.00%	0	6	0.2959		YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report

**B.3.2.11.2 UCL-ND/Non-Dispatch/GA (%)**

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	SIDev	ZScore	Equity
Mar-02									
Apr-02									
May-02									
Jun-02									
Jul-02									
Aug-02									
Sep-02	1.13%	39,017	3,464,532	0.00%	0	0			
Oct-02	1.21%	41,451	3,439,127	0.00%	0	0			
Nov-02	1.03%	35,221	3,409,034	0.00%	0	0			
Dec-02	0.88%	28,832	3,378,855	0.00%	0	4			
Jan-03	0.98%	32,023	3,352,490	0.00%	0	6	0.1888	0.2408	YES
Feb-03	0.85%	28,222	3,335,065	0.00%	0	6	0.2283		YES



Note 1: Retail Residence / Business data serves as the BST Analog for this report