BELLSOUTH

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November 1, 2001

WRITTEN EX PARTE – Filed Electronically

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 01-277

Dear Ms. Salas:

Attached is a copy of the BellSouth September Monthly Performance Summary for Georgia. I am also sending copies of this document to Jessica Rosenworcel of the Common Carrier Bureau's Policy and Program Planning Division as well as James Davis-Smith and Cynthia Lewis of the Department of Justice's Telecommunications Task Force at their request.

In accordance with Section 1.1206, I am filing two copies of this notice and the accompanying attachments and requesting that you please place them in the record of the proceeding identified above.

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz

Attachments

cc: Jessica Rosenworcel (via electronic mail)
Susan Pié (via electronic mail)
James Davis-Smith (via electronic mail)
Cynthia Lewis (via electronic mail)

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	Resale - Ordering												
	% Rejected Service Requests - Mechanized												
A.1.1.1	O-7	Residence/GA(%)	Diagnostic			13.98%	26,593				Diagnostic	Diagnostic	Diagnostic
A.1.1.2	O-7	Business/GA(%)	Diagnostic			27.40%	657				Diagnostic	Diagnostic	Diagnostic
A.1.1.3	O-7	Design (Specials)/GA(%)	Diagnostic			0.00%	2				Diagnostic	Diagnostic	Diagnostic
A.1.1.4	O-7	PBX/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.1.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.1.6	O-7	ISDN/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Partially Mechanized												
A.1.2.1	O-7	Residence/GA(%)	Diagnostic			34.74%	4,983				Diagnostic	Diagnostic	Diagnostic
A.1.2.2	O-7	Business/GA(%)	Diagnostic			45.22%	628				Diagnostic	Diagnostic	Diagnostic
A.1.2.3	O-7	Design (Specials)/GA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
A.1.2.4	O-7	PBX/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.2.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.2.6	O-7	ISDN/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Non-Mechanized												
A.1.3.1	O-7	Residence/GA(%)	Diagnostic			46.11%	167				Diagnostic	Diagnostic	Diagnostic
A.1.3.2	O-7	Business/GA(%)	Diagnostic			48.15%	270				Diagnostic	Diagnostic	Diagnostic
A.1.3.3	O-7	Design (Specials)/GA(%)	Diagnostic			26.96%	204				Diagnostic	Diagnostic	Diagnostic
A.1.3.4	O-7	PBX/GA(%)	Diagnostic			35.00%	20				Diagnostic	Diagnostic	Diagnostic
A.1.3.5	O-7	Centrex/GA(%)	Diagnostic			54.17%	24				Diagnostic	Diagnostic	Diagnostic
A.1.3.6	O-7	ISDN/GA(%)	Diagnostic			37.78%	45				Diagnostic	Diagnostic	Diagnostic
	Reject Interval - Mechanized												
A.1.4.1	O-8	Residence/GA(%)	>= 97% w in 1 hr			96.78%	3,725				NO	NO	NO
A.1.4.2	O-8	Business/GA(%)	>= 97% w in 1 hr			95.00%	180				NO	NO	YES
A.1.4.3	O-8	Design (Specials)/GA(%)	>= 97% w in 1 hr										
A.1.4.4	O-8	PBX/GA(%)	>= 97% w in 1 hr										
A.1.4.5	O-8	Centrex/GA(%)	>= 97% w in 1 hr										
A.1.4.6	O-8	ISDN/GA(%)	>= 97% w in 1 hr										
	Reject Interval - Partially Mechanized - 10 hours												
A.1.7.1	O-8	Residence/GA(%)	>= 85% w in 10 hrs			97.65%	1,747				YES	YES	
A.1.7.2	O-8	Business/GA(%)	>= 85% w in 10 hrs			97.55%	286				YES	YES	
A.1.7.3	O-8	Design (Specials)/GA(%)	>= 85% w in 10 hrs										
A.1.7.4	O-8	PBX/GA(%)	>= 85% w in 10 hrs									NO	
A.1.7.5	O-8	Centrex/GA(%)	>= 85% w in 10 hrs										
A.1.7.6	O-8	ISDN/GA(%)	>= 85% w in 10 hrs										
	Reject Interval - Non-Mechanized												
A.1.8.1	O-8	Residence/GA(%)	>= 85% w in 24 hrs			97.50%	80				YES	YES	YES
A.1.8.2	O-8	Business/GA(%)	>= 85% w in 24 hrs			99.25%	134				YES	YES	YES
A.1.8.3	O-8	Design (Specials)/GA(%)	>= 85% w in 24 hrs			100.00%	55				YES	YES	YES
A.1.8.4	O-8	PBX/GA(%)	>= 85% w in 24 hrs			100.00%	7				YES	YES	YES
A.1.8.5	O-8	Centrex/GA(%)	>= 85% w in 24 hrs			100.00%	13				YES	YES	NO
A.1.8.6	O-8	ISDN/GA(%)	>= 85% w in 24 hrs			100.00%	18				YES	NO	YES
	FOC Timeliness - Mechanized												
A.1.9.1	O-9	Residence/GA(%)	>= 95% w in 3 hrs			99.78%	22,827				YES	YES	YES
A.1.9.2	O-9	Business/GA(%)	>= 95% w in 3 hrs			99.36%	468				YES	YES	YES
A.1.9.3	O-9	Design (Specials)/GA(%)	>= 95% w in 3 hrs			100.00%	1				YES		
A.1.9.4	O-9	PBX/GA(%)	>= 95% w in 3 hrs									YES	
A.1.9.5	O-9	Centrex/GA(%)	>= 95% w in 3 hrs										
A.1.9.6	O-9	ISDN/GA(%)	>= 95% w in 3 hrs										
	FOC Timeliness - Partially Mechanized - 10 hours												
A.1.12.1	O-9	Residence/GA(%)	>= 85% w in 10 hrs			91.88%	3,804				YES	YES	
A.1.12.2	O-9	Business/GA(%)	>= 85% w in 10 hrs			96.07%	382				YES	YES	
A.1.12.3	O-9	Design (Specials)/GA(%)	>= 85% w in 10 hrs										
A.1.12.4	O-9	PBX/GA(%)	>= 85% w in 10 hrs										
A.1.12.5	O-9	Centrex/GA(%)	>= 85% w in 10 hrs										
A.1.12.6	O-9	ISDN/GA(%)	>= 85% w in 10 hrs										

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	FOC Timeliness - Non-Mechanized												
A.1.13.1	O-9	Residence/GA(%)	>= 85% w in 36 hrs			97.73%	88				YES	YES	YES
A.1.13.2	O-9	Business/GA(%)	>= 85% w in 36 hrs			98.55%	138				YES	YES	YES
A.1.13.3	O-9	Design (Specials)/GA(%)	>= 85% w in 36 hrs			96.18%	131				YES	YES	YES
A.1.13.4	O-9	PBX/GA(%)	>= 85% w in 36 hrs			100.00%	11				YES	YES	YES
A.1.13.5	O-9	Centrex/GA(%)	>= 85% w in 36 hrs			100.00%	7				YES	YES	YES
A.1.13.6	O-9	ISDN/GA(%)	>= 85% w in 36 hrs			100.00%	24				YES	YES	YES
	FOC & Reject Response Completeness - Mechanized												
A.1.14.1	O-11	Residence/GA(%)	>= 95%			99.52%	26,593				YES	YES	NO
A.1.14.2	O-11	Business/GA(%)	>= 95%			97.87%	657				YES	YES	NO
A.1.14.3	O-11	Design (Specials)/GA(%)	>= 95%			50.00%	2				NO		NO
A.1.14.4	O-11	PBX/GA(%)	>= 95%									YES	NO
A.1.14.5	O-11	Centrex/GA(%)	>= 95%										
A.1.14.6	O-11	ISDN/GA(%)	>= 95%										
	FOC & Reject Response Completeness - Partially Mechanized												
A.1.15.1	O-11	Residence/GA(%)	>= 95%			99.74%	4,983				YES	YES	YES
A.1.15.2	O-11	Business/GA(%)	>= 95%			99.68%	628				YES	YES	YES
A.1.15.3	O-11	Design (Specials)/GA(%)	>= 95%			0.00%	1				NO		YES
A.1.15.4	O-11	PBX/GA(%)	>= 95%									YES	
A.1.15.5	O-11	Centrex/GA(%)	>= 95%										
A.1.15.6	O-11	ISDN/GA(%)	>= 95%										
	FOC & Reject Response Completeness - Non-Mechanized												
A.1.16.1	O-11	Residence/GA(%)	>= 95%			95.21%	167				YES	YES	NO
A.1.16.2	O-11	Business/GA(%)	>= 95%			96.30%	270				YES	YES	NO
A.1.16.3	O-11	Design (Specials)/GA(%)	>= 95%			92.16%	204				NO	NO	NO
A.1.16.4	O-11	PBX/GA(%)	>= 95%			90.00%	20				NO	NO	YES
A.1.16.5	O-11	Centrex/GA(%)	>= 95%			87.50%	24				NO	NO	NO
A.1.16.6	O-11	ISDN/GA(%)	>= 95%			93.33%	45				NO	NO	NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized												
A.1.17.1	O-11	Residence/GA(%)	>= 95%			93.09%	26,465				NO	NO	YES
A.1.17.2	O-11	Business/GA(%)	>= 95%			93.31%	643				NO	YES	YES
A.1.17.3	O-11	Design (Specials)/GA(%)	>= 95%			100.00%	1				YES		
A.1.17.4	O-11	PBX/GA(%)	>= 95%									NO	
A.1.17.5	O-11	Centrex/GA(%)	>= 95%										
A.1.17.6	O-11	ISDN/GA(%)	>= 95%										
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized												
A.1.18.1	O-11	Residence/GA(%)	>= 95%			88.21%	4,970				NO	NO	NO
A.1.18.2	O-11	Business/GA(%)	>= 95%			88.82%	626				NO	NO	NO
A.1.18.3	O-11	Design (Specials)/GA(%)	>= 95%										YES
A.1.18.4	O-11	PBX/GA(%)	>= 95%									YES	
A.1.18.5	O-11	Centrex/GA(%)	>= 95%										
A.1.18.6	O-11	ISDN/GA(%)	>= 95%										
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized												
A.1.19.1	O-11	Residence/GA(%)	>= 95%			86.79%	159				NO	NO	NO
A.1.19.2	O-11	Business/GA(%)	>= 95%			91.92%	260				NO	NO	NO
A.1.19.3	O-11	Design (Specials)/GA(%)	>= 95%			97.34%	188				YES	YES	NO
A.1.19.4	O-11	PBX/GA(%)	>= 95%			100.00%	18				YES	YES	YES
A.1.19.5	O-11	Centrex/GA(%)	>= 95%			95.24%	21				YES	YES	NO
A.1.19.6	O-11	ISDN/GA(%)	>= 95%			97.62%	42				YES	YES	YES
	Resale - Provisioning												
	Order Completion Interval												
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA(days)	Res	7.57	27,465	6.67	938	24.180	0.80286	1.1194	YES	YES	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA(days)	Res	1.03	353,622	0.64	19,115	1.583	0.01176	33.0458	YES	YES	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA(days)	Res	7.84	49	5.00	1	4.939	4.98955	0.5698	YES	YES	
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/GA(days)	Res	0.33	1	0.33	1	0.000	0.00000		YES		
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/GA(days)	Bus	3.14	21,476	4.42	117	7.149	0.66271	-1.9326	NO	NO	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA(days)	Bus	1.57	20,609	0.79	429	3.079	0.15021	5.1855	YES	YES	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA(days)	Bus	15.38	112	11.25	4	18.672	9.50140	0.4351	YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA(days)	Bus	0.87	16	2.67	2	1.294	0.97073	-1.8466	NO	YES	
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA(days)	Design	24.60	1,364	4.00	2	22.515	15.93204	1.2933	YES	YES	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Design	21.11	89			20.292				YES	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Design	31.14	108			19.536					
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Design	48.83	6			13.152					
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA(days)	PBX	19.40	47	2.50	2	27.197	19.63624	0.8605	YES	YES	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA(days)	PBX	4.74	178	2.47	7	8.481	3.26794	0.6935	YES	YES	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA(days)	PBX	1.00	1			0.000					
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA(days)	PBX	2.09	26	3.00	2	2.309	1.69456	-0.5377	YES	YES	NO
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA(days)	Centrex	5.19	1,039	2.58	4	5.893	2.95222	0.8831	YES	YES	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA(days)	Centrex	2.75	1,123	4.27	10	5.205	1.65334	-0.9199	YES	YES	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA(days)	Centrex	9.55	50			8.821				YES	
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Centrex	1.79	75	2.61	6	2.443	1.03626	-0.7955	YES	YES	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA(days)	ISDN	26.17	670	3.67	3	35.631	20.61740	1.0914	YES	YES	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA(days)	ISDN	4.04	875	22.67	6	11.902	4.87556	-3.8213	NO	YES	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA(days)	ISDN	160.03	38	1.00	1	91.697	92.89550	1.7119	YES		
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA(days)	ISDN	5.14	112	2.00	1	4.115	4.13333	0.7603	YES	YES	YES
	Held Orders												
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA(days)	Res	13.29	224	10.25	8	14.838	5.33885	0.5694	YES	YES	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA(days)	Res	11.50	2	0.00	0	2.121			YES	YES	YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA(days)	Res	11.86	7	4.00	1	10.351	11.06568	0.7100	YES	YES	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/GA(days)	Res	0.00	0	0.00	0				YES	YES	YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/GA(days)	Res	0.00	0	0.00	0				YES	YES	YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/GA(days)	Res	0.00	0	0.00	0				YES	YES	YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/GA(days)	Bus	21.84	69	0.00	0	38.891			YES	YES	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES	YES	YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/GA(days)	Bus	6.33	3	0.00	0	5.774			YES	YES	YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/GA(days)	Bus	34.00	1	0.00	0	0.000			YES	YES	YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES	YES	YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/GA(days)	Bus	0.00	0	0.00	0				YES	YES	YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/GA(days)	Design	3.00	1	0.00	0	0.000			YES	YES	YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/GA(days)	Design	0.00	0	0.00	0				YES	YES	YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/GA(days)	Design	105.75	4	0.00	0	122.225			YES	YES	YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/GA(days)	Design	0.00	0								
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/GA(days)	Design	24.00	1			0.000					
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/GA(days)	Design	0.00	0								
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/GA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/GA(days)	PBX	18.00	1	0.00	0	0.000			YES	YES	YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/GA(days)	Centrex	26.38	8	0.00	0	31.659			YES	YES	YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES	YES	YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES	YES	YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/GA(days)	Centrex	27.50	2	0.00	0	14.849			YES	YES	YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES	YES	YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES	YES	YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/GA(days)	ISDN	8.67	3	0.00	0	3.786			YES	YES	YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				YES	YES	YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/GA(days)	ISDN	34.33	3	0.00	0	12.423			YES	YES	YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/GA(days)	ISDN	0.00	0	0.00	0				YES	YES	YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				YES	YES	YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/GA(days)	ISDN	0.00	0	0.00	0				YES	YES	YES
	% Jeopardies - Mechanized												
A.2.4.1	P-2	Residence/GA(%)	Res	0.77%	406,832	0.47%	22,261		0.00060	5.0374	YES	YES	YES
A.2.4.2	P-2	Business/GA(%)	Bus	2.10%	43,539	0.72%	839		0.00499	2.7669	YES	YES	YES
A.2.4.3	P-2	Design (Specials)/GA(%)	Design	10.05%	2,050	1.72%	58		0.04003	2.0795	YES	YES	YES
A.2.4.4	P-2	PBX/GA(%)	PBX	6.35%	299	0.00%	20		0.05634	1.1279	YES	YES	YES
A.2.4.5	P-2	Centrex/GA(%)	Centrex	5.86%	2,354	0.00%	59		0.03096	1.8932	YES	YES	YES
A.2.4.6	P-2	ISDN/GA(%)	ISDN	8.33%	1,956	4.55%	22		0.05926	0.6392	YES	YES	YES
	% Jeopardies - Non-Mechanized												

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
A.2.5.1	P-2	Residence/GA(%)	Diagnostic			100.00%	3				Diagnostic	Diagnostic	Diagnostic
A.2.5.2	P-2	Business/GA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
A.2.5.3	P-2	Design (Specials)/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.5.4	P-2	PBX/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.5.5	P-2	Centrex/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.5.6	P-2	ISDN/GA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
		Average Jeopardy Notice Interval - Mechanized											
A.2.7.1	P-2	Residence/GA(hours)	>= 48 hrs			265.62	104				YES	YES	YES
A.2.7.2	P-2	Business/GA(hours)	>= 48 hrs			708.00	6				YES	YES	YES
A.2.7.3	P-2	Design (Specials)/GA(hours)	>= 48 hrs			480.00	1				YES	YES	YES
A.2.7.4	P-2	PBX/GA(hours)	>= 48 hrs									YES	
A.2.7.5	P-2	Centrex/GA(hours)	>= 48 hrs										
A.2.7.6	P-2	ISDN/GA(hours)	>= 48 hrs			408.00	1				YES		YES
		Average Jeopardy Notice Interval - Non-Mechanized											
A.2.8.1	P-2	Residence/GA(hours)	Diagnostic			208.00	3				Diagnostic	Diagnostic	Diagnostic
A.2.8.2	P-2	Business/GA(hours)	Diagnostic			96.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.8.3	P-2	Design (Specials)/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.8.4	P-2	PBX/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.8.5	P-2	Centrex/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.8.6	P-2	ISDN/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	P-2	Residence/GA(%)	95% >= 48 hrs			98.08%	104				YES	NO	YES
A.2.9.2	P-2	Business/GA(%)	95% >= 48 hrs			100.00%	6				YES	YES	NO
A.2.9.3	P-2	Design (Specials)/GA(%)	95% >= 48 hrs			100.00%	1				YES		
A.2.9.4	P-2	PBX/GA(%)	95% >= 48 hrs										
A.2.9.5	P-2	Centrex/GA(%)	95% >= 48 hrs										
A.2.9.6	P-2	ISDN/GA(%)	95% >= 48 hrs			100.00%	1				YES		
		% Jeopardy Notice >= 48 hours - Non-Mechanized											
A.2.10.1	P-2	Residence/GA(%)	Diagnostic			100.00%	3				Diagnostic	Diagnostic	Diagnostic
A.2.10.2	P-2	Business/GA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
A.2.10.3	P-2	Design (Specials)/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.4	P-2	PBX/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.5	P-2	Centrex/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.6	P-2	ISDN/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		% Missed Installation Appointments											
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA(%)	Res	6.24%	33,933	5.35%	1,084		0.00746	1.1939	YES	YES	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	0.02%	370,538	0.02%	20,758		0.00010	-0.3502	YES	YES	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA(%)	Res	8.47%	59	0.00%	1		0.28085	0.3017	YES	YES	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res	0.00%	1	0.00%	1		0.00000		YES		
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/GA(%)	Bus	2.26%	21,913	1.79%	224		0.00998	0.4742	YES	YES	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	0.10%	20,791	0.00%	605		0.00131	0.7710	YES	YES	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA(%)	Bus	9.24%	119	50.00%	4		0.14723	-2.7681	NO	YES	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	0.00%	18	0.00%	2		0.00000		YES	YES	YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	5.96%	1,409	0.00%	58		0.03172	1.8793	YES	YES	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	8.99%	89							NO	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	5.31%	113								
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	6								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA(%)	PBX	14.00%	50	0.00%	5		0.16275	0.8602	YES	YES	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	3.70%	189	0.00%	11		0.05857	0.6323	YES	YES	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	1							YES	YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	0.00%	26	33.33%	3		0.00000		NO	YES	YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	4.69%	1,045	0.00%	7		0.08017	0.5849	YES	YES	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	0.26%	1,134	0.00%	46		0.00773	0.3424	YES	YES	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	13.73%	51							YES	
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	0.00%	98	0.00%	10		0.00000		YES	YES	YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	4.62%	692	0.00%	6		0.08611	0.5370	YES	YES	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	0.45%	888	6.67%	15		0.01744	-3.5653	NO	NO	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	38	0.00%	1		0.00000		YES		
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	115	0.00%	1		0.00000		YES	YES	YES
		% Provisioning Troubles within 30 Days											
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA(%)	Res	10.87%	40,493	11.40%	1,246		0.00895	-0.5841	YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	4.65%	450,158	4.84%	23,743		0.00140	-1.3873	YES	YES	YES
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA(%)	Res	8.70%	69	0.00%	1		0.28381	0.3064	YES	YES	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res	0.00%	1								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/GA(%)	Bus	3.16%	25,428	6.74%	282		0.01047	-3.4185	NO	NO	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	5.24%	23,207	6.51%	753		0.00825	-1.5304	YES	YES	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA(%)	Bus	9.09%	143	0.00%	1		0.28848	0.3151	YES	YES	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	9.09%	11	0.00%	2		0.22099	0.4114	YES	YES	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	5.69%	1,880	0.00%	97		0.02412	2.3594	YES	YES	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	5.97%	134	0.00%	6		0.09887	0.6038	YES	YES	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	0.00%	59								YES
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design										
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA(%)	PBX	3.51%	57	0.00%	7		0.07369	0.4761	YES	YES	NO
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	1.75%	228	7.69%	13		0.03744	-1.5862	YES	YES	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	2	0.00%	1		0.00000		YES	YES	
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	0.00%	42	12.50%	8		0.00000		NO	YES	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	1.91%	1,309	0.00%	2		0.09686	0.1972	YES	YES	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	1.59%	1,945	7.14%	28		0.02384	-2.3279	NO	YES	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	3.33%	60	0.00%	1		0.18100	0.1842	YES		
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	1.27%	316	0.00%	10		0.03591	0.3525	YES	YES	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	1.73%	811	0.00%	10		0.04144	0.4166	YES	YES	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	0.92%	1,195	0.00%	20		0.02153	0.4275	YES	YES	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	22								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	72	0.00%	3		0.00000		YES	YES	
	Average Completion Notice Interval - Mechanized												
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Res	4.26	27,526	0.31	994	22.671	0.73196	5.4022	YES	YES	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Res	1.48	323,341	0.73	19,773	6.170	0.04520	16.5519	YES	YES	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Res	2.69	47	0.02	1	17.441	17.62557	0.1517	YES	YES	
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Res	0.58	1	0.02	1	0.000	0.00000		YES		
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Bus	5.69	5,831	0.94	189	26.409	1.95185	2.4378	YES	YES	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Bus	1.91	18,087	0.77	414	12.778	0.63515	1.7945	YES	YES	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Bus	16.46	91	0.09	2	79.991	57.18065	0.2863	YES	YES	
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Bus	6.45	16			17.867					
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Design	157.72	1,047			381.331				YES	
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Design	147.80	69			271.351					
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Design	287.04	71			461.057					
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Design	896.48	6			394.017					
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	PBX	189.09	35			621.076					
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	PBX	34.25	140			139.081				YES	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	PBX	0.02	1			0.000					
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	PBX	0.88	21			0.546					
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Centrex	10.53	947			37.047					
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Centrex	4.37	967			27.515				YES	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Centrex	10.47	38			26.863					
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Centrex	2.73	88	0.75	1	17.503	17.60247	0.1123	YES	YES	YES
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	ISDN	201.28	455			848.065					
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN	5.76	734	0.32	1	35.578	35.60243	0.1528	YES	YES	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN	3990.86	28			1894.500					
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN	6.47	102			38.596					
	Average Completion Notice Interval - Non-Mechanized												
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Diagnostic			22.53	27				Diagnostic	Diagnostic	Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			19.48	50				Diagnostic	Diagnostic	Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Diagnostic			31.40	15				Diagnostic	Diagnostic	Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			17.97	69				Diagnostic	Diagnostic	Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Diagnostic			46.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			62.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Diagnostic			116.15	1				Diagnostic	Diagnostic	Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	Diagnostic			20.93	3				Diagnostic	Diagnostic	Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			38.00	1				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			50.64	2				Diagnostic	Diagnostic	Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Diagnostic			33.42	6				Diagnostic	Diagnostic	Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			28.85	7				Diagnostic	Diagnostic	Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.00	6				Diagnostic	Diagnostic	Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			36.16	4				Diagnostic	Diagnostic	Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			22.04	10				Diagnostic	Diagnostic	Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic			12.22	1				Diagnostic	Diagnostic	Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			88.82	1				Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time - Mechanized												
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			7.07	784				Diagnostic	Diagnostic	Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.77	16,206				Diagnostic	Diagnostic	Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			3.77	59				Diagnostic	Diagnostic	Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.97	142				Diagnostic	Diagnostic	Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic			10.50	2				Diagnostic	Diagnostic	Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time - Partially Mechanized												
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			4.77	82				Diagnostic	Diagnostic	Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.56	2,313				Diagnostic	Diagnostic	Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			4.78	38				Diagnostic	Diagnostic	Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.43	145				Diagnostic	Diagnostic	Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time - Non-Mechanized												
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			7.25	20				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.94	45				Diagnostic	Diagnostic	Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			7.67	6				Diagnostic	Diagnostic	Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.39	44				Diagnostic	Diagnostic	Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic			15.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic			3.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.50	2				Diagnostic	Diagnostic	Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			10.00	4				Diagnostic	Diagnostic	Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			8.80	5				Diagnostic	Diagnostic	Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			7.00	3				Diagnostic	Diagnostic	Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			8.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic			12.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized											
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			7.10	759				Diagnostic	Diagnostic	Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.77	5,390				Diagnostic	Diagnostic	Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			3.77	59				Diagnostic	Diagnostic	Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.98	127				Diagnostic	Diagnostic	Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic			10.50	2				Diagnostic	Diagnostic	Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized											
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			4.89	65				Diagnostic	Diagnostic	Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.57	1,536				Diagnostic	Diagnostic	Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			4.75	37				Diagnostic	Diagnostic	Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.43	127				Diagnostic	Diagnostic	Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized											
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			7.21	14				Diagnostic	Diagnostic	Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.03	36				Diagnostic	Diagnostic	Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			6.80	5				Diagnostic	Diagnostic	Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.14	38				Diagnostic	Diagnostic	Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic			15.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			10.00	4				Diagnostic	Diagnostic	Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			10.25	4				Diagnostic	Diagnostic	Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			8.50	2				Diagnostic	Diagnostic	Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			8.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic			12.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic	Diagnostic	Diagnostic
		% Completions w/o Notice or < 24 hours											
A.2.24.1.1	P-6	Residence/Dispatch/GA(%)	Diagnostic			100.00%	939				Diagnostic	Diagnostic	Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/GA(%)	Diagnostic			100.00%	19,116				Diagnostic	Diagnostic	Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/GA(%)	Diagnostic			100.00%	121				Diagnostic	Diagnostic	Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/GA(%)	Diagnostic			100.00%	431				Diagnostic	Diagnostic	Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/GA(%)	Diagnostic			100.00%	2				Diagnostic	Diagnostic	Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/GA(%)	Diagnostic			100.00%	2				Diagnostic	Diagnostic	Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/GA(%)	Diagnostic			100.00%	9				Diagnostic	Diagnostic	Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/GA(%)	Diagnostic			100.00%	4				Diagnostic	Diagnostic	Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/GA(%)	Diagnostic			100.00%	16				Diagnostic	Diagnostic	Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/GA(%)	Diagnostic			100.00%	4				Diagnostic	Diagnostic	Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/GA(%)	Diagnostic			100.00%	7				Diagnostic	Diagnostic	Diagnostic
		Service Order Accuracy											
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	1				YES	YES	YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/GA(%)	>= 95%			94.30%	228				NO	NO	NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/GA(%)	>= 95%										
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/GA(%)	>= 95%										
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	2				YES	NO	NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/GA(%)	>= 95%			98.04%	102				YES	NO	NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/GA(%)	>= 95%										
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/GA(%)	>= 95%									NO	NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			83.33%	6				NO	NO	NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%									YES	
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%										
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%										

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	Resale - Maintenance and Repair												
	Missed Repair Appointments												
A.3.1.1.1	M&R-1	Residence/Dispatch/GA(%)	Res	8.75%	66,578	1.73%	1,970		0.00646	10.8712	YES	YES	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/GA(%)	Res	1.99%	39,906	1.25%	561		0.00594	1.2496	YES	YES	YES
A.3.1.2.1	M&R-1	Business/Dispatch/GA(%)	Bus	7.89%	9,941	2.48%	242		0.01754	3.0836	YES	YES	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/GA(%)	Bus	2.98%	6,409	3.03%	99		0.01722	-0.0291	YES	YES	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/GA(%)	Design	2.03%	1,973	6.56%	61		0.01832	-2.4725	NO	YES	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/GA(%)	Design	0.68%	3,238	1.45%	69		0.00999	-0.7703	YES	YES	NO
A.3.1.4.1	M&R-1	PBX/Dispatch/GA(%)	PBX	7.05%	156	0.00%	6		0.10651	0.6621	YES	YES	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/GA(%)	PBX	1.50%	133	5.56%	18		0.03057	-1.3256	YES	YES	
A.3.1.5.1	M&R-1	Centrex/Dispatch/GA(%)	Centrex	13.06%	1,846	0.00%	16		0.08459	1.5433	YES	YES	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/GA(%)	Centrex	6.75%	1,170	0.00%	20		0.05659	1.1933	YES	YES	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/GA(%)	ISDN	12.01%	483	0.00%	8		0.11587	1.0363	YES	YES	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/GA(%)	ISDN	2.11%	617	0.00%	3		0.08312	0.2535	YES	YES	YES
	Customer Trouble Report Rate												
A.3.2.1.1	M&R-2	Residence/Dispatch/GA(%)	Res	2.46%	2,709,385	2.61%	75,491		0.00058	-2.6325	NO	YES	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/GA(%)	Res	1.47%	2,709,385	0.74%	75,491		0.00045	16.2955	YES	YES	YES
A.3.2.2.1	M&R-2	Business/Dispatch/GA(%)	Bus	1.35%	734,497	1.41%	17,104		0.00090	-0.6827	YES	YES	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/GA(%)	Bus	0.87%	734,497	0.58%	17,104		0.00072	4.0657	YES	YES	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/GA(%)	Design	0.29%	689,265	0.66%	9,194		0.00056	-6.7160	NO	NO	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/GA(%)	Design	0.47%	689,265	0.75%	9,194		0.00072	-3.9012	NO	NO	NO
A.3.2.4.1	M&R-2	PBX/Dispatch/GA(%)	PBX	0.14%	108,962	0.27%	2,197		0.00082	-1.5936	YES	NO	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/GA(%)	PBX	0.12%	108,962	0.82%	2,197		0.00075	-9.2613	NO	YES	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/GA(%)	Centrex	0.53%	348,541	0.36%	4,457		0.00110	1.5555	YES	YES	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/GA(%)	Centrex	0.34%	348,541	0.45%	4,457		0.00087	-1.2944	YES	YES	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/GA(%)	ISDN	2.91%	16,583	0.84%	952		0.00569	3.6434	YES	YES	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/GA(%)	ISDN	3.72%	16,583	0.32%	952		0.00643	5.2975	YES	YES	YES
	Maintenance Average Duration												
A.3.3.1.1	M&R-3	Residence/Dispatch/GA(hours)	Res	26.88	66,578	16.51	1,968	25.808	0.59030	17.5799	YES	YES	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/GA(hours)	Res	9.06	39,906	4.12	561	14.434	0.61368	8.0534	YES	YES	YES
A.3.3.2.1	M&R-3	Business/Dispatch/GA(hours)	Bus	13.70	9,941	8.77	242	19.215	1.25014	3.9412	YES	YES	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/GA(hours)	Bus	4.65	6,409	3.93	99	10.087	1.02154	0.7111	YES	YES	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/GA(hours)	Design	5.87	1,973	7.08	61	8.450	1.09844	-1.0953	YES	YES	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/GA(hours)	Design	2.53	3,238	4.25	69	5.125	0.62357	-2.7624	NO	YES	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/GA(hours)	PBX	15.41	156	6.56	6	19.416	8.07746	1.0949	YES	YES	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/GA(hours)	PBX	2.88	133	5.10	18	5.939	1.49153	-1.4856	YES	YES	
A.3.3.5.1	M&R-3	Centrex/Dispatch/GA(hours)	Centrex	16.08	1,846	9.42	16	23.990	6.02336	1.1053	YES	YES	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/GA(hours)	Centrex	5.08	1,170	17.81	20	10.585	2.38691	-5.3354	NO	YES	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/GA(hours)	ISDN	17.86	483	7.54	8	23.011	8.20282	1.2585	YES	YES	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/GA(hours)	ISDN	4.73	617	0.60	3	12.209	7.06610	0.5849	YES	YES	YES
	% Repeat Troubles within 30 Days												
A.3.4.1.1	M&R-4	Residence/Dispatch/GA(%)	Res	25.24%	66,578	18.73%	1,970		0.00993	6.5513	YES	YES	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/GA(%)	Res	19.26%	39,906	18.18%	561		0.01677	0.6447	YES	YES	YES
A.3.4.2.1	M&R-4	Business/Dispatch/GA(%)	Bus	20.08%	9,941	16.12%	242		0.02606	1.5205	YES	YES	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/GA(%)	Bus	17.15%	6,409	12.12%	99		0.03817	1.3167	YES	YES	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/GA(%)	Design	39.48%	1,973	40.98%	61		0.06355	-0.2361	YES	YES	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/GA(%)	Design	35.61%	3,238	43.48%	69		0.05826	-1.3509	YES	YES	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/GA(%)	PBX	16.03%	156	16.67%	6		0.15262	-0.0420	YES	YES	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/GA(%)	PBX	10.53%	133	11.11%	18		0.07707	-0.0759	YES	YES	
A.3.4.5.1	M&R-4	Centrex/Dispatch/GA(%)	Centrex	19.23%	1,846	18.75%	16		0.09895	0.0486	YES	YES	NO
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/GA(%)	Centrex	18.46%	1,170	30.00%	20		0.08749	-1.3188	YES	YES	NO
A.3.4.6.1	M&R-4	ISDN/Dispatch/GA(%)	ISDN	30.64%	483	25.00%	8		0.16433	0.3433	YES	NO	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/GA(%)	ISDN	27.39%	617	33.33%	3		0.25810	-0.2302	YES	NO	YES
	Out of Service > 24 hours												
A.3.5.1.1	M&R-5	Residence/Dispatch/GA(%)	Res	36.48%	42,055	15.48%	1,531		0.01252	16.7677	YES	YES	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/GA(%)	Res	15.73%	12,197	3.97%	252		0.02317	5.0771	YES	YES	YES
A.3.5.2.1	M&R-5	Business/Dispatch/GA(%)	Bus	12.88%	6,302	2.96%	169		0.02611	3.8010	YES	YES	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/GA(%)	Bus	4.01%	2,571	0.00%	62		0.02520	1.5895	YES	YES	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/GA(%)	Design	2.03%	1,973	6.56%	61		0.01832	-2.4725	NO	YES	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/GA(%)	Design	0.68%	3,238	1.45%	69		0.00999	-0.7703	YES	YES	NO
A.3.5.4.1	M&R-5	PBX/Dispatch/GA(%)	PBX	18.63%	102	0.00%	5		0.17833	1.0446	YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/GA(%)	PBX	0.00%	62	0.00%	16		0.00000		YES	YES	
A.3.5.5.1	M&R-5	Centrex/Dispatch/GA(%)	Centrex	16.45%	1,234	8.33%	12		0.10754	0.7548	YES	YES	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/GA(%)	Centrex	3.04%	527	54.55%	11		0.05227	-9.8546	NO	YES	
A.3.5.6.1	M&R-5	ISDN/Dispatch/GA(%)	ISDN	23.46%	439	0.00%	7		0.16144	1.4533	YES	YES	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/GA(%)	ISDN	2.37%	548	0.00%	3		0.08810	0.2693	YES	YES	YES
	Resale - Billing												
	Invoice Accuracy												
A.4.1	B-1	GA(%)	BST - State	97.69%	$379,831,830	99.65%	$5,787,276		0.00006	-311.6307	YES	YES	YES
	Mean Time to Deliver Invoices - CRIS												
A.4.2	B-2	Region(business days)	BST - Region	4.35	1	3.76	1,806				YES	YES	YES

RESALE			
Reports at Parity	191	200	174
Reports not at Parity	34	29	35
Diagnostic Reports	216	216	216
Opportunities at parity	225	229	209
% at Parity	84.89%	87.34%	83.25%

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	Unbundled Network Elements - Ordering												
	% Rejected Service Requests - Mechanized												
B.1.1.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			19.38%	40,817				Diagnostic	Diagnostic	Diagnostic
B.1.1.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			9.64%	83				Diagnostic	Diagnostic	Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			18.75%	16				Diagnostic	Diagnostic	Diagnostic
B.1.1.7	O-7	Line Sharing/GA(%)	Diagnostic			25.00%	4				Diagnostic	Diagnostic	Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			41.33%	271				Diagnostic	Diagnostic	Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			11.67%	120				Diagnostic	Diagnostic	Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			13.33%	30				Diagnostic	Diagnostic	Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			40.00%	5				Diagnostic	Diagnostic	Diagnostic
B.1.1.14	O-7	Other Design/GA(%)	Diagnostic			25.45%	55				Diagnostic	Diagnostic	Diagnostic
B.1.1.15	O-7	Other Non-Design/GA(%)	Diagnostic			17.28%	1,771				Diagnostic	Diagnostic	Diagnostic
B.1.1.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.17	O-13	LNP Standalone/GA(%)	Diagnostic			5.26%	970				Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Partially Mechanized												
B.1.2.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			32.08%	13,911				Diagnostic	Diagnostic	Diagnostic
B.1.2.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			0.00%	58				Diagnostic	Diagnostic	Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
B.1.2.7	O-7	Line Sharing/GA(%)	Diagnostic			0.00%	4				Diagnostic	Diagnostic	Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			24.48%	192				Diagnostic	Diagnostic	Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			44.00%	25				Diagnostic	Diagnostic	Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			31.87%	251				Diagnostic	Diagnostic	Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			16.83%	707				Diagnostic	Diagnostic	Diagnostic
B.1.2.14	O-7	Other Design/GA(%)	Diagnostic			48.72%	39				Diagnostic	Diagnostic	Diagnostic
B.1.2.15	O-7	Other Non-Design/GA(%)	Diagnostic			30.26%	423				Diagnostic	Diagnostic	Diagnostic
B.1.2.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.17	O-13	LNP Standalone/GA(%)	Diagnostic			32.08%	667				Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Non-Mechanized												
B.1.3.1	O-7	Switch Ports/GA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic			57.89%	19				Diagnostic	Diagnostic	Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			49.60%	746				Diagnostic	Diagnostic	Diagnostic
B.1.3.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			15.81%	272				Diagnostic	Diagnostic	Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			9.75%	441				Diagnostic	Diagnostic	Diagnostic
B.1.3.7	O-7	Line Sharing/GA(%)	Diagnostic			25.29%	87				Diagnostic	Diagnostic	Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			42.86%	105				Diagnostic	Diagnostic	Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			27.93%	1,017				Diagnostic	Diagnostic	Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic			50.00%	2				Diagnostic	Diagnostic	Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			12.50%	8				Diagnostic	Diagnostic	Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			21.46%	205				Diagnostic	Diagnostic	Diagnostic
B.1.3.14	O-7	Other Design/GA(%)	Diagnostic			26.22%	267				Diagnostic	Diagnostic	Diagnostic
B.1.3.15	O-7	Other Non-Design/GA(%)	Diagnostic			30.98%	1,443				Diagnostic	Diagnostic	Diagnostic
B.1.3.16	O-7	INP Standalone/GA(%)	Diagnostic			28.19%	1,114				Diagnostic	Diagnostic	Diagnostic
B.1.3.17	O-13	LNP Standalone/GA(%)	Diagnostic			17.70%	887				Diagnostic	Diagnostic	Diagnostic
	Reject Interval - Mechanized												
B.1.4.1	O-8	Switch Ports/GA(%)	>= 97% w in 1 hr										
B.1.4.2	O-8	Local Interoffice Transport/GA(%)	>= 97% w in 1 hr										
B.1.4.3	O-8	Loop + Port Combinations/GA(%)	>= 97% w in 1 hr			90.44%	7,963				NO	NO	NO

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.1.4.4	O-8	Combo Other/GA(%)	>= 97% w in 1 hr										
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 97% w in 1 hr			100.00%	8				YES	YES	YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 97% w in 1 hr			100.00%	3				YES	YES	
B.1.4.7	O-8	Line Sharing/GA(%)	>= 97% w in 1 hr			100.00%	1				YES	YES	YES
B.1.4.8	O-8	2W Analog Loop Design/GA(%)	>= 97% w in 1 hr			91.07%	112				NO	NO	YES
B.1.4.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 97% w in 1 hr			62.50%	16				NO	YES	YES
B.1.4.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 97% w in 1 hr										
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 97% w in 1 hr										
B.1.4.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 97% w in 1 hr			100.00%	4				YES	YES	YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 97% w in 1 hr			100.00%	2				YES	YES	YES
B.1.4.14	O-8	Other Design/GA(%)	>= 97% w in 1 hr			71.43%	14				NO	NO	NO
B.1.4.15	O-8	Other Non-Design/GA(%)	>= 97% w in 1 hr			62.42%	322				NO		
B.1.4.16	O-8	INP Standalone/GA(%)	>= 97% w in 1 hr										
B.1.4.17	O-14	LNP Standalone/GA(%)	>= 97% w in 1 hr			72.55%	51				NO	YES	NO
	Reject Interval - Partially Mechanized - 10 hours												
B.1.7.1	O-8	Switch Ports/GA(%)	>= 85% w in 10 hrs										
B.1.7.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs										
B.1.7.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			95.51%	4,517				YES	YES	
B.1.7.4	O-8	Combo Other/GA(%)	>= 85% w in 10 hrs										
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs									YES	
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			100.00%	1				YES	YES	
B.1.7.7	O-8	Line Sharing/GA(%)	>= 85% w in 10 hrs									NO	
B.1.7.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			77.55%	49				NO	NO	
B.1.7.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			90.91%	11				YES	YES	
B.1.7.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs										
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs										
B.1.7.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			84.09%	88				NO	NO	
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			91.74%	121				YES	YES	
B.1.7.14	O-8	Other Design/GA(%)	>= 85% w in 10 hrs			75.00%	20				NO	YES	
B.1.7.15	O-8	Other Non-Design/GA(%)	>= 85% w in 10 hrs			87.31%	134				YES		
B.1.7.16	O-8	INP Standalone/GA(%)	>= 85% w in 10 hrs										
B.1.7.17	O-14	LNP Standalone/GA(%)	>= 85% w in 10 hrs			85.91%	220				YES	YES	
	Reject Interval - Non-Mechanized												
B.1.8.1	O-8	Switch Ports/GA(%)	>= 85% w in 24 hrs										
B.1.8.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 24 hrs			100.00%	13				YES	YES	
B.1.8.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 24 hrs			97.33%	374				YES	YES	YES
B.1.8.4	O-8	Combo Other/GA(%)	>= 85% w in 24 hrs										
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 24 hrs			100.00%	43				YES	YES	YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 24 hrs			100.00%	43				YES	YES	YES
B.1.8.7	O-8	Line Sharing/GA(%)	>= 85% w in 24 hrs			100.00%	22				YES	YES	YES
B.1.8.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 24 hrs			100.00%	46				YES	YES	YES
B.1.8.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 24 hrs			99.35%	307				YES	YES	YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 24 hrs			100.00%	1				YES	YES	YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 24 hrs										
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 24 hrs			100.00%	1				YES	YES	YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 24 hrs			91.11%	45				YES	YES	YES
B.1.8.14	O-8	Other Design/GA(%)	>= 85% w in 24 hrs			97.30%	74				YES	YES	NO
B.1.8.15	O-8	Other Non-Design/GA(%)	>= 85% w in 24 hrs			99.13%	459				YES		
B.1.8.16	O-8	INP Standalone/GA(%)	>= 85% w in 24 hrs			98.45%	323				YES	YES	YES
B.1.8.17	O-14	LNP Standalone/GA(%)	>= 85% w in 24 hrs			96.30%	162				YES	YES	YES
	FOC Timeliness - Mechanized												
B.1.9.1	O-9	Switch Ports/GA(%)	>= 95% w in 3 hrs										
B.1.9.2	O-9	Local Interoffice Transport/GA(%)	>= 95% w in 3 hrs										
B.1.9.3	O-9	Loop + Port Combinations/GA(%)	>= 95% w in 3 hrs			97.54%	33,216				YES	NO	YES
B.1.9.4	O-9	Combo Other/GA(%)	>= 95% w in 3 hrs										
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 3 hrs			83.67%	49				NO	NO	NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 95% w in 3 hrs			100.00%	13				YES		
B.1.9.7	O-9	Line Sharing/GA(%)	>= 95% w in 3 hrs			100.00%	3				YES	YES	YES
B.1.9.8	O-9	2W Analog Loop Design/GA(%)	>= 95% w in 3 hrs			96.86%	159				YES	YES	YES
B.1.9.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	108				YES	YES	YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 95% w in 3 hrs										
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 95% w in 3 hrs										

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.1.9.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 95% w in 3 hrs			94.74%	19				NO	NO	YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	2				YES	YES	YES
B.1.9.14	O-9	Other Design/GA(%)	>= 95% w in 3 hrs			100.00%	43				YES	YES	NO
B.1.9.15	O-9	Other Non-Design/GA(%)	>= 95% w in 3 hrs			99.07%	1,506				YES		
B.1.9.16	O-9	INP Standalone/GA(%)	>= 95% w in 3 hrs										
B.1.9.17	O-15	LNP Standalone/GA(%)	>= 95% w in 3 hrs			99.63%	802				YES	YES	YES
		FOC Timeliness - Partially Mechanized - 10 hours											
B.1.12.1	O-9	Switch Ports/GA(%)	>= 85% w in 10 hrs										
B.1.12.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs										
B.1.12.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			95.95%	9,947				YES	YES	
B.1.12.4	O-9	Combo Other/GA(%)	>= 85% w in 10 hrs										
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs			87.50%	40				YES	YES	
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs									YES	
B.1.12.7	O-9	Line Sharing/GA(%)	>= 85% w in 10 hrs			75.00%	4				NO	YES	
B.1.12.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			82.27%	141				NO	YES	
B.1.12.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			77.78%	18				NO	NO	
B.1.12.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs										
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs										
B.1.12.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			89.39%	198				YES	NO	
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			89.79%	617				YES	YES	
B.1.12.14	O-9	Other Design/GA(%)	>= 85% w in 10 hrs			70.83%	24				NO	YES	
B.1.12.15	O-9	Other Non-Design/GA(%)	>= 85% w in 10 hrs			89.56%	297				YES		
B.1.12.16	O-9	INP Standalone/GA(%)	>= 85% w in 10 hrs										
B.1.12.17	O-15	LNP Standalone/GA(%)	>= 85% w in 10 hrs			90.85%	492				YES	YES	
		FOC Timeliness - Non-Mechanized											
B.1.13.1	O-9	Switch Ports/GA(%)	>= 85% w in 36 hrs			100.00%	1				YES	YES	YES
B.1.13.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 36 hrs			100.00%	9				YES	NO	
B.1.13.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 36 hrs			98.07%	362				YES	YES	YES
B.1.13.4	O-9	Combo Other/GA(%)	>= 85% w in 36 hrs										
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 36 hrs			100.00%	203				YES	YES	YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 36 hrs			100.00%	397				YES	YES	YES
B.1.13.7	O-9	Line Sharing/GA(%)	>= 85% w in 36 hrs			100.00%	62				YES	YES	YES
B.1.13.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 36 hrs			98.31%	59				YES	YES	YES
B.1.13.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 36 hrs			98.55%	692				YES	YES	YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 36 hrs			100.00%	4				YES	YES	YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 36 hrs										
B.1.13.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 36 hrs			85.71%	7				YES	YES	YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 36 hrs			98.82%	170				YES	YES	YES
B.1.13.14	O-9	Other Design/GA(%)	>= 85% w in 36 hrs			99.51%	204				YES	YES	YES
B.1.13.15	O-9	Other Non-Design/GA(%)	>= 85% w in 36 hrs			99.90%	976				YES		
B.1.13.16	O-9	INP Standalone/GA(%)	>= 85% w in 36 hrs										YES
B.1.13.17	O-15	LNP Standalone/GA(%)	>= 85% w in 36 hrs			98.04%	664				YES	YES	YES
		FOC & Reject Response Completeness - Mechanized											
B.1.14.1	O-11	Switch Ports/GA(%)	>= 95%										
B.1.14.2	O-11	Local Interoffice Transport/GA(%)	>= 95%										
B.1.14.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			99.46%	40,817				YES	YES	NO
B.1.14.4	O-11	Combo Other/GA(%)	>= 95%										
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			69.66%	89				NO	NO	NO
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			100.00%	16				YES	YES	NO
B.1.14.7	O-11	Line Sharing/GA(%)	>= 95%			100.00%	4				YES	NO	NO
B.1.14.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			99.26%	271				YES	NO	NO
B.1.14.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			99.17%	120				YES	YES	NO
B.1.14.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%										
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%										
B.1.14.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			100.00%	95				YES	YES	YES
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			100.00%	145				YES	YES	YES
B.1.14.14	O-11	Other Design/GA(%)	>= 95%			100.00%	55				YES	YES	NO
B.1.14.15	O-11	Other Non-Design/GA(%)	>= 95%			99.38%	1,771				YES		
B.1.14.16	O-11	INP Standalone/GA(%)	>= 95%										
B.1.14.17	O-11	LNP Standalone/GA(%)	>= 95%			100.00%	236				YES	YES	YES
		FOC & Reject Response Completeness - Partially Mechanized											
B.1.15.1	O-11	Switch Ports/GA(%)	>= 95%										

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.1.15.2	O-11	Local Interoffice Transport/GA(%)	>= 95%										
B.1.15.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			99.84%	13,911				YES	YES	YES
B.1.15.4	O-11	Combo Other/GA(%)	>= 95%										
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			65.52%	58				NO	NO	NO
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			100.00%	1				YES	YES	YES
B.1.15.7	O-11	Line Sharing/GA(%)	>= 95%			100.00%	4				YES	YES	YES
B.1.15.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			91.67%	192				NO	YES	YES
B.1.15.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			96.00%	25				YES	YES	YES
B.1.15.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%										
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%										
B.1.15.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			100.00%	198				YES	YES	YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			100.00%	635				YES	YES	YES
B.1.15.14	O-11	Other Design/GA(%)	>= 95%			100.00%	39				YES	YES	YES
B.1.15.15	O-11	Other Non-Design/GA(%)	>= 95%			99.53%	423				YES		
B.1.15.16	O-11	INP Standalone/GA(%)	>= 95%										
B.1.15.17	O-11	LNP Standalone/GA(%)	>= 95%			100.00%	1,506				YES	YES	YES
		FOC & Reject Response Completeness - Non-Mechanized											
B.1.16.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	1				YES	YES	
B.1.16.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			100.00%	19				YES	YES	
B.1.16.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			96.65%	746				YES	YES	NO
B.1.16.4	O-11	Combo Other/GA(%)	>= 95%										
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			98.17%	273				YES	NO	NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			98.64%	441				YES	YES	YES
B.1.16.7	O-11	Line Sharing/GA(%)	>= 95%			90.80%	87				NO	NO	YES
B.1.16.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			95.24%	105				YES	NO	YES
B.1.16.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			93.90%	1,017				NO	NO	NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			100.00%	14				YES	NO	NO
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%										
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			100.00%	8				YES	YES	YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			99.54%	216				YES	YES	YES
B.1.16.14	O-11	Other Design/GA(%)	>= 95%			97.00%	267				YES	YES	YES
B.1.16.15	O-11	Other Non-Design/GA(%)	>= 95%			97.30%	1,443				YES		
B.1.16.16	O-11	INP Standalone/GA(%)	>= 95%										
B.1.16.17	O-11	LNP Standalone/GA(%)	>= 95%			99.89%	919				YES	YES	YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized											
B.1.17.1	O-11	Switch Ports/GA(%)	>= 95%										
B.1.17.2	O-11	Local Interoffice Transport/GA(%)	>= 95%										
B.1.17.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			77.52%	40,597				NO	NO	YES
B.1.17.4	O-11	Combo Other/GA(%)	>= 95%										
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			100.00%	62				YES	NO	YES
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			81.25%	16				NO	NO	
B.1.17.7	O-11	Line Sharing/GA(%)	>= 95%			100.00%	4				YES	NO	YES
B.1.17.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			58.74%	269				NO	NO	YES
B.1.17.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			92.44%	119				NO	NO	YES
B.1.17.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%										
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%										
B.1.17.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			100.00%	95				YES	YES	YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			100.00%	145				YES	YES	YES
B.1.17.14	O-11	Other Design/GA(%)	>= 95%			74.55%	55				NO	NO	YES
B.1.17.15	O-11	Other Non-Design/GA(%)	>= 95%			86.36%	1,760				NO		
B.1.17.16	O-11	INP Standalone/GA(%)	>= 95%										
B.1.17.17	O-11	LNP Standalone/GA(%)	>= 95%			100.00%	236				YES	YES	YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized											
B.1.18.1	O-11	Switch Ports/GA(%)	>= 95%										
B.1.18.2	O-11	Local Interoffice Transport/GA(%)	>= 95%										
B.1.18.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			92.83%	13,889				NO	NO	YES
B.1.18.4	O-11	Combo Other/GA(%)	>= 95%										
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			100.00%	38				YES	YES	NO
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			100.00%	1				YES	YES	NO
B.1.18.7	O-11	Line Sharing/GA(%)	>= 95%			100.00%	4				YES	NO	YES
B.1.18.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			88.64%	176				NO	NO	NO
B.1.18.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			79.17%	24				NO	NO	NO

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.1.18.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%										
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%										
B.1.18.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			100.00%	198				YES	YES	YES
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			100.00%	635				YES	YES	YES
B.1.18.14	O-11	Other Design/GA(%)	>= 95%			76.92%	39				NO	NO	NO
B.1.18.15	O-11	Other Non-Design/GA(%)	>= 95%			96.44%	421				YES		
B.1.18.16	O-11	INP Standalone/GA(%)	>= 95%										
B.1.18.17	O-11	LNP Standalone/GA(%)	>= 95%			100.00%	1,506				YES	YES	YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
B.1.19.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	1				YES	YES	
B.1.19.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			89.47%	19				NO	NO	
B.1.19.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			95.28%	721				YES	YES	NO
B.1.19.4	O-11	Combo Other/GA(%)	>= 95%										
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			92.54%	268				NO	NO	YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			98.62%	435				YES	YES	YES
B.1.19.7	O-11	Line Sharing/GA(%)	>= 95%			92.41%	79				NO	YES	NO
B.1.19.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			92.00%	100				NO	NO	NO
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			90.16%	955				NO	NO	NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			92.86%	14				NO	YES	YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%										
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			100.00%	8				YES	YES	YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			100.00%	215				YES	YES	YES
B.1.19.14	O-11	Other Design/GA(%)	>= 95%			91.12%	259				NO	NO	NO
B.1.19.15	O-11	Other Non-Design/GA(%)	>= 95%			97.29%	1,404				YES		
B.1.19.16	O-11	INP Standalone/GA(%)	>= 95%										
B.1.19.17	O-11	LNP Standalone/GA(%)	>= 95%			100.00%	918				YES	YES	YES
		Unbundled Network Elements - Provisioning											
		Order Completion Interval											
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/GA(days)	R&B (POTS)	5.63	48,941			18.851					
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.06	374,231			1.705					YES
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	13.09	161			16.165					
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.84	17			1.260					
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	17.75	1,557			17.589					NO
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	DS1/DS3	0.33	1			0.000					
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	DS1/DS3										
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	DS1/DS3										
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	R&B	5.67	50,339	4.73	544	18.648	0.80382	1.1798	YES	YES	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	1.07	375,804	0.75	11,170	1.732	0.01663	19.3340	YES	YES	NO
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.34	213,534	0.33	7,543	0.435	0.00510	0.3391	YES	YES	NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	2.03	162,270	1.61	3,627	2.250	0.03777	11.3013	YES	YES	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	12.20	212	1.67	5	14.802	6.69704	1.5724	YES	YES	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	1.67	117			2.288				YES	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	43			0.000				YES	NO
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	2.45	74			2.577					
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	6.39	52,061			19.479					
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp										
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	33.60	358			55.593					
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp										
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/GA(days)	ADSL to Retail	6.15	360	4.77	82	8.911	1.09040	1.2656	YES	YES	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.12	88			2.072					
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/GA(days)	ADSL to Retail									NO	
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail										
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/GA(days)	ADSL to Retail										
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail										
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	14.21	391	11.38	184	13.541	1.21056	2.3378	YES	YES	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.34	323			1.932					
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI										
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.67	3			1.155					
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA(days)	ISDN - BRI										
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/GA(days)	ISDN - BRI										
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/GA(days)	ADSL to Retail	6.15	360	4.00	3	8.911	5.16622	0.4162	YES		YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.12	88	4.13	8	2.072	0.76499	-1.3203	YES	YES	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail										
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail										
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail										
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail										
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	5.67	50,339	5.11	54	18.648	2.53898	0.2216	YES	YES	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	5.67	50,339			18.648					
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	12.20	212	8.00	1	14.802	14.83637	0.2828	YES	YES	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	12.20	212			14.802					
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	5.63	48,941	4.53	131	18.851	1.64918	0.6651	YES	YES	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.02	161,233	2.25	4	2.207	1.10361	-0.2059	YES	NO	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	13.09	161	7.25	4	16.165	8.18234	0.7136	YES	YES	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.50	4			1.915				YES	
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	5.67	50,339			18.648					YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	5.67	50,339			18.648					
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	12.20	212			14.802					
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	12.20	212			14.802					
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	5.63	48,941	6.00	1	18.851	18.85069	-0.0198	YES	YES	YES
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.02	161,233			2.207					
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	13.09	161			16.165					
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.50	4			1.915					
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	5.67	50,339	5.19	54	18.648	2.53898	0.1905	YES	YES	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	5.67	50,339			18.648					
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	12.20	212			14.802					YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	12.20	212			14.802					
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	5.63	48,941	5.18	187	18.851	1.38112	0.3230	YES	YES	YES
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.02	161,233			2.207					NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	13.09	161	5.50	4	16.165	8.18234	0.9275	YES	YES	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.50	4			1.915					NO
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	27.37	1,722	11.16	213	29.181	2.11948	7.6502	YES	YES	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	7.93	692			14.888					
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	64.68	146			75.150					
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	7.36	119			10.735					
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	5.67	50,339	3.81	9	18.648	6.21642	0.2991	YES	YES	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	1.07	375,804	1.25	4	1.732	0.86600	-0.2072	YES	NO	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	12.20	212			14.802				YES	
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	1.67	117			2.288				YES	
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	5.63	48,941			18.851					
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.06	374,231	0.33	1	1.705	1.70450	0.4296	YES		YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	13.09	161			16.165					
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.84	17			1.260					
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	5.63	48,941	0.33	3	18.851	10.88367	0.4866	YES	YES	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.06	374,231	0.62	1,365	1.705	0.04622	9.5683	YES	YES	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	13.09	161			16.165				YES	
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.84	17	0.33	4	1.260	0.70026	0.7291	YES	YES	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Digital Loop < DS1	13.53	1,148	9.55	256	20.621	1.42531	2.7918	YES	YES	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	5.27	702			7.642					
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop < DS1										
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1										
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	39.11	333	6.82	89	23.798	2.83979	11.3708	YES	YES	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	6.71	604			7.495					
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop >= DS1										
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1										
	Order Completion Interval within X days												
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA(days)	14 days			8.00	1				YES		NO
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)	7 days			4.73	81				YES	YES	YES
	Held Orders												
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA(days)	R&B (POTS)	15.30	293			23.099				YES	YES
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA(days)	R&B (POTS)	11.50	2			2.121				YES	YES
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA(days)	R&B (POTS)	10.20	10			9.271				YES	YES
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/GA(days)	R&B (POTS)	34.00	1			0.000					
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0								
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0								

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice	8.00	2			4.243					YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice	0.00	0								YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice	9.15	20			6.769					YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice										
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice										
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice										
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/GA(days)	R&B	15.54	303	6.50	4	23.299	11.72614	0.7708	YES	YES	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA(days)	R&B	11.50	2	0.00	0	2.121			YES	YES	YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/GA(days)	R&B	10.20	10	6.00	1	9.271	9.72372	0.4319	YES	YES	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/GA(days)	R&B	29.67	3	0.00	0	11.151			YES	YES	YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES	YES	YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/GA(days)	R&B	0.00	0	0.00	0				YES	YES	YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/GA(days)	R&B&D - Disp	15.49	305			23.234					
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA(days)	R&B&D - Disp	11.50	2			2.121					
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/GA(days)	R&B&D - Disp	36.94	17			71.205					
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/GA(days)	R&B&D - Disp	26.75	4			10.813					
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/GA(days)	R&B&D - Disp	24.00	1			0.000					
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/GA(days)	R&B&D - Disp	0.00	0								
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA(days)	ADSL to Retail	20.23	150	0.00	0	16.613			YES	YES	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES	YES	YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES	YES	YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/GA(days)	ISDN - BRI	8.67	3	0.00	0	3.786			YES	YES	YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0	0.00	0				YES	YES	YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/GA(days)	ISDN - BRI	0.00	0	0.00	0				YES	YES	YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/GA(days)	ISDN - BRI	0.00	0								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/GA(days)	ISDN - BRI	0.00	0								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/GA(days)	ADSL to Retail	20.23	150	0.00	0	16.613			YES	YES	YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES	YES	YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES	YES	YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/GA(days)	R&B - Disp	15.54	303	0.00	0	23.299			YES	YES	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA(days)	R&B - Disp	11.50	2	0.00	0	2.121			YES *	YES	YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/GA(days)	R&B - Disp	10.20	10	0.00	0	9.271			YES	YES	YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA(days)	R&B - Disp	29.67	3	0.00	0	11.151			YES	YES	YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES	YES	YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0	0.00	0				YES	YES	YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	15.30	293	0.00	0	23.099			YES	YES	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	11.50	2	0.00	0	2.121			YES	YES	YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	10.20	10	0.00	0	9.271			YES	YES	YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	34.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	YES	YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	YES	YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/GA(days)	R&B - Disp	15.54	303			23.299				YES	YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	11.50	2			2.121				YES	YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA(days)	R&B - Disp	10.20	10			9.271				YES	YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	29.67	3			11.151					
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0								
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0								
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	15.30	293	0.00	0	23.099			YES	YES	YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	11.50	2	0.00	0	2.121			YES	YES	YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	10.20	10	0.00	0	9.271			YES	YES	YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	34.00	1			0.000				YES	
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0							YES	
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0							YES	
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)	R&B - Disp	15.54	303	0.00	0	23.299			YES	YES	YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	11.50	2	0.00	0	2.121			YES	YES	YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)	R&B - Disp	10.20	10	0.00	0	9.271			YES	YES	YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	29.67	3			11.151				YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0							YES	YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0							YES	YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	15.30	293	6.00	2	23.099	16.38925	0.5677	YES	YES	YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	11.50	2	0.00	0	2.121			YES	YES	YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	10.20	10	0.00	0	9.271			YES	YES	YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	34.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	YES	YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	YES	YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/GA(days)	Design	8.00	2	0.00	0	7.071			YES	YES	YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/GA(days)	Design	0.00	0	0.00	0				YES	YES	YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/GA(days)	Design	75.14	7	3.00	1	94.753	101.29532	0.7122	YES	YES	YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/GA(days)	Design	18.00	1	0.00	0	0.000			YES	YES	
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/GA(days)	Design	24.00	1	0.00	0	0.000			YES	YES	
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/GA(days)	Design	0.00	0	0.00	0				YES	YES	
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/GA(days)	R&B	15.54	303	0.00	0	23.299			YES	YES	YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)	R&B	11.50	2	0.00	0	2.121			YES	YES	YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)	R&B	10.20	10	0.00	0	9.271			YES	YES	YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA(days)	R&B	29.67	3	0.00	0	11.151			YES	YES	YES
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES	YES	YES
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/GA(days)	R&B	0.00	0	0.00	0				YES	YES	YES
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	15.30	293	0.00	0	23.099			YES		YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	11.50	2	0.00	0	2.121			YES		YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	10.20	10	0.00	0	9.271			YES		YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	34.00	1			0.000					YES
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0								YES
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0								YES
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	15.30	293	0.00	0	23.099			YES	YES	YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	11.50	2	0.00	0	2.121			YES	YES	YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	10.20	10	0.00	0	9.271			YES	YES	YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	34.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES	YES	YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES	YES	YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/GA(days)	Digital Loop < DS1	19.96	156	0.00	0	1.155			YES	YES	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA(days)	Digital Loop < DS1	0.00	0	0.00	0				YES	YES	YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/GA(days)	Digital Loop < DS1	96.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/GA(days)	Digital Loop < DS1	0.00	0								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/GA(days)	Digital Loop < DS1	0.00	0								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/GA(days)	Digital Loop < DS1	0.00	0								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/GA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES	YES	YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES	YES	YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA(days)	Digital Loop >= DS1	34.33	3	0.00	0				YES	YES	YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/GA(days)	Digital Loop >= DS1	0.00	0								
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA(days)	Digital Loop >= DS1	0.00	0								
		% Jeopardies - Mechanized											
B.2.5.1	P-2	Switch Ports/GA(%)	R&B (POTS)	0.90%	450,371								
B.2.5.2	P-2	Local Interoffice Transport/GA(%)	DS1/ DS3 - Interoffice	37.86%	1,854								
B.2.5.3	P-2	Loop + Port Combinations/GA(%)	R&B	0.94%	453,617	0.23%	36,607		0.00052	13.4478	YES	YES	NO
B.2.5.4	P-2	Combo Other/GA(%)	R&B&D - Disp	7.20%	63,429								
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	ADSL to Retail	19.60%	9,673	1.27%	157		0.03194	5.7383	YES	YES	YES
B.2.5.6	P-2	UNE ISDN/GA(%)	ISDN - BRI	12.22%	794	0.54%	186		0.02668	4.3780	YES	YES	YES
B.2.5.7	P-2	Line Sharing/GA(%)	ADSL to Retail	19.60%	9,673	0.00%	18		0.09366	2.0929	YES	YES	YES
B.2.5.8	P-2	2W Analog Loop Design/GA(%)	R&B - Disp	0.94%	453,617	7.20%	125		0.00863	-7.2520	NO	NO	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)	R&B (POTS) excl SB Or	1.71%	237,071	3.60%	222		0.00870	-2.1819	NO	YES	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA(%)	R&B - Disp	0.94%	453,617							YES	
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.71%	237,071	0.00%	2		0.09157	0.1863	YES	YES	
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)	R&B - Disp	0.94%	453,617	0.00%	1,315		0.00266	3.5274	YES	YES	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.71%	237,071	0.25%	3,243		0.00229	6.3602	YES	YES	YES
B.2.5.14	P-2	Other Design/GA(%)	Design	9.05%	3,413	8.40%	131		0.02555	0.2570	YES	YES	YES
B.2.5.15	P-2	Other Non-Design/GA(%)	R&B	0.94%	453,617	0.00%	35		0.01631	0.5763	YES	NO	YES
B.2.5.16	P-2	INP (Standalone)/GA(%)	R&B (POTS)	0.90%	450,371	0.00%	1		0.09437	0.0952	YES		YES
B.2.5.17	P-2	LNP (Standalone)/GA(%)	R&B (POTS)	0.90%	450,371	0.00%	1,672		0.00231	3.8865	YES	YES	YES
B.2.5.18	P-2	Digital Loop < DS1/GA(%)	Digital Loop < DS1	18.93%	11,192	0.61%	330		0.02188	8.3754	YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)	Digital Loop >= DS1	6.93%	1,327	34.62%	104		0.02587	-10.7024	NO	YES	NO
		% Jeopardies - Non-Mechanized											
B.2.6.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			20.00%	5				Diagnostic	Diagnostic	Diagnostic
B.2.6.4	P-2	Combo Other/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			77.78%	9				Diagnostic	Diagnostic	Diagnostic
B.2.6.6	P-2	UNE ISDN/GA(%)	Diagnostic			49.02%	51				Diagnostic	Diagnostic	Diagnostic
B.2.6.7	P-2	Line Sharing/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			20.00%	5				Diagnostic	Diagnostic	Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			27.03%	37				Diagnostic	Diagnostic	Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			0.00%	68				Diagnostic	Diagnostic	Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			3.28%	1,096				Diagnostic	Diagnostic	Diagnostic
B.2.6.14	P-2	Other Design/GA(%)	Diagnostic			40.27%	149				Diagnostic	Diagnostic	Diagnostic
B.2.6.15	P-2	Other Non-Design/GA(%)	Diagnostic			60.00%	5				Diagnostic	Diagnostic	Diagnostic
B.2.6.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.17	P-2	LNP (Standalone)/GA(%)	Diagnostic			0.00%	1,084				Diagnostic	Diagnostic	Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			53.45%	58				Diagnostic	Diagnostic	Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			35.59%	59				Diagnostic	Diagnostic	Diagnostic
		Average Jeopardy Notice Interval - Mechanized											
B.2.8.1	P-2	Switch Ports/GA(hours)	>= 48 hrs										
B.2.8.2	P-2	Local Interoffice Transport/GA(hours)	>= 48 hrs										
B.2.8.3	P-2	Loop + Port Combinations/GA(hours)	>= 48 hrs			234.98	86				YES	YES	YES
B.2.8.4	P-2	Combo Other/GA(hours)	>= 48 hrs										
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	>= 48 hrs			300.00	2				YES	YES	YES
B.2.8.6	P-2	UNE ISDN/GA(hours)	>= 48 hrs			288.00	1				YES	YES	YES
B.2.8.7	P-2	Line Sharing/GA(hours)	>= 48 hrs										
B.2.8.8	P-2	2W Analog Loop Design/GA(hours)	>= 48 hrs			253.33	9				YES	YES	YES
B.2.8.9	P-2	2W Analog Loop Non-Design/GA(hours)	>= 48 hrs			174.00	8				YES	YES	YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/GA(hours)	>= 48 hrs										
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	>= 48 hrs										
B.2.8.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	>= 48 hrs										YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	>= 48 hrs			152.03	8				YES		
B.2.8.14	P-2	Other Design/GA(hours)	>= 48 hrs			294.55	11				YES	YES	YES
B.2.8.15	P-2	Other Non-Design/GA(hours)	>= 48 hrs									YES	
B.2.8.16	P-2	INP (Standalone)/GA(hours)	>= 48 hrs										
B.2.8.17	P-2	LNP (Standalone)/GA(hours)	>= 48 hrs										
B.2.8.18	P-2	Digital Loop < DS1/GA(hours)	>= 48 hrs			228.00	2				YES	YES	YES
B.2.8.19	P-2	Digital Loop >= DS1/GA(hours)	>= 48 hrs			266.00	36				YES	YES	YES
		Average Jeopardy Notice Interval - Non-Mechanized											
B.2.9.1	P-2	Switch Ports/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/GA(hours)	Diagnostic			168.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.9.4	P-2	Combo Other/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	Diagnostic			171.43	7				Diagnostic	Diagnostic	Diagnostic
B.2.9.6	P-2	UNE ISDN/GA(hours)	Diagnostic			233.28	25				Diagnostic	Diagnostic	Diagnostic
B.2.9.7	P-2	Line Sharing/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/GA(hours)	Diagnostic			120.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/GA(hours)	Diagnostic			148.80	10				Diagnostic	Diagnostic	Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	Diagnostic			95.24	36				Diagnostic	Diagnostic	Diagnostic
B.2.9.14	P-2	Other Design/GA(hours)	Diagnostic			233.60	60				Diagnostic	Diagnostic	Diagnostic
B.2.9.15	P-2	Other Non-Design/GA(hours)	Diagnostic			160.00	3				Diagnostic	Diagnostic	Diagnostic
B.2.9.16	P-2	INP (Standalone)/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.17	P-2	LNP (Standalone)/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/GA(hours)	Diagnostic			219.87	31				Diagnostic	Diagnostic	Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/GA(hours)	Diagnostic			160.00	21				Diagnostic	Diagnostic	Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.10.1	P-2	Switch Ports/GA(%)	95% >= 48 hrs										
B.2.10.2	P-2	Local Interoffice Transport/GA(%)	95% >= 48 hrs										
B.2.10.3	P-2	Loop + Port Combinations/GA(%)	95% >= 48 hrs			96.51%	86				YES	NO	YES
B.2.10.4	P-2	Combo Other/GA(%)	95% >= 48 hrs										
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	95% >= 48 hrs			100.00%	2				YES	NO	
B.2.10.6	P-2	UNE ISDN/GA(%)	95% >= 48 hrs			100.00%	1				YES		
B.2.10.7	P-2	Line Sharing/GA(%)	95% >= 48 hrs										
B.2.10.8	P-2	2W Analog Loop Design/GA(%)	95% >= 48 hrs			100.00%	9				YES		
B.2.10.9	P-2	2W Analog Loop Non-Design/GA(%)	95% >= 48 hrs			87.50%	8				NO	YES	
B.2.10.10	P-2	2W Analog Loop w/INP Design/GA(%)	95% >= 48 hrs										
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	95% >= 48 hrs										
B.2.10.12	P-2	2W Analog Loop w/LNP Design/GA(%)	95% >= 48 hrs										NO
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	95% >= 48 hrs			0.00%	8				NO		
B.2.10.14	P-2	Other Design/GA(%)	95% >= 48 hrs			100.00%	11				YES		
B.2.10.15	P-2	Other Non-Design/GA(%)	95% >= 48 hrs										
B.2.10.16	P-2	INP (Standalone)/GA(%)	95% >= 48 hrs										
B.2.10.17	P-2	LNP (Standalone)/GA(%)	95% >= 48 hrs										
B.2.10.18	P-2	Digital Loop < DS1/GA(%)	95% >= 48 hrs			100.00%	2				YES		
B.2.10.19	P-2	Digital Loop >= DS1/GA(%)	95% >= 48 hrs			100.00%	36				YES	YES	YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized											
B.2.11.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
B.2.11.4	P-2	Combo Other/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			100.00%	7				Diagnostic	Diagnostic	Diagnostic
B.2.11.6	P-2	UNE ISDN/GA(%)	Diagnostic			100.00%	25				Diagnostic	Diagnostic	Diagnostic
B.2.11.7	P-2	Line Sharing/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			100.00%	10				Diagnostic	Diagnostic	Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			0.00%	36				Diagnostic	Diagnostic	Diagnostic
B.2.11.14	P-2	Other Design/GA(%)	Diagnostic			100.00%	60				Diagnostic	Diagnostic	Diagnostic
B.2.11.15	P-2	Other Non-Design/GA(%)	Diagnostic			100.00%	3				Diagnostic	Diagnostic	Diagnostic
B.2.11.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.17	P-2	LNP (Standalone)/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			100.00%	31				Diagnostic	Diagnostic	Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			100.00%	21				Diagnostic	Diagnostic	Diagnostic
		Coordinated Customers Conversions											
B.2.12.1	P-7	Loops with INP/GA(%)	>= 95% w in 15 min										
B.2.12.2	P-7	Loops with LNP/GA(%)	>= 95% w in 15 min			99.64%	2,502				YES	YES	YES
		% Hot Cuts > 15 minutes Early											
B.2.13.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.33%	600				YES	YES	YES
B.2.13.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			0.00%	68				YES	YES	YES
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	82				YES	YES	YES
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	138				YES	YES	YES
		Hot Cut Timeliness											
B.2.14.1	P-7A	Time-Specific SL1/GA(%)	>= 95% w in 15 min			98.67%	600				YES	YES	YES
B.2.14.2	P-7A	Time-Specific SL2/GA(%)	>= 95% w in 15 min			95.59%	68				YES	YES	YES
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)	>= 95% w in 15 min			100.00%	82				YES	YES	YES
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)	>= 95% w in 15 min			100.00%	138				YES	YES	YES
		% Hot Cuts > 15 minutes Late											
B.2.15.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			1.00%	600				YES	YES	YES
B.2.15.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			4.41%	68				YES	YES	YES
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	82				YES	YES	YES
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	138				YES	YES	YES
		Average Recovery Time - CCC											
B.2.16.1	P-7B	Loops with INP/GA(time units)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.16.2	P-7B	Loops with LNP/GA(time units)	Diagnostic			1546.67	3				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
		% Provisioning Troubles within 7 Days - Hot Cuts											
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)	<= 5%			5.96%	587				NO	YES	YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/GA(%)	<= 5%			0.00%	5				YES		
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/GA(%)	<= 5%			1.00%	1,498				YES	YES	YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)	<= 5%			0.77%	521				YES	YES	YES
		% Missed Installation Appointments											
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.68%	55,846								
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.02%	391,329								YES
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.99%	178								
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	19								
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	3.79%	1,557								NO
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3	0.00%	1								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3										
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3										
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	4.69%	57,267	6.08%	1,003		0.00673	-2.0751	NO	NO	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	0.03%	392,924	0.07%	35,686		0.00009	-4.5349	NO	NO	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	213,676	0.00%	7,656		0.00000		YES	YES	YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	0.06%	179,249	0.09%	28,030		0.00015	-1.7846	NO	NO	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	10.00%	230	7.69%	13		0.08552	0.2698	YES	YES	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	142	0.00%	4		0.00000		YES	YES	YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	46							YES	YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	0.00%	96	0.00%	4		0.00000		YES	YES	
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	4.72%	59,041								
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp										
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	7.61%	381								
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp										
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	8.55%	7,489	1.92%	156		0.02261	2.9285	YES	YES	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	1,785								
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	18								
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail										
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	7.07%	410	1.35%	223		0.02133	2.6851	YES	YES	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	1.21%	330								
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI										
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	1								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	8.55%	7,489	0.00%	3		0.16144	0.5294	YES		YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	1,785	0.00%	13		0.00000		YES	NO	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	18								
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail										
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.69%	57,267	0.85%	118		0.01947	1.9707	YES	YES	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.69%	57,267								
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	10.00%	230	0.00%	1		0.30065	0.3326	YES	YES	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	10.00%	230								
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.68%	55,845	1.63%	245		0.01352	2.2529	YES	YES	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.05%	178,195	0.00%	4		0.01166	0.0467	YES	YES	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.99%	178	12.50%	8		0.10337	-0.3397	YES	YES	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6							YES	
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.69%	57,267							YES	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.69%	57,267								
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	10.00%	230								
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	10.00%	230								
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.68%	55,845	0.00%	2		0.14934	0.3133	YES	YES	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.05%	178,195							YES	
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.99%	178							YES	
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6								
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.69%	57,267	0.00%	211		0.01457	3.2146	YES	YES	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.69%	57,267								
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	10.00%	230							YES	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	10.00%	230								
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.68%	55,845	0.37%	536		0.00917	4.7013	YES	YES	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.05%	178,195								YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.99%	178	0.00%	25		0.06109	1.4714	YES	YES	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6								YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	5.75%	1,775	3.31%	272		0.01515	1.6086	YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	2.13%	705								
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	3.97%	151	0.00%	1		0.19598	0.2027	YES	YES	
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	122								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	4.69%	57,267	4.35%	23		0.04407	0.0765	YES	YES	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.03%	392,924	0.00%	6		0.00664	0.0399	YES	YES	NO
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	10.00%	230	0.00%	9		0.10194	0.9810	YES	YES	NO
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	142	0.00%	1		0.00000		YES	YES	
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.68%	55,846								
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.02%	391,329	0.00%	1		0.01574	0.0157	YES		NO
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.99%	178								
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	19								
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.68%	55,846	0.00%	3		0.12193	0.3837	YES	YES	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.02%	391,329	0.07%	1,386		0.00042	-1.0674	YES	NO	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.99%	178							YES	
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	19	0.00%	18		0.00000		YES	YES	YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	8.49%	8,305	1.37%	365		0.01491	4.7760	YES	YES	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.17%	2,409								
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	0.00%	18								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	2.38%	336	2.76%	145		0.01515	-0.2493	YES	YES	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.16%	612								
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	38								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	114								
		% Provisioning Troubles within 30 Days											
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	7.90%	65,921								
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.68%	473,365								YES
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.96%	212								
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	8.33%	12								
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	6.71%	2,340							YES	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3										
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3										
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3										
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	7.74%	67,665	4.67%	1,114		0.00807	3.8085	YES	YES	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	4.66%	476,013	2.02%	48,113		0.00101	26.1689	YES	YES	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	4.67%	251,364	2.28%	9,260		0.00223	10.7221	YES	YES	
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	4.65%	224,666	1.96%	38,853		0.00116	23.2292	YES	YES	
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	7.66%	274	0.00%	8		0.09542	0.8032	YES	YES	NO
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	1.35%	370	0.00%	2		0.08186	0.1651	YES	NO	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	1.59%	63	0.00%	1		0.12597	0.1260	YES	NO	
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	1.30%	308	0.00%	1		0.11340	0.1145	YES		
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	7.65%	69,961								
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp										
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	5.93%	354								
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp										
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	9.70%	12,005	2.78%	216		0.02031	3.4056	YES	YES	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	11.45%	297								
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	15.38%	13								
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail										
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	1.66%	483	8.50%	341		0.00903	-7.5860	NO	NO	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	1.73%	520								
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI	0.00%	1								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI										
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	9.70%	12,005							YES	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	11.45%	297	6.45%	31		0.06010	0.8317	YES	YES	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	15.38%	13								
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail										
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	7.74%	67,665	6.77%	133		0.02320	0.4206	YES	YES	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.74%	67,665								
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	7.66%	274	0.00%	1		0.26651	0.2876	YES		YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.66%	274								
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.90%	65,904	0.00%	263		0.01666	4.7395	YES	YES	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	4.68%	222,828	0.00%	14		0.05643	0.8288	YES	YES	
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	9.00%	211	0.00%	6		0.11851	0.7598	YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	16.67%	6	0.00%	1		0.40254	0.4140	YES		
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	7.74%	67,665	0.00%	1		0.26727	0.2897	YES	YES	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.74%	67,665								
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	7.66%	274								
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.66%	274								
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.90%	65,904	0.00%	2		0.19071	0.4141	YES	YES	YES
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	4.68%	222,828	0.00%	1		0.21115	0.2215	YES		
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	9.00%	211	0.00%	1		0.28693	0.3138	YES		
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	16.67%	6								
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	7.74%	67,665	6.41%	234		0.01750	0.7614	YES	YES	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.74%	67,665								
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	7.66%	274	0.00%	2		0.18879	0.4060	YES	YES	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.66%	274								
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.90%	65,904	0.00%	471		0.01247	6.3326	YES	YES	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	4.68%	222,828								YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	9.00%	211	0.00%	23		0.06286	1.4326	YES	YES	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	16.67%	6	.							YES
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)	Design	4.97%	2,313	11.64%	438		0.01133	-5.8904	NO	NO	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	1.17%	854								
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)	Design	0.00%	81	100.00%	1		0.00000		NO		
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	72								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	7.74%	67,665	0.00%	332		0.01470	5.2656	YES	YES	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	4.66%	476,013	0.00%	56		0.02817	1.6546	YES	YES	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	7.66%	274	0.00%	22		0.05895	1.3001	YES	YES	
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	1.35%	370	0.00%	6		0.04752	0.2844	YES		
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	7.90%	65,921								
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.68%	473,365							YES	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.96%	212								
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	8.33%	12								
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	7.90%	65,921								
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.68%	473,365								
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.96%	212								
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	8.33%	12								
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	9.19%	12,842	5.98%	535		0.01275	2.5163	YES	NO	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	3.42%	1,257								
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	14.29%	14								
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1										
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	2.39%	376	8.72%	172		0.01407	-4.4970	NO	YES	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.29%	685								
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	22								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	72								
	Average Completion Notice Interval - Mechanized												
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	4.51	33,357			23.374					
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.50	341,428			6.686					
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	11.77	138			65.943					
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	6.10	17			17.358					
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice	94.39	1,373			284.673					
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice										
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice										
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice										
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	R&B	4.70	34,612	0.45	869	23.952	0.82265	5.1710	YES	YES	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.51	342,812	1.12	34,077	6.873	0.03904	10.0375	YES	YES	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	R&B	2.07	173,592	0.81	6,600	8.246	0.10342	12.1941	YES	YES	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	R&B	0.94	169,220	1.20	27,477	5.029	0.03271	-7.7584	NO	NO	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	R&B	11.43	177	0.02	9	59.478	20.32380	0.5610	YES	YES	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	R&B	2.86	127	3.08	4	15.873	8.06041	-0.0267	YES	YES	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	R&B	0.79	46			0.281				YES	YES
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	R&B	4.04	81	3.08	4	19.822	10.15251	0.0949	YES	YES	
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	R&B&D - Disp	11.83	35,841			124.190					
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	R&B&D - Disp										
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	R&B&D - Disp	486.04	276			1347.101					
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	R&B&D - Disp										
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	7.04	7,079			21.368				YES	

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.81	1,768			0.603					
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	1.04	18			4.123					
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail										
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	ISDN - BRI	20.96	340			64.688					YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	4.21	311			22.938					
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN - BRI										
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	1.42	1			0.000					
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	7.04	7,079			21.368					
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.81	1,768	0.02	1	0.603	0.60297	1.3081	YES		
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	1.04	18			4.123					
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail										
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	4.70	34,612	24.39	98	23.952	2.42294	-8.1232	NO	NO	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	4.70	34,612			23.952					
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	11.43	177			59.478					
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	11.43	177			59.478					
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	4.51	33,357	0.23	49	23.374	3.34154	1.2830	YES	YES	
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.92	168,273			4.501					
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	11.77	138	0.18	1	65.943	66.18149	0.1752	YES		
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	23.17	4			33.149					
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	4.70	34,612			23.952					
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	4.70	34,612			23.952					
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	11.43	177			59.478					
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	11.43	177			59.478					
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	4.51	33,357			23.374					
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.92	168,273			4.501					
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	11.77	138			65.943					
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	23.17	4			33.149					
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	4.70	34,612	17.51	152	23.952	1.94702	-6.5773	NO	NO	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	4.70	34,612			23.952					
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	11.43	177			59.478					NO
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	11.43	177			59.478					
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	4.51	33,357	5.52	377	23.374	1.21059	-0.8309	YES	NO	NO
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.92	168,273			4.501					
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	11.77	138	20.38	9	65.943	22.68645	-0.3794	YES	YES	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	23.17	4			33.149					
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Design	212.43	1,229			626.306					YES
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Design	34.61	526			134.510					
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Design	1334.59	99			1987.873					
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Design	56.42	107			225.965					
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	R&B	4.70	34,612			23.952					
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.51	342,812			6.873					
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B	11.43	177			59.478					
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B	2.86	127			15.873					
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	4.51	33,357			23.374					
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.50	341,428			6.686					
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	11.77	138			65.943					
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	6.10	17			17.358					
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	4.51	33,357	2.35	7	23.374	8.83532	0.2449	YES	YES	NO
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.50	341,428	101.57	801	6.686	0.23653	-423.0712	NO	NO	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	11.77	138			65.943					
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	6.10	17			17.358				NO	NO
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	14.41	7,733			431.444					YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	1.50	2,085			134.087					
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop < DS1										
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1										
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	589.95	153	54.20	34	264.518	50.15236	10.6826	YES	YES	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	14.69	469			111.840					
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1										
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1										
		Average Completion Notice Interval - Non-Mechanized											
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

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B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	Diagnostic			29.82	57				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			18.35	172				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	Diagnostic			15.77	69				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	Diagnostic			20.08	103				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	Diagnostic			18.63	3				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	Diagnostic			34.92	51				Diagnostic	Diagnostic	Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			49.35	199				Diagnostic	Diagnostic	Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	Diagnostic			29.07	2				Diagnostic	Diagnostic	Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			24.67	9				Diagnostic	Diagnostic	Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			35.54	13				Diagnostic	Diagnostic	Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			19.42	1				Diagnostic	Diagnostic	Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			21.48	175				Diagnostic	Diagnostic	Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			21.37	3				Diagnostic	Diagnostic	Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			17.93	6				Diagnostic	Diagnostic	Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			18.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			28.71	39				Diagnostic	Diagnostic	Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			15.44	152				Diagnostic	Diagnostic	Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			20.43	13				Diagnostic	Diagnostic	Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			55.62	217				Diagnostic	Diagnostic	Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			22.27	6				Diagnostic	Diagnostic	Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.12	1				Diagnostic	Diagnostic	Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic			12.46	26				Diagnostic	Diagnostic	Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			19.46	494				Diagnostic	Diagnostic	Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			10.65	4				Diagnostic	Diagnostic	Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			46.83	242				Diagnostic	Diagnostic	Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			51.78	99				Diagnostic	Diagnostic	Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time - Mechanized												
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			5.72	299				Diagnostic	Diagnostic	Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.99	7,968				Diagnostic	Diagnostic	Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.91	11				Diagnostic	Diagnostic	Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.50	8				Diagnostic	Diagnostic	Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.60	761				Diagnostic	Diagnostic	Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.47	15				Diagnostic	Diagnostic	Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time - Partially Mechanized												
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.82	131				Diagnostic	Diagnostic	Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.63	2,288				Diagnostic	Diagnostic	Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.67	3				Diagnostic	Diagnostic	Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.43	30				Diagnostic	Diagnostic	Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.00	9				Diagnostic	Diagnostic	Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.04	50				Diagnostic	Diagnostic	Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.37	136				Diagnostic	Diagnostic	Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.63	16				Diagnostic	Diagnostic	Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			9.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.30	247				Diagnostic	Diagnostic	Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.25	4				Diagnostic	Diagnostic	Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time - Non-Mechanized												
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			6.44	39				Diagnostic	Diagnostic	Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.94	111				Diagnostic	Diagnostic	Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			3.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.71	35				Diagnostic	Diagnostic	Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.56	164				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			5.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.60	5				Diagnostic	Diagnostic	Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.36	11				Diagnostic	Diagnostic	Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			10.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.24	91				Diagnostic	Diagnostic	Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			9.75	4				Diagnostic	Diagnostic	Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.84	43				Diagnostic	Diagnostic	Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.84	25				Diagnostic	Diagnostic	Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic			12.19	170				Diagnostic	Diagnostic	Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.25	4				Diagnostic	Diagnostic	Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			4.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.71	269				Diagnostic	Diagnostic	Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.67	2				Diagnostic	Diagnostic	Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			11.65	192				Diagnostic	Diagnostic	Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.63	57				Diagnostic	Diagnostic	Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized												
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			5.73	278				Diagnostic	Diagnostic	Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.12	4,923				Diagnostic	Diagnostic	Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.91	11				Diagnostic	Diagnostic	Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.50	8				Diagnostic	Diagnostic	Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.60	761				Diagnostic	Diagnostic	Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.47	15				Diagnostic	Diagnostic	Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized											
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.87	117				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.51	2,014				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			3.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.41	29				Diagnostic	Diagnostic	Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.00	9				Diagnostic	Diagnostic	Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.04	49				Diagnostic	Diagnostic	Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.35	134				Diagnostic	Diagnostic	Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.63	16				Diagnostic	Diagnostic	Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			9.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.50	234				Diagnostic	Diagnostic	Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.25	4				Diagnostic	Diagnostic	Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized											
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			6.69	32				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.12	94				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			3.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.73	33				Diagnostic	Diagnostic	Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.56	164				Diagnostic	Diagnostic	Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			5.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.60	5				Diagnostic	Diagnostic	Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.36	11				Diagnostic	Diagnostic	Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			10.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.22	83				Diagnostic	Diagnostic	Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			8.33	3				Diagnostic	Diagnostic	Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.88	40				Diagnostic	Diagnostic	Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.84	25				Diagnostic	Diagnostic	Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic			12.22	167				Diagnostic	Diagnostic	Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			8.25	4				Diagnostic	Diagnostic	Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			4.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.88	249				Diagnostic	Diagnostic	Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.67	2				Diagnostic	Diagnostic	Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			11.70	190				Diagnostic	Diagnostic	Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.65	49				Diagnostic	Diagnostic	Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Disconnect Timeliness												
B.2.31.1	P-13	LNP/GA(%)	>= 95% w in 15 min	*Under Commission Review*									
	% Completions w/o Notice or < 24 hours												
B.2.32.1.1	P-6	Switch Ports/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/GA(%)	Diagnostic			100.00%	549				Diagnostic	Diagnostic	Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)	Diagnostic			100.00%	11,170				Diagnostic	Diagnostic	Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	Diagnostic			100.00%	82				Diagnostic	Diagnostic	Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/GA(%)	Diagnostic			100.00%	185				Diagnostic	Diagnostic	Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/GA(%)	Diagnostic			100.00%	3				Diagnostic	Diagnostic	Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic			100.00%	8				Diagnostic	Diagnostic	Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic			100.00%	55				Diagnostic	Diagnostic	Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/GA(%)	Diagnostic			100.00%	135				Diagnostic	Diagnostic	Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/GA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/GA(%)	Diagnostic			100.00%	54				Diagnostic	Diagnostic	Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/GA(%)	Diagnostic			100.00%	191				Diagnostic	Diagnostic	Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic			100.00%	213				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.2.32.14.2	P-6	Other Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/GA(%)	Diagnostic			100.00%	9				Diagnostic	Diagnostic	Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic			100.00%	4				Diagnostic	Diagnostic	Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/GA(%)	Diagnostic			0.00%	2				Diagnostic	Diagnostic	Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			5.54%	307				Diagnostic	Diagnostic	Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic			100.00%	256				Diagnostic	Diagnostic	Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/GA(%)	Diagnostic			100.00%	89				Diagnostic	Diagnostic	Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	% Cooperative Test Attempts for xDSL												
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% of requests			99.31%	145				YES	YES	YES
B.2.33.2	P-8	xDSL Other/GA(%)	>= 95% of requests										
	Service Order Accuracy												
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			93.10%	116				NO	NO	NO
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			94.74%	38				NO	NO	NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%										NO
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			33.33%	3				NO		NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA(%)	>= 95%			84.62%	26				NO	NO	NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%			79.33%	179				NO	NO	NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%									YES	NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 95%									YES	NO
	Unbundled Network Elements - Maintenance and Repair												
	Missed Repair Appointments												
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/GA(%)	R&B (POTS)	8.64%	76,519								YES
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	2.13%	46,315								
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.66%	906	0.00%	0				YES	YES	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.34%	880	0.00%	3		0.03371	0.1011	YES	YES	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	8.74%	78,605	5.03%	1,969		0.00644	5.7621	YES	YES	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	2.24%	47,677	1.57%	893		0.00500	1.3523	YES	YES	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	8.54%	80,704	3.03%	66		0.03442	1.6019	YES	YES	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	8.54%	80,704	0.00%	40		0.04421	1.9327	YES	YES	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	66.31%	926	0.00%	30		0.08768	7.5621	YES	YES	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	4.90%	2,549	0.00%	18		0.05108	0.9601	YES	YES	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	14.22%	408	2.11%	95		0.03978	3.0442	YES	YES	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	2.93%	443	13.21%	53		0.02453	-4.1879	NO	YES	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	66.31%	926	0.00%	2		0.33458	1.9818	YES	YES	NO
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	4.90%	2,549	0.00%	12		0.06249	0.7848	YES	YES	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	8.74%	78,605	1.02%	393		0.01428	5.4075	YES	YES	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	8.74%	78,605	0.00%	163		0.02215	3.9472	YES	YES	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	8.59%	76,246	6.72%	655		0.01099	1.6991	YES	YES	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	1.82%	37,846	10.81%	37		0.02199	-4.0884	NO	YES	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/GA(%)	Design	3.67%	2,372	20.00%	5		0.08415	-1.9408	NO	YES	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)	Design	0.82%	3,796	0.00%	2		0.06366	0.1283	YES	YES	NO
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)	R&B	8.74%	78,605	7.77%	103		0.02785	0.3498	YES	YES	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)	R&B	2.24%	47,677	1.06%	94		0.01529	0.7719	YES	YES	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	8.64%	76,519								
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	2.13%	46,315								
	Customer Trouble Report Rate												
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA(%)	R&B (POTS)	2.22%	3,443,882								YES
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.34%	3,443,882								YES
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	2.13%	42,460	0.00%	307		0.00837	2.5502	YES	YES	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	2.07%	42,460	0.98%	307		0.00825	1.3283	YES	YES	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA(%)	R&B	2.01%	3,901,385	0.96%	204,634		0.00032	32.6988	YES	YES	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.22%	3,901,385	0.44%	204,634		0.00025	31.3386	YES	YES	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA(%)	R&B&D - Disp	1.75%	4,607,233	4.60%	1,435		0.00349	-8.1492	NO	NO	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	1.75%	4,607,233	2.79%	1,435		0.00349	-2.9641	NO	NO	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	0.62%	149,774	0.79%	3,819		0.00129	-1.2983	YES	YES	NO
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	1.70%	149,774	0.47%	3,819		0.00214	5.7563	YES	NO	NO

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	6.73%	6,058	1.56%	6,082		0.00471	10.9812	YES	YES	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	7.31%	6,058	0.87%	6,082		0.00491	13.1223	YES	YES	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/GA(%)	ADSL to Retail	0.62%	149,774	0.27%	752		0.00287	1.2256	YES	YES	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	1.70%	149,774	1.60%	752		0.00477	0.2226	YES	NO	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	2.01%	3,901,385	1.13%	34,727		0.00077	11.5428	YES	YES	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	2.01%	3,901,385	0.47%	34,727		0.00077	20.1995	YES	YES	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	2.21%	3,443,882	1.82%	35,897		0.00079	4.9314	YES	YES	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	1.10%	3,443,882	0.10%	35,897		0.00056	17.9057	YES	YES	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA(%)	Design	0.34%	705,848	0.27%	1,886		0.00134	0.5307	YES	YES	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA(%)	Design	0.54%	705,848	0.11%	1,886		0.00169	2.5534	YES	YES	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA(%)	R&B	2.01%	3,901,385	6.25%	1,647		0.00350	-12.1172	NO	NO	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.22%	3,901,385	5.71%	1,647		0.00272	-16.4627	NO	NO	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	2.22%	3,443,882								
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.34%	3,443,882								
		Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA(hours)	R&B (POTS)	25.17	76,519			25.431					YES
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA(hours)	R&B (POTS)	8.45	46,315			13.995					
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA(hours)	DS1/DS3	3.66	906	0.00	0	3.332			YES	YES	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA(hours)	DS1/DS3	2.36	880	3.74	3	3.378	1.95373	-0.7065	YES	YES	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA(hours)	R&B	24.94	78,605	12.90	1,969	25.428	0.58018	20.7564	YES	YES	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA(hours)	R&B	8.36	47,677	3.92	893	13.937	0.47074	9.4165	YES	YES	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA(hours)	R&B&D - Disp	24.41	80,704	6.18	66	25.313	3.11714	5.8456	YES	YES	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA(hours)	R&B&D - Disp	24.41	80,704	2.52	40	25.313	4.00339	5.4673	YES	YES	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	ADSL to Retail	99.21	926	4.35	30	50.779	9.41990	10.0697	YES	YES	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	ADSL to Retail	7.05	2,549	2.87	18	21.638	5.11817	0.8166	YES	YES	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA(hours)	ISDN - BRI	20.24	408	5.08	95	24.252	2.76278	5.4897	YES	YES	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA(hours)	ISDN - BRI	6.01	443	14.09	53	14.144	2.05579	-3.9319	NO	YES	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA(hours)	ADSL to Retail	99.21	926	25.48	2	50.779	35.94486	2.0513	YES	YES	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA(hours)	ADSL to Retail	7.05	2,549	8.54	12	21.638	6.26113	-0.2382	YES	YES	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA(hours)	R&B - Disp	24.94	78,605	5.11	393	25.428	1.28589	15.4257	YES	YES	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA(hours)	R&B - Disp	24.94	78,605	2.98	163	25.428	1.99375	11.0152	YES	YES	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA(hours)	R&B (POTS) excl SB FT	25.15	76,246	12.04	655	25.429	0.99784	13.1357	YES	YES	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	R&B (POTS) excl SB FT	8.67	37,846	10.44	37	14.531	2.39011	-0.7395	YES	YES	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA(hours)	Design	7.41	2,372	9.47	5	12.116	5.42401	-0.3794	YES	YES	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA(hours)	Design	2.69	3,796	2.13	2	5.942	4.20252	0.1350	YES	YES	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA(hours)	R&B	24.94	78,605	17.61	103	25.428	2.50716	2.9244	YES	YES	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA(hours)	R&B	8.36	47,677	7.61	94	13.937	1.43895	0.5230	YES	YES	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)	R&B (POTS)	25.17	76,519			25.431					
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)	R&B (POTS)	8.45	46,315			13.995					
		% Repeat Troubles within 30 Days											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)	R&B (POTS)	24.57%	76,519								YES
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	18.97%	46,315								
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	37.09%	906	0.00%	0				YES	YES	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	33.07%	880	33.33%	3		0.27208	-0.0097	YES	YES	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)	R&B	24.41%	78,605	17.06%	1,969		0.00980	7.4965	YES	YES	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	18.94%	47,677	17.47%	893		0.01323	1.1098	YES	YES	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)	R&B&D - Disp	24.77%	80,704	39.39%	66		0.05316	-2.7514	NO	NO	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	24.77%	80,704	32.50%	40		0.06827	-1.1325	YES	YES	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	47.62%	926	20.00%	30		0.09265	2.9816	YES	YES	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	40.60%	2,549	16.67%	18		0.11616	2.0607	YES	YES	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	27.94%	408	20.00%	95		0.05112	1.5536	YES	YES	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	26.64%	443	15.09%	53		0.06425	1.7964	YES	YES	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)	ADSL to Retail	47.62%	926	0.00%	2		0.35354	1.3471	YES	NO	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	40.60%	2,549	50.00%	12		0.14210	-0.6612	YES	NO	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	24.41%	78,605	18.58%	393		0.02172	2.6870	YES	YES	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	24.41%	78,605	21.47%	163		0.03368	0.8728	YES	YES	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	24.50%	76,246	20.76%	655		0.01688	2.2153	YES	YES	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	19.02%	37,846	10.81%	37		0.06455	1.2716	YES	NO	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)	Design	38.62%	2,372	0.00%	5		0.21796	1.7717	YES	YES	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)	Design	34.48%	3,796	0.00%	2		0.33619	1.0257	YES	YES	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)	R&B	24.41%	78,605	23.30%	103		0.04235	0.2623	YES	YES	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)	R&B	18.94%	47,677	14.89%	94		0.04045	0.9998	YES	YES	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	24.57%	76,519								

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	18.97%	46,315								
	Out of Service > 24 hours												
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA(%)	R&B (POTS)	33.41%	48,357								YES
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	13.69%	14,768								
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.66%	906	0.00%	0				YES	YES	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.34%	880	0.00%	3		0.03371	0.1011	YES	YES	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)	R&B	32.99%	49,765	10.62%	1,300		0.01321	16.9363	YES	YES	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	13.28%	15,403	2.35%	468		0.01592	6.8651	YES	YES	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)	R&B&D - Disp	31.70%	52,066	3.03%	66		0.05731	5.0018	YES	YES	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	31.70%	52,066	0.00%	40		0.07360	4.3066	YES	YES	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	66.31%	926	0.00%	30		0.08768	7.5621	YES	YES	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	4.90%	2,549	0.00%	18		0.05108	0.9601	YES		
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	28.30%	364	2.11%	95		0.05190	5.0469	YES	YES	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	3.48%	374	13.21%	53		0.02688	-3.6199	NO	YES	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)	ADSL to Retail	66.31%	926	0.00%	0				YES		
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	4.90%	2,549	0.00%	0				YES		
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	32.99%	49,765	1.02%	393		0.02381	13.4267	YES	YES	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	32.99%	49,765	0.00%	163		0.03689	8.9429	YES	YES	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	33.40%	48,338	12.36%	259		0.02938	7.1613	YES	YES	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	13.69%	14,745	5.26%	19		0.07892	1.0682	YES	YES	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)	Design	4.40%	2,340	20.00%	5		0.09184	-1.6985	NO	YES	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)	Design	0.72%	3,740	0.00%	2		0.05988	0.1206	YES	YES	NO
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)	R&B	32.99%	49,765	19.72%	71		0.05584	2.3763	YES	YES	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)	R&B	13.28%	15,403	11.90%	42		0.05244	0.2628	YES	YES	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	33.41%	48,357								
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	13.69%	14,768								
	Unbundled Network Elements - Billing												
	Invoice Accuracy												
B.4.1	B-1	GA(%)	BST - State	97.69%	$379,831,830	99.97%	$6,096,701		0.00006	-371.0589	YES	YES	YES
	Mean Time to Deliver Invoices - CRIS												
B.4.2	B-2	Region(business days)	BST - Region	4.35	1	3.74	1,300				YES	YES	YES

UNE			
Reports at Parity	406	398	378
Reports not at Parity	70	75	80
Diagnostic Reports	684	684	684
Opportunities at parity	476	473	458
% at Parity	85.29%	84.14%	82.53%

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	Local Interconnection Trunks - Ordering												
	% Rejected Service Requests												
C.1.1	O-7	Local Interconnection Trunks/GA(%)	Diagnostic			44.94%	178				Diagnostic	Diagnostic	Diagnostic
	Reject Interval												
C.1.2	O-8	Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			98.75%	79				YES	YES	YES
	FOC Timeliness												
C.1.3	O-9	Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			98.70%	153				YES	YES	YES
	FOC & Reject Response Completeness												
C.1.4	O-11	Local Interconnection Trunks/GA(%)	>= 95%			89.90%	169				NO	NO	NO
	FOC & Reject Response Completeness (Multiple Responses)												
C.1.5	O-11	Local Interconnection Trunks/GA(%)	>= 95%										
	Local Interconnection Trunks - Provisioning												
	Order Completion Interval												
C.2.1	P-4	Local Interconnection Trunks/GA(days)	Parity w Retail	22.00	66	24.15	52	9.865	1.82925	-1.1774	YES	NO	YES
	Held Orders												
C.2.2	P-1	Local Interconnection Trunks/GA(days)	Parity w Retail	0.00	0	0.00	0				YES		
	% Jeopardies												
C.2.3	P-2	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	67	0.00%	76		0.00000		YES	YES	YES
	Average Jeopardy Notice Interval												
C.2.4	P-2	Local Interconnection Trunks/GA(hours)	95% >= 48 hrs										
	% Missed Installation Appointments												
C.2.5	P-3	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	66	0.00%	66		0.00000		YES	NO	YES
	% Provisioning Troubles within 30 Days												
C.2.6	P-9	Local Interconnection Trunks/GA(%)	Parity w Retail	0.13%	4,537	0.00%	1,253		0.00116	1.1402	YES	NO	YES
	Average Completion Notice Interval												
C.2.7	P-5	Local Interconnection Trunks/GA(hours)	Parity w Retail	52.28	58	51.01	51	116.727	22.40709	0.0569	YES	YES	YES
	Total Service Order Cycle Time												
C.2.8	P-10	Local Interconnection Trunks/GA(days)	Diagnostic										
	Total Service Order Cycle Time (offered)												
C.2.9	P-10	Local Interconnection Trunks/GA(days)	Diagnostic										
	% Completions w/o Notice or < 24 hours												
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			100.00%	52				Diagnostic	Diagnostic	Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Service Order Accuracy												
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/GA(%)	>= 95%			93.33%	15				NO	YES	NO
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			94.44%	18				NO	YES	YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	17				YES	NO	YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	11				YES	NO	NO
	Local Interconnection Trunks - Maintenance and Repair												
	Missed Repair Appointments												
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	11	0.00%	0				YES		
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.89%	337	0.00%	153		0.00916	0.9722	YES	YES	YES
	Customer Trouble Report Rate												
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	321,854	0.00%	127,859		0.00002	1.7685	YES	YES	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.10%	321,854	0.12%	127,859		0.00011	-1.3983	YES	NO	YES
	Maintenance Average Duration												
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	0.94	11	0.00	0	1.737			YES		
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA(hours)	Parity w Retail	1.46	337	0.48	153	5.095	0.49671	1.9787	YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	% Repeat Troubles within 30 Days												
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	18.18%	11	0.00%	0				YES		
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	21.36%	337	0.00%	153		0.03996	5.3469	YES	YES	YES
	Out of Service > 24 hours												
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	11	0.00%	0				YES		
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.89%	337	0.00%	153		0.00916	0.9722	YES	YES	YES
	Local Interconnection Trunks - Billing												
	Invoice Accuracy												
C.4.1	B-1	GA(%)	BST - State	97.69%	$379,831,830	99.64%	$5,177,578		0.00007	-293.9120	YES	YES	YES
	Mean Time to Deliver Invoices - CABS												
C.4.2	B-2	Region(calendar days)	BST - Region	4.79	1	4.43	3,457				YES	YES	YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING												
	Trunk Group Performance - Aggregate												
C.5.1	TGP-1	GA	>0.5% dif 2 consec. Hrs			4					NO	YES	YES

LIT			
Reports at Parity	22	14	18
Reports not at Parity	4	7	3
Diagnostic Reports	3	3	3
Opportunities at parity	26	21	21
% at Parity	84.62%	66.67%	85.71%

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	Operations Support Systems - Pre-Ordering												
	% Interface Availability - CLEC												
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.88%					YES	YES	YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%										
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.96%					YES	YES	YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES	YES	YES
	% Interface Availability - BST & CLEC												
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			99.92%					YES	YES	YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.92%					YES	YES	YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			99.94%					YES	YES	YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.90%					YES	YES	YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.92%					YES	YES	YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.92%					YES	YES	YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			99.93%					YES	YES	YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES	YES	YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*												
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.86	2,521,984	1.52	274,584				YES	YES	YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.17	6,295	1.52	274,584				YES	YES	YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.94	7,494,181	1.34	201,016				YES	YES	YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.35	603,369	1.34	201,016				YES	YES	YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	2.95	660,511	0.97	78,562				YES		
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.63	246,979	0.97	78,562				YES	YES	YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.74	1,192,936	0.69	2,310				YES		
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.65	276,940	0.69	2,310				YES	YES	YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.43	4,241,777	1.29	979,115				YES	YES	NO
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.10	442,287	1.29	979,115				YES	YES	NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	4.51	8,821,300	0.75	38,316				YES	YES	YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.46	565,533	0.75	38,316				YES	YES	YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	4.51	8,821,300	0.04	75,609				YES	YES	YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.46	565,533	0.04	75,609				YES	YES	YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*												
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.86	2,521,984	1.44	233,416				YES	YES	YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.17	6,295	1.44	233,416				YES	YES	YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.94	7,494,181	1321.14	41,449				YES	YES	YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.35	603,369	1321.14	41,449				YES	YES	YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			8.03	1				Diagnostic	Diagnostic	Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			8.03	1				Diagnostic	Diagnostic	Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	2.95	660,511	1.70	7,185				YES		
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.63	246,979	1.70	7,185				YES	YES	YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.74	1,192,936	2.06	56,909				YES		
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.65	276,940	2.06	56,909				YES	YES	YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.43	4,241,777	2.62	93,520				YES	YES	NO
D.1.4.7.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.10	442,287	2.62	93,520				YES	YES	NO
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 2-1-2001; see D.1.4.7.1									
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 2-1-2001; see D.1.4.7.2									
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 2-1-2001; see D.1.4.7.1									
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 2-1-2001; see D.1.4.7.2									
	Operations Support Systems - Maintenance and Repair												

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
		% Interface Availability - BST											
D.2.1.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%							YES	YES	YES
		% Interface Availability - CLEC											
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%					YES	YES	YES
		% Interface Availability - BST & CLEC											
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.92%					YES	YES	YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.97%					YES	YES	YES
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			99.98%					YES	YES	YES
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			99.92%					YES	YES	YES
		Average Response Interval											
D.2.4.1.1	OSS-4	CRIS/Region(%) <= 4 Seconds	Parity w Retail	96.22%	1,760,653	95.27%	91,954		0.00065	14.6787	NO	NO	NO
D.2.4.1.2	OSS-4	CRIS/Region(%) <= 10 Seconds	Parity w Retail	99.02%	1,760,653	99.36%	91,954		0.00033	-10.2612	YES	YES	YES
D.2.4.1.3	OSS-4	CRIS/Region(%) > 10 Seconds	Parity w Retail	0.98%	1,760,653	0.64%	91,954		0.00033	10.2612	YES	YES	YES
D.2.4.2.1	OSS-4	DLETH/Region(%) <= 4 Seconds	Parity w Retail	10.68%	50,395	9.30%	785		0.01111	1.2408	YES	YES	YES
D.2.4.2.2	OSS-4	DLETH/Region(%) <= 10 Seconds	Parity w Retail	81.70%	50,395	84.97%	785		0.01391	-2.3468	YES	YES	YES
D.2.4.2.3	OSS-4	DLETH/Region(%) > 10 Seconds	Parity w Retail	18.30%	50,395	15.03%	785		0.01391	2.3468	YES	YES	YES
D.2.4.3.1	OSS-4	DLR/Region(%) <= 4 Seconds	Parity w Retail	6.60%	31,065	18.01%	33,356		0.00196	-58.2862	YES	YES	YES
D.2.4.3.2	OSS-4	DLR/Region(%) <= 10 Seconds	Parity w Retail	88.70%	31,065	95.12%	33,356		0.00250	-25.7146	YES	YES	YES
D.2.4.3.3	OSS-4	DLR/Region(%) > 10 Seconds	Parity w Retail	11.30%	31,065	4.88%	33,356		0.00250	25.7146	YES	YES	YES
D.2.4.4.1	OSS-4	LMOS/Region(%) <= 4 Seconds	Parity w Retail	99.65%	1,760,611	98.77%	92,723		0.00020	44.5473	NO	NO	NO
D.2.4.4.2	OSS-4	LMOS/Region(%) <= 10 Seconds	Parity w Retail	99.79%	1,760,611	99.53%	92,723		0.00016	16.1364	NO	NO	NO
D.2.4.4.3	OSS-4	LMOS/Region(%) > 10 Seconds	Parity w Retail	0.21%	1,760,611	0.47%	92,723		0.00016	-16.1364	NO	NO	NO
D.2.4.5.1	OSS-4	LMOSupd/Region(%) <= 4 Seconds	Parity w Retail	97.95%	1,320,389	95.50%	56,173		0.00061	40.0028	NO	NO	NO
D.2.4.5.2	OSS-4	LMOSupd/Region(%) <= 10 Seconds	Parity w Retail	99.84%	1,320,389	98.29%	56,173		0.00017	88.5141	NO	NO	NO
D.2.4.5.3	OSS-4	LMOSupd/Region(%) > 10 Seconds	Parity w Retail	0.16%	1,320,389	1.71%	56,173		0.00017	-88.5141	NO	NO	NO
D.2.4.6.1	OSS-4	LNP/Region(%) <= 4 Seconds	Parity w Retail	99.78%	125,274	99.74%	5,722		0.00063	0.6738	YES	NO	NO
D.2.4.6.2	OSS-4	LNP/Region(%) <= 10 Seconds	Parity w Retail	99.92%	125,274	99.83%	5,722		0.00038	2.5542	NO	YES	YES
D.2.4.6.3	OSS-4	LNP/Region(%) > 10 Seconds	Parity w Retail	0.08%	125,274	0.17%	5,722		0.00038	-2.5542	NO	YES	YES
D.2.4.7.1	OSS-4	MARCH/Region(%) <= 4 Seconds	Parity w Retail	32.36%	7,535	29.40%	364		0.02511	1.1790	YES	NO	YES
D.2.4.7.2	OSS-4	MARCH/Region(%) <= 10 Seconds	Parity w Retail	32.36%	7,535	29.40%	364		0.02511	1.1790	YES	NO	YES
D.2.4.7.3	OSS-4	MARCH/Region(%) > 10 Seconds	Parity w Retail	67.64%	7,535	70.60%	364		0.02511	-1.1790	YES	NO	YES
D.2.4.8.1	OSS-4	OSPCM/Region(%) <= 4 Seconds	Parity w Retail	42.76%	6,995	44.19%	86		0.05367	-0.2658	YES	NO	NO
D.2.4.8.2	OSS-4	OSPCM/Region(%) <= 10 Seconds	Parity w Retail	97.18%	6,995	94.19%	86		0.01795	1.6701	NO	NO	YES
D.2.4.8.3	OSS-4	OSPCM/Region(%) > 10 Seconds	Parity w Retail	2.82%	6,995	5.81%	86		0.01795	-1.6701	NO	NO	YES
D.2.4.9.1	OSS-4	Predictor/Region(%) <= 4 Seconds	Parity w Retail	19.22%	67,552	27.41%	3,678		0.00667	-12.2636	YES	YES	YES
D.2.4.9.2	OSS-4	Predictor/Region(%) <= 10 Seconds	Parity w Retail	19.22%	67,552	27.41%	3,678		0.00667	-12.2636	YES	YES	YES
D.2.4.9.3	OSS-4	Predictor/Region(%) > 10 Seconds	Parity w Retail	80.78%	67,552	72.59%	3,678		0.00667	12.2636	YES	YES	YES
D.2.4.10.1	OSS-4	SOCS/Region(%) <= 4 Seconds	Parity w Retail	99.85%	239,252	99.89%	14,802		0.00033	-1.2908	YES	YES	YES
D.2.4.10.2	OSS-4	SOCS/Region(%) <= 10 Seconds	Parity w Retail	99.98%	239,252	99.99%	14,802		0.00013	-0.7889	YES	YES	YES
D.2.4.10.3	OSS-4	SOCS/Region(%) > 10 Seconds	Parity w Retail	0.02%	239,252	0.01%	14,802		0.00013	0.7889	YES	YES	YES
D.2.4.11.1	OSS-4	NIW/Region(%) <= 4 Seconds	Parity w Retail	75.21%	66,851	74.39%	3,655		0.00734	1.1129	YES	NO	YES
D.2.4.11.2	OSS-4	NIW/Region(%) <= 10 Seconds	Parity w Retail	98.81%	66,851	98.96%	3,655		0.00184	-0.7968	YES	YES	YES
D.2.4.11.3	OSS-4	NIW/Region(%) > 10 Seconds	Parity w Retail	1.19%	66,851	1.04%	3,655		0.00184	0.7968	YES	YES	YES

OSS

Reports at Parity	74	66	68
Reports not at Parity	11	15	13
Diagnostic Reports	4	4	4
Opportunities at parity	85	81	81
% at Parity	87.06%	81.48%	83.95%

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	Collocation - Collocation												
	Average Response Time												
E.1.1.1	C-1	Virtual/GA (calendar days)	<= 10 days			7	9				YES	YES	YES
E.1.1.2	C-1	Physical/GA (calendar days)	<= 20 days			15	32				YES	YES	YES
	Average Arrangement Time												
E.1.2.1	C-2	Virtual/GA (calendar days)	<= 50 days									YES	
E.1.2.2	C-2	Virtual (Extraordinary)/GA (calendar days)	<= 75 days										
E.1.2.3	C-2	Physical Caged/GA (calendar days)	<= 90 days			69	4				YES	YES	YES
E.1.2.4	C-2	Physical Cageless/GA (calendar days)	<= 60 days			54	1				YES	YES	YES
E.1.2.5	C-2	Physical Cageless (Extraordinary)/GA (calendar days)	<= 90 days										
	% Due Dates Missed												
E.1.3.1	C-3	Virtual/GA (%)	< 5% missed									YES	
E.1.3.2	C-3	Physical/GA (%)	< 5% missed			0.00%	5				YES	YES	YES

Collocation			
Reports at Parity	5	7	5
Reports not at Parity	0	0	0
Diagnostic Reports	0	0	0
Opportunities at parity	5	7	5
% at Parity	100.00%	100.00%	100.00%

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	General - Flow Through												
	% Flow Through Service Requests												
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			86.82%	236,181				Diagnostic	Diagnostic	Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			86.82%	236,181				Diagnostic	Diagnostic	Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			90.39%	165,598				NO	NO	NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			68.47%	5,636				NO	NO	NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			79.33%	64,940				NO	NO	NO
	% Flow Through Service Requests - Achieved												
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			77.69%	263,262				Diagnostic	Diagnostic	Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			77.69%	263,262				Diagnostic	Diagnostic	Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			82.49%	181,451				Diagnostic	Diagnostic	Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.03%	7,714				Diagnostic	Diagnostic	Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			68.82%	74,097				Diagnostic	Diagnostic	Diagnostic
	% Flow Through Service Requests - LNP												
F.1.3.1	O-3	Summary/Region(%)	>= 85%			86.96%	4,647				YES	NO	YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			88.87%	4,647				YES	NO	YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	General - Pre-Ordering												
	Loop Makeup Inquiry (Manual)												
F.2.1	PO-1	Loops/GA(%)	>= 95% w in 3 bus days									YES	YES
	Loop Makeup Inquiry (Electronic)												
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min			98.41%	693				YES	YES	YES
	General - Ordering												
	Service Inquiry with Firm Order												
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 5 bus days			97.96%	49				YES	YES	YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days			100.00%	1				YES		
	General - Ordering												
	Average Speed of Answer												
F.4.1	O-12	Region(seconds)	Parity w Retail	178.20	6,077,324	22.12	40,881				YES	YES	YES
	General - Maintenance Center												
	Average Answer Time												
F.5.1	M&R-6	Region(seconds)	Parity w Retail	82.14	2,175,215	27.35	82,158				YES	YES	YES
	General - Operator Services (Toll)												
	Average Speed to Answer												
F.6.1	OS-1	GA(seconds)	PBD			2.54					PBD	PBD	PBD
	% Answered in 10 seconds												
F.6.2	OS-2	GA (%)	PBD			92.60%					PBD	PBD	PBD
	General - Directory Assistance												
	Average Speed to Answer												
F.7.1	DA-1	GA(seconds)	PBD			5.98					PBD	PBD	PBD
	% Answered in 12 seconds												
F.7.2	DA-2	GA (%)	PBD			83.40%					PBD	PBD	PBD

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
	General - E911												
	Mean Interval												
F.8.1	E-3	GA(hours)	PBD			0.71	2,821				PBD	PBD	PBD
	% Accuracy												
F.8.2	E-2	GA(%)	PBD			94.76%	421,610				PBD	PBD	PBD
	% Timeliness												
F.8.3	E-1	GA(%)	PBD			100.00%	2,821				PBD	PBD	PBD
	General - Billing												
	Usage Data Delivery Accuracy												
F.9.1	B-3	Region(%)	Parity w Retail	99.88%	4,197	100.00%	15,090		0.00060	-1.9790	YES	YES	YES
	Usage Data Delivery Timeliness												
F.9.2	B-5	Region(%)	Parity w Retail	97.37%	30,110	98.48%	239,167,648		0.00092	-12.0158	YES	NO	NO
	Usage Data Delivery Completeness												
F.9.3	B-4	Region(%)	Parity w Retail	99.12%	30,110	99.78%	239,167,648		0.00054	-12.1711	YES	YES	YES
	Mean Time to Deliver Usage												
F.9.4	B-6	Region(days)	Parity w Retail	3.77	30,110	3.07	239,167,648				YES	NO	NO
	Recurring Charge Completeness												
F.9.5.1	B-7	Resale/GA(%)	Parity w Retail	79.84%	$15,736,556	96.74%	$481,723		0.00131	-129.2988	YES	YES	YES
F.9.5.2	B-7	UNE/GA(%)	>= 90%			94.68%	$498,513				YES	YES	NO
F.9.5.3	B-7	Interconnection/GA(%)	>= 90%			35.40%	$165,699				NO	YES	NO
	Non-Recurring Charge Completeness												
F.9.6.1	B-8	Resale/GA(%)	Parity w Retail	86.32%	$21,759,429	98.10%	$617,975		0.00120	-98.3315	YES	YES	YES
F.9.6.2	B-8	UNE/GA(%)	>= 90%			98.21%	$833,114				YES	YES	YES
F.9.6.3	B-8	Interconnection/GA(%)	>= 90%			94.27%	$114,469				YES	NO	YES
	General - Change Management												
	% Software Release Notices Sent On Time												
F.10.1	CM-1	GA(%)	>= 95% w in 30 days			100.00%	2				YES	YES	
	Average Software Release Notice Delay Days												
F.10.2	CM-2	GA(average)	>= 22 days prior to release										
	% Change Management Documentation Sent On Time												
F.10.3	CM-3A	GA(%)	>= 95% w in 30 days									NO	NO
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time												
F.10.4	CM-3B	GA(%)	>= 95% w in 5 days										
	Average Documentation Release Delay Days												
F.10.5	CM-4	GA(average)	>= 22 days prior to release									NO	NO
	% CLEC Interface Outages Sent within 15 Minutes												
F.10.6	CM-5	GA(%)	>= 97% w in 15 min			100.00%	24				YES	YES	YES
	General - New Business Requests												
	% New Business Requests Processed within 30 Business Days												
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	11				YES	YES	YES
	% Quotes Provided within X Business Days												
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			42.86%	7				NO	YES	NO
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days										
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days										YES
	General - Ordering												
	Acknowledgement Message Timeliness												
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.99%	67,850				YES	YES	YES

BellSouth Monthly Performance Summary

Georgia, September 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Sep-01 Equity	Aug-01 Equity	Jul-01 Equity
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	167,159				YES	YES	YES
		Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	67,850				NO	NO	NO
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	167,159				NO	NO	NO
		General - Database Updates											
		Average Database Update Interval											
F.13.1.1	D-1	LIDB/GA(hours)	PBD	0.79	15	0.79	15				PBD	PBD	PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.09	25	0.09	25				PBD	PBD	PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	4.27	25	3.56	25				PBD	PBD	PBD
		% Update Accuracy											
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			95.35%	43				YES	YES	NO
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			86.46%	229				NO	YES	YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 95%			100.00%	46				YES	YES	YES
		% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)	100%			97.50%	40				NO	NO	NO
		General - Network Outage Notification											
		Mean Time to Notify CLEC of Major Network Outages											
F.14.1	M&R-7	Region (minutes)	Parity w Retail	1,832	5	919	5				YES	YES	YES

GENERAL

Reports at Parity	34	32	31
Reports not at Parity	9	13	14
Diagnostic Reports	9	9	9
Opportunities at parity	43	45	45
% at Parity	79.07%	71.11%	68.89%

Total

Reports at Parity	732	717	674
Reports not at Parity	128	139	145
Diagnostic Reports	916	916	916
Opportunities at parity	860	856	819
% at Parity	85.12%	83.76%	82.30%