BELLSOUTH

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April 4, 2002

WRITTEN EX PARTE

Mr. William Caton
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 02-35

Dear Mr. Caton:

I am providing you with a hard copy of a document that I sent electronically to Renee Crittendon and Daniel Shiman of the Commission's Common Carrier Bureau and Mark Gerner of its Enforcement Bureau on April 4, 2002. The document is BellSouth's February 2002 Monthly State Summary of performance data for Louisiana. The e-mailed document was sent to Ms. Crittendon, Dr. Shiman, and Mr. Gerner at their request. I am also sending a copy of this document to James Davis-Smith of the Department of Justice's Telecommunications Task Force. The document can also be viewed at www.interconnection.bellsouth.com/mss.

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

Sincerely,

Kathleen B Levitz

Kathleen B. Levitz

Attachment
cc: Renee Crittendon (w/o attachment)
Daniel Shiman (w/o attachment)
Mark Gerner (w/o attachment)
Susan Pié
James Davis-Smith

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
	Resale - Ordering												
	% Rejected Service Requests - Mechanized												
A.1.1.1	O-7	Residence/LA(%)	Diagnostic			7.30%	22,944				Diagnostic	Diagnostic	Diagnostic
A.1.1.2	O-7	Business/LA(%)	Diagnostic			17.25%	313				Diagnostic	Diagnostic	Diagnostic
A.1.1.3	O-7	Design (Specials)/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.1.4	O-7	PBX/LA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
A.1.1.5	O-7	Centrex/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.1.6	O-7	ISDN/LA(%)	Diagnostic			50.00%	2				Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Partially Mechanized												
A.1.2.1	O-7	Residence/LA(%)	Diagnostic			28.20%	2,869				Diagnostic	Diagnostic	Diagnostic
A.1.2.2	O-7	Business/LA(%)	Diagnostic			48.68%	152				Diagnostic	Diagnostic	Diagnostic
A.1.2.3	O-7	Design (Specials)/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.2.4	O-7	PBX/LA(%)	Diagnostic			75.00%	4				Diagnostic	Diagnostic	Diagnostic
A.1.2.5	O-7	Centrex/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.1.2.6	O-7	ISDN/LA(%)	Diagnostic			33.33%	3				Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Non-Mechanized												
A.1.3.1	O-7	Residence/LA(%)	Diagnostic			35.71%	98				Diagnostic	Diagnostic	Diagnostic
A.1.3.2	O-7	Business/LA(%)	Diagnostic			52.81%	89				Diagnostic	Diagnostic	Diagnostic
A.1.3.3	O-7	Design (Specials)/LA(%)	Diagnostic			40.00%	30				Diagnostic	Diagnostic	Diagnostic
A.1.3.4	O-7	PBX/LA(%)	Diagnostic			25.00%	4				Diagnostic	Diagnostic	Diagnostic
A.1.3.5	O-7	Centrex/LA(%)	Diagnostic			100.00%	2				Diagnostic	Diagnostic	Diagnostic
A.1.3.6	O-7	ISDN/LA(%)	Diagnostic			26.32%	19				Diagnostic	Diagnostic	Diagnostic
	Reject Interval - Mechanized												
A.1.4.1	O-8	Residence/LA(%)	>= 97% w in 1 hr			95.11%	1,678				NO	NO	NO
A.1.4.2	O-8	Business/LA(%)	>= 97% w in 1 hr			94.55%	55				NO	NO	NO
A.1.4.3	O-8	Design (Specials)/LA(%)	>= 97% w in 1 hr										
A.1.4.4	O-8	PBX/LA(%)	>= 97% w in 1 hr			0.00%	1				NO	NO	
A.1.4.5	O-8	Centrex/LA(%)	>= 97% w in 1 hr										
A.1.4.6	O-8	ISDN/LA(%)	>= 97% w in 1 hr			0.00%	1				NO		
	Reject Interval - Partially Mechanized - 10 hours												
A.1.7.1	O-8	Residence/LA(%)	>= 85% w in 10 hrs			91.56%	829				YES	YES	YES
A.1.7.2	O-8	Business/LA(%)	>= 85% w in 10 hrs			94.59%	74				YES	YES	YES
A.1.7.3	O-8	Design (Specials)/LA(%)	>= 85% w in 10 hrs										NO
A.1.7.4	O-8	PBX/LA(%)	>= 85% w in 10 hrs			66.67%	3				NO	YES	
A.1.7.5	O-8	Centrex/LA(%)	>= 85% w in 10 hrs										
A.1.7.6	O-8	ISDN/LA(%)	>= 85% w in 10 hrs			100.00%	1				YES		
	Reject Interval - Non-Mechanized												
A.1.8.1	O-8	Residence/LA(%)	>= 85% w in 24 hrs			100.00%	36				YES	YES	YES
A.1.8.2	O-8	Business/LA(%)	>= 85% w in 24 hrs			100.00%	51				YES	YES	YES
A.1.8.3	O-8	Design (Specials)/LA(%)	>= 85% w in 24 hrs			76.92%	13				NO	YES	YES
A.1.8.4	O-8	PBX/LA(%)	>= 85% w in 24 hrs			100.00%	1				YES	YES	YES
A.1.8.5	O-8	Centrex/LA(%)	>= 85% w in 24 hrs			100.00%	2				YES		YES
A.1.8.6	O-8	ISDN/LA(%)	>= 85% w in 24 hrs			40.00%	5				NO	YES	YES
	FOC Timeliness - Mechanized												
A.1.9.1	O-9	Residence/LA(%)	>= 95% w in 3 hrs			99.92%	21,325				YES	YES	YES
A.1.9.2	O-9	Business/LA(%)	>= 95% w in 3 hrs			100.00%	262				YES	YES	YES
A.1.9.3	O-9	Design (Specials)/LA(%)	>= 95% w in 3 hrs										
A.1.9.4	O-9	PBX/LA(%)	>= 95% w in 3 hrs										YES
A.1.9.5	O-9	Centrex/LA(%)	>= 95% w in 3 hrs										
A.1.9.6	O-9	ISDN/LA(%)	>= 95% w in 3 hrs			100.00%	1				YES		
	FOC Timeliness - Partially Mechanized - 10 hours												
A.1.12.1	O-9	Residence/LA(%)	>= 85% w in 10 hrs			90.95%	2,233				YES	YES	YES
A.1.12.2	O-9	Business/LA(%)	>= 85% w in 10 hrs			97.85%	93				YES	YES	YES
A.1.12.3	O-9	Design (Specials)/LA(%)	>= 85% w in 10 hrs										
A.1.12.4	O-9	PBX/LA(%)	>= 85% w in 10 hrs			0.00%	2				NO	NO	NO
A.1.12.5	O-9	Centrex/LA(%)	>= 85% w in 10 hrs										
A.1.12.6	O-9	ISDN/LA(%)	>= 85% w in 10 hrs			100.00%	1				YES	NO	NO

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
	FOC Timeliness - Non-Mechanized												
A.1.13.1	O-9	Residence/LA(%)	>= 85% w in 36 hrs			98.31%	59				YES	YES	YES
A.1.13.2	O-9	Business/LA(%)	>= 85% w in 36 hrs			100.00%	43				YES	YES	YES
A.1.13.3	O-9	Design (Specials)/LA(%)	>= 85% w in 36 hrs			85.19%	27				YES	YES	YES
A.1.13.4	O-9	PBX/LA(%)	>= 85% w in 36 hrs			100.00%	3				YES	YES	YES
A.1.13.5	O-9	Centrex/LA(%)	>= 85% w in 36 hrs										
A.1.13.6	O-9	ISDN/LA(%)	>= 85% w in 36 hrs			100.00%	13				YES	YES	YES
	FOC & Reject Response Completeness - Mechanized												
A.1.14.1.1	O-11	Residence/EDI/LA(%)	>= 95%			100.00%	874				YES	YES	YES
A.1.14.1.2	O-11	Residence/TAG/LA(%)	>= 95%			100.00%	22,070				YES	YES	YES
A.1.14.2.1	O-11	Business/EDI/LA(%)	>= 95%			100.00%	27				YES	YES	YES
A.1.14.2.2	O-11	Business/TAG/LA(%)	>= 95%			100.00%	286				YES	YES	YES
A.1.14.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%										
A.1.14.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%										
A.1.14.4.1	O-11	PBX/EDI/LA(%)	>= 95%										YES
A.1.14.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	1				YES	YES	
A.1.14.5.1	O-11	Centrex/EDI/LA(%)	>= 95%										
A.1.14.5.2	O-11	Centrex/TAG/LA(%)	>= 95%										
A.1.14.6.1	O-11	ISDN/EDI/LA(%)	>= 95%										
A.1.14.6.2	O-11	ISDN/TAG/LA(%)	>= 95%			100.00%	2				YES		
	FOC & Reject Response Completeness - Partially Mechanized												
A.1.15.1.1	O-11	Residence/EDI/LA(%)	>= 95%			100.00%	79				YES	YES	YES
A.1.15.1.2	O-11	Residence/TAG/LA(%)	>= 95%			99.89%	2,790				YES	YES	YES
A.1.15.2.1	O-11	Business/EDI/LA(%)	>= 95%			100.00%	23				YES	YES	YES
A.1.15.2.2	O-11	Business/TAG/LA(%)	>= 95%			100.00%	129				YES	YES	YES
A.1.15.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%										YES
A.1.15.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%										
A.1.15.4.1	O-11	PBX/EDI/LA(%)	>= 95%										
A.1.15.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	4				YES	YES	YES
A.1.15.5.1	O-11	Centrex/EDI/LA(%)	>= 95%										
A.1.15.5.2	O-11	Centrex/TAG/LA(%)	>= 95%										
A.1.15.6.1	O-11	ISDN/EDI/LA(%)	>= 95%										
A.1.15.6.2	O-11	ISDN/TAG/LA(%)	>= 95%			66.67%	3				NO	YES	YES
	FOC & Reject Response Completeness - Non-Mechanized												
A.1.16.1	O-11	Residence/LA(%)	>= 95%			96.94%	98				YES	YES	NO
A.1.16.2	O-11	Business/LA(%)	>= 95%			97.75%	89				YES	NO	NO
A.1.16.3	O-11	Design (Specials)/LA(%)	>= 95%			100.00%	30				YES	NO	NO
A.1.16.4	O-11	PBX/LA(%)	>= 95%			100.00%	4				YES	NO	NO
A.1.16.5	O-11	Centrex/LA(%)	>= 95%			100.00%	2				YES		YES
A.1.16.6	O-11	ISDN/LA(%)	>= 95%			89.47%	19				NO	YES	YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized												
A.1.17.1.1	O-11	Residence/EDI/LA(%)	>= 95%			87.99%	874				NO	NO	NO
A.1.17.1.2	O-11	Residence/TAG/LA(%)	>= 95%			99.33%	22,069				YES	YES	YES
A.1.17.2.1	O-11	Business/EDI/LA(%)	>= 95%			88.89%	27				NO	NO	NO
A.1.17.2.2	O-11	Business/TAG/LA(%)	>= 95%			97.90%	286				YES	YES	YES
A.1.17.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%										
A.1.17.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%										
A.1.17.4.1	O-11	PBX/EDI/LA(%)	>= 95%										YES
A.1.17.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	1				YES	YES	
A.1.17.5.1	O-11	Centrex/EDI/LA(%)	>= 95%										
A.1.17.5.2	O-11	Centrex/TAG/LA(%)	>= 95%										
A.1.17.6.1	O-11	ISDN/EDI/LA(%)	>= 95%										
A.1.17.6.2	O-11	ISDN/TAG/LA(%)	>= 95%			100.00%	2				YES		
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized												
A.1.18.1.1	O-11	Residence/EDI/LA(%)	>= 95%			94.94%	79				NO	YES	YES
A.1.18.1.2	O-11	Residence/TAG/LA(%)	>= 95%			92.57%	2,787				NO	NO	NO
A.1.18.2.1	O-11	Business/EDI/LA(%)	>= 95%			91.30%	23				NO	NO	NO
A.1.18.2.2	O-11	Business/TAG/LA(%)	>= 95%			85.27%	129				NO	NO	NO
A.1.18.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%										YES
A.1.18.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%										
A.1.18.4.1	O-11	PBX/EDI/LA(%)	>= 95%										

BellSouth Monthly Performance Summary

Louisiana, February 2002

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A.1.18.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	4				YES	YES	YES
A.1.18.5.1	O-11	Centrex/EDI/LA(%)	>= 95%										
A.1.18.5.2	O-11	Centrex/TAG/LA(%)	>= 95%										
A.1.18.6.1	O-11	ISDN/EDI/LA(%)	>= 95%										
A.1.18.6.2	O-11	ISDN/TAG/LA(%)	>= 95%			100.00%	2				YES	YES	YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/LA(%)	>= 95%			95.79%	95				YES	NO	NO
A.1.19.2	O-11	Business/LA(%)	>= 95%			91.95%	87				NO	YES	NO
A.1.19.3	O-11	Design (Specials)/LA(%)	>= 95%			93.33%	30				NO	YES	NO
A.1.19.4	O-11	PBX/LA(%)	>= 95%			100.00%	4				YES	YES	NO
A.1.19.5	O-11	Centrex/LA(%)	>= 95%			100.00%	2				YES		YES
A.1.19.6	O-11	ISDN/LA(%)	>= 95%			100.00%	17				YES	YES	NO
		Resale - Provisioning											
		Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/LA(days)	Res	4.25	11,651	3.64	1,329	4.753	0.13761	4.3757	YES	YES	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/LA(days)	Res	0.78	222,667	0.57	15,512	1.288	0.01070	19.0473	YES	YES	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/LA(days)	Res	5.31	70	3.17	6	4.482	1.90645	1.1240	YES	YES	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/LA(days)	Res										
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/LA(days)	Bus	2.13	9,328	3.00	30	5.013	0.91670	-0.9521	YES	YES	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/LA(days)	Bus	1.17	11,765	0.66	153	3.209	0.26114	1.9503	YES	YES	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/LA(days)	Bus	8.12	46			11.860					YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/LA(days)	Bus	0.83	6	0.33	2	0.660	0.53872	0.9312	YES		
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/LA(days)	Design	18.22	355			40.055				YES	
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Design	30.29	51			15.231					
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Design										
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Design										
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/LA(days)	PBX	7.62	46			7.514					YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/LA(days)	PBX	1.92	134	0.89	3	3.761	2.19558	0.4691	YES	YES	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/LA(days)	PBX	19.00	1			3.536					
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/LA(days)	PBX	0.93	60			0.549				YES	
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/LA(days)	Centrex	5.72	502	5.00	1	8.226	8.23385	0.0880	YES	YES	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/LA(days)	Centrex	1.76	1,397	0.33	5	4.854	2.17456	0.6579	YES	YES	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/LA(days)	Centrex	11.65	17			11.955					
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Centrex	2.46	36			2.023					
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/LA(days)	ISDN	17.62	168			30.412					YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/LA(days)	ISDN	1.56	338	12.00	1	3.810	3.81537	-2.7369	NO	YES	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/LA(days)	ISDN	4.00	1			0.000					
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/LA(days)	ISDN	5.30	10			9.265					
		Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/LA(days)	Res	61.77	79	71.00	1	148.865	149.80398	-0.0616	YES	YES	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/LA(days)	Res	2.00	1	0.00	0	0.000			YES	YES	YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/LA(days)	Res	2.00	3	0.00	0	1.732			YES	YES	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/LA(days)	Res	0.00	0	0.00	0				YES	YES	YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/LA(days)	Res	0.00	0	0.00	0				YES	YES	YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/LA(days)	Res	0.00	0	0.00	0				YES	YES	YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/LA(days)	Bus	33.47	15	0.00	0	59.706			YES	YES	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/LA(days)	Bus	0.00	0	0.00	0				YES	YES	YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/LA(days)	Bus	0.00	0	0.00	0				YES	YES	YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/LA(days)	Bus	0.00	0	0.00	0				YES		YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/LA(days)	Bus	0.00	0	0.00	0				YES		YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/LA(days)	Bus	0.00	0	0.00	0				YES		YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/LA(days)	Design	0.00	0	0.00	0				YES	YES	
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/LA(days)	Design	0.00	0	0.00	0				YES	YES	
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/LA(days)	Design	0.00	0	0.00	0				YES	YES	
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/LA(days)	Design										
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/LA(days)	Design										
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/LA(days)	Design										
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/LA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/LA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/LA(days)	PBX	0.00	0	0.00	0				YES	YES	YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/LA(days)	PBX	0.00	0							YES	

BellSouth Monthly Performance Summary

Louisiana, February 2002

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A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/LA(days)	PBX	0.00	0							YES	
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/LA(days)	PBX	0.00	0							YES	
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/LA(days)	Centrex	0.00	0	0.00	0				YES	YES	YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/LA(days)	Centrex	0.00	0	0.00	0				YES	YES	YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/LA(days)	Centrex	0.00	0	0.00	0				YES	YES	YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/LA(days)	Centrex	0.00	0								
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/LA(days)	Centrex	0.00	0								
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/LA(days)	Centrex	0.00	0								
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/LA(days)	ISDN	2.00	1	0.00	0	0.000			YES	YES	YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/LA(days)	ISDN	0.00	0	0.00	0				YES	YES	YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/LA(days)	ISDN	24.00	1	0.00	0	0.000			YES	YES	YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/LA(days)	ISDN	0.00	0								
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/LA(days)	ISDN	0.00	0								
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/LA(days)	ISDN	0.00	0								
		% Jeopardies - Mechanized											
A.2.4.1	P-2	Residence/LA(%)	Res	0.29%	247,960	0.48%	19,340		0.00040	-4.6001	NO	YES	YES
A.2.4.2	P-2	Business/LA(%)	Bus	1.00%	21,637	0.87%	229		0.00662	0.1957	YES	YES	YES
A.2.4.3	P-2	Design (Specials)/LA(%)	Design	8.17%	600								
A.2.4.4	P-2	PBX/LA(%)	PBX	2.03%	246	0.00%	3		0.08197	0.2480	YES	YES	YES
A.2.4.5	P-2	Centrex/LA(%)	Centrex	1.20%	2,079	0.00%	6		0.04456	0.2698	YES		YES
A.2.4.6	P-2	ISDN/LA(%)	ISDN	3.89%	591								
		% Jeopardies - Non-Mechanized											
A.2.5.1	P-2	Residence/LA(%)	Diagnostic			6.67%	30				Diagnostic	Diagnostic	Diagnostic
A.2.5.2	P-2	Business/LA(%)	Diagnostic			0.00%	33				Diagnostic	Diagnostic	Diagnostic
A.2.5.3	P-2	Design (Specials)/LA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
A.2.5.4	P-2	PBX/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.5.5	P-2	Centrex/LA(%)	Diagnostic			0.00%	2				Diagnostic	Diagnostic	Diagnostic
A.2.5.6	P-2	ISDN/LA(%)	Diagnostic			33.33%	3				Diagnostic	Diagnostic	Diagnostic
		Average Jeopardy Notice Interval - Mechanized											
A.2.7.1	P-2	Residence/LA(hours)	>= 48 hrs			104.44	92				YES	YES	YES
A.2.7.2	P-2	Business/LA(hours)	>= 48 hrs			40.23	2				NO	YES	YES
A.2.7.3	P-2	Design (Specials)/LA(hours)	>= 48 hrs										
A.2.7.4	P-2	PBX/LA(hours)	>= 48 hrs										
A.2.7.5	P-2	Centrex/LA(hours)	>= 48 hrs										
A.2.7.6	P-2	ISDN/LA(hours)	>= 48 hrs										
		Average Jeopardy Notice Interval - Non-Mechanized											
A.2.8.1	P-2	Residence/LA(hours)	Diagnostic			0.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.8.2	P-2	Business/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.8.3	P-2	Design (Specials)/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.8.4	P-2	PBX/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.8.5	P-2	Centrex/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.8.6	P-2	ISDN/LA(hours)	Diagnostic			130.00	1				Diagnostic	Diagnostic	Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	P-2	Residence/LA(%)	95% >= 48 hrs			96.15%	78				YES	YES	YES
A.2.9.2	P-2	Business/LA(%)	95% >= 48 hrs			50.00%	2				NO	YES	YES
A.2.9.3	P-2	Design (Specials)/LA(%)	95% >= 48 hrs										
A.2.9.4	P-2	PBX/LA(%)	95% >= 48 hrs										
A.2.9.5	P-2	Centrex/LA(%)	95% >= 48 hrs										
A.2.9.6	P-2	ISDN/LA(%)	95% >= 48 hrs										
		% Jeopardy Notice >= 48 hours - Non-Mechanized											
A.2.10.1	P-2	Residence/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.2	P-2	Business/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.3	P-2	Design (Specials)/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.4	P-2	PBX/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.5	P-2	Centrex/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.10.6	P-2	ISDN/LA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
		% Missed Installation Appointments											
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/LA(%)	Res	5.39%	13,629	2.37%	1,433		0.00627	4.8149	YES	YES	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/LA(%)	Res	0.11%	233,815	0.15%	17,507		0.00026	-1.5450	YES	YES	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/LA(%)	Res	10.98%	82	0.00%	6		0.13220	0.8302	YES	YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/LA(%)	Res										
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/LA(%)	Bus	1.61%	9,573	5.56%	54		0.01717	-2.2989	NO	NO	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/LA(%)	Bus	0.12%	11,850	0.00%	201		0.00244	0.4835	YES	YES	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/LA(%)	Bus	7.14%	56								YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/LA(%)	Bus	0.00%	6	0.00%	2		0.00000		YES		
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/LA(%)	Design	4.23%	402							YES	
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	Design	19.61%	51	0.00%	1		0.40090	0.4891	YES	YES	
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/LA(%)	Design										
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	Design										
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/LA(%)	PBX	8.33%	48							YES	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/LA(%)	PBX	0.73%	137	0.00%	3		0.04968	0.1469	YES	YES	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/LA(%)	PBX	0.00%	2								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/LA(%)	PBX	0.00%	60							YES	
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/LA(%)	Centrex	3.72%	511	0.00%	2		0.13405	0.2774	YES	YES	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/LA(%)	Centrex	0.00%	1,399	0.00%	6		0.00000		YES	YES	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/LA(%)	Centrex	0.00%	19								
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/LA(%)	Centrex	0.00%	41								
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/LA(%)	ISDN	5.38%	186								YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN	0.29%	342	0.00%	3		0.03131	0.0934	YES	YES	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/LA(%)	ISDN	0.00%	1								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN	0.00%	11								
		% Provisioning Troubles within 30 Days											
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/LA(%)	Res	7.65%	14,952	8.01%	949		0.00890	-0.4015	YES	YES	NO
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/LA(%)	Res	3.20%	266,496	3.99%	20,416		0.00128	-6.1600	NO	NO	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/LA(%)	Res	6.58%	76	0.00%	3		0.14593	0.4508	YES	YES	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/LA(%)	Res	0.00%	1								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/LA(%)	Bus	2.77%	11,316	8.47%	59		0.02141	-2.6668	NO	NO	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/LA(%)	Bus	4.44%	11,769	4.74%	359		0.01104	-0.2640	YES	NO	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/LA(%)	Bus	9.28%	97							YES	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/LA(%)	Bus	0.00%	6								
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/LA(%)	Design	1.72%	699	0.00%	3		0.07516	0.2284	YES		YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	Design	0.00%	24	0.00%	1		0.00000		YES		YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/LA(%)	Design	0.00%	2								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	Design										
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/LA(%)	PBX	3.57%	28	0.00%	2		0.13583	0.2629	YES	YES	
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/LA(%)	PBX	0.00%	65	0.00%	3		0.00000		YES	YES	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/LA(%)	PBX	0.00%	3								YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/LA(%)	PBX	0.00%	20	0.00%	1		0.00000		YES		
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/LA(%)	Centrex	0.58%	1,031	0.00%	7		0.02885	0.2017	YES	YES	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/LA(%)	Centrex	1.09%	1,097	0.00%	21		0.02291	0.4774	YES	YES	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/LA(%)	Centrex	0.94%	106								
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/LA(%)	Centrex	0.00%	38								YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/LA(%)	ISDN	1.68%	358							YES	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN	0.00%	192	0.00%	3		0.00000		YES	YES	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/LA(%)	ISDN	0.00%	1								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN	0.00%	22								
		Average Completion Notice Interval - Mechanized											
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/LA(hours)	Res	0.42	12,333	0.12	1,339	6.279	0.18066	1.6822	YES	YES	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/LA(hours)	Res	0.90	223,669	0.70	16,698	3.517	0.02821	7.1057	YES	YES	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/LA(hours)	Res	0.07	78	0.02	6	0.263	0.11123	0.4795	YES	YES	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/LA(hours)	Res										
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/LA(hours)	Bus	1.06	8,789	0.39	39	9.918	1.59166	0.4219	YES	YES	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/LA(hours)	Bus	1.59	11,128	0.55	143	11.801	0.99319	1.0438	YES	YES	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/LA(hours)	Bus	3.66	45			11.293					YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/LA(hours)	Bus	0.43	3	0.50	2	0.306	0.27933	-0.2625	YES		
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/LA(hours)	Design	125.68	306			650.776					
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/LA(hours)	Design	250.64	51			480.633					
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/LA(hours)	Design										
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/LA(hours)	Design										
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/LA(hours)	PBX	8.24	37			17.288					
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/LA(hours)	PBX	4.37	125	0.61	2	21.896	15.60644	0.2412	YES	YES	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/LA(hours)	PBX	0.02	1			0.000					
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/LA(hours)	PBX	0.60	56			0.241					

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/LA(hours)	Centrex	6.47	432			19.165					
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/LA(hours)	Centrex	2.26	1,274			15.694					
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/LA(hours)	Centrex	0.02	12			0.003					
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/LA(hours)	Centrex	1.82	36			7.360					
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/LA(hours)	ISDN	41.19	125			64.903					
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/LA(hours)	ISDN	1.26	326			5.481					
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/LA(hours)	ISDN	0.02	1			0.000					
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/LA(hours)	ISDN	0.62	8			0.221					
		Average Completion Notice Interval - Non-Mechanized											
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/LA(hours)	Diagnostic			8.45	45				Diagnostic	Diagnostic	Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			8.91	273				Diagnostic	Diagnostic	Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/LA(hours)	Diagnostic			12.63	13				Diagnostic	Diagnostic	Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			13.06	57				Diagnostic	Diagnostic	Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			3.90	1				Diagnostic	Diagnostic	Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			0.02	1				Diagnostic	Diagnostic	Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/LA(hours)	Diagnostic			18.79	2				Diagnostic	Diagnostic	Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			0.10	6				Diagnostic	Diagnostic	Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			19.16	3				Diagnostic	Diagnostic	Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time - Mechanized											
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			3.73	1,207				Diagnostic	Diagnostic	Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.61	13,734				Diagnostic	Diagnostic	Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic			3.40	5				Diagnostic	Diagnostic	Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			3.91	11				Diagnostic	Diagnostic	Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.69	56				Diagnostic	Diagnostic	Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time - Partially Mechanized											
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			2.95	66				Diagnostic	Diagnostic	Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.17	1,428				Diagnostic	Diagnostic	Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			2.89	9				Diagnostic	Diagnostic	Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.16	45				Diagnostic	Diagnostic	Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time - Non-Mechanized												
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			2.78	9				Diagnostic	Diagnostic	Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			7.00	9				Diagnostic	Diagnostic	Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			7.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.63	19				Diagnostic	Diagnostic	Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized												
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			3.74	1,198				Diagnostic	Diagnostic	Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.80	6,597				Diagnostic	Diagnostic	Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic			3.40	5				Diagnostic	Diagnostic	Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			3.91	11				Diagnostic	Diagnostic	Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.77	45				Diagnostic	Diagnostic	Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(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/LA(days)	Diagnostic			2.99	64				Diagnostic	Diagnostic	Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.20	1,269				Diagnostic	Diagnostic	Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			2.89	9				Diagnostic	Diagnostic	Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.24	39				Diagnostic	Diagnostic	Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	2				Diagnostic	Diagnostic	Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(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/LA(days)	Diagnostic			2.78	9				Diagnostic	Diagnostic	Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.57	7				Diagnostic	Diagnostic	Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			7.00	1				Diagnostic	Diagnostic	Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.63	19				Diagnostic	Diagnostic	Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		% Completions w/o Notice or < 24 hours											
A.2.24.1.1	P	Residence/Dispatch/LA(%)	Diagnostic			0.45%	1,335				Diagnostic	Diagnostic	Diagnostic
A.2.24.1.2	P	Residence/Non-Dispatch/LA(%)	Diagnostic			7.83%	15,512				Diagnostic	Diagnostic	Diagnostic
A.2.24.2.1	P	Business/Dispatch/LA(%)	Diagnostic			3.33%	30				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
A.2.24.2.2	P	Business/Non-Dispatch/LA(%)	Diagnostic			3.23%	155				Diagnostic	Diagnostic	Diagnostic
A.2.24.3.1	P	Design (Specials)/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.24.3.2	P	Design (Specials)/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.24.4.1	P	PBX/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.24.4.2	P	PBX/Non-Dispatch/LA(%)	Diagnostic			0.00%	3				Diagnostic	Diagnostic	Diagnostic
A.2.24.5.1	P	Centrex/Dispatch/LA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
A.2.24.5.2	P	Centrex/Non-Dispatch/LA(%)	Diagnostic			0.00%	5				Diagnostic	Diagnostic	Diagnostic
A.2.24.6.1	P	ISDN/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
A.2.24.6.2	P	ISDN/Non-Dispatch/LA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
	Service Order Accuracy												
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/LA(%)	>= 95%			95.33%	150				YES	NO	YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/LA(%)	>= 95%			98.67%	150				YES	YES	YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/LA(%)	>= 95%			100.00%	6				YES	NO	YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/LA(%)	>= 95%										
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/LA(%)	>= 95%			94.19%	155				NO	NO	YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/LA(%)	>= 95%			96.00%	200				YES	NO	YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/LA(%)	>= 95%			100.00%	11				YES	NO	NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/LA(%)	>= 95%			93.75%	16				NO	NO	NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/LA(%)	>= 95%			90.00%	60				NO	YES	NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	>= 95%			96.75%	123				YES	YES	YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/LA(%)	>= 95%			100.00%	2				YES		YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	>= 95%			82.35%	17				NO	NO	YES
	Resale - Maintenance and Repair												
	Missed Repair Appointments												
A.3.1.1.1	M&R-1	Residence/Dispatch/LA(%)	Res	6.51%	26,555	1.74%	1,491		0.00657	7.2600	YES	YES	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/LA(%)	Res	1.24%	15,231	0.84%	356		0.00594	0.6709	YES	YES	YES
A.3.1.2.1	M&R-1	Business/Dispatch/LA(%)	Bus	8.05%	4,362	7.34%	109		0.02638	0.2681	YES	YES	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/LA(%)	Bus	2.31%	2,733	0.00%	64		0.01898	1.2147	YES	YES	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/LA(%)	Design	0.62%	481	0.00%	14		0.02134	0.2922	YES	YES	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/LA(%)	Design	0.16%	636	0.00%	14		0.01071	0.1469	YES	YES	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/LA(%)	PBX	2.63%	76	0.00%	12		0.04972	0.5292	YES	YES	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/LA(%)	PBX	0.00%	36	0.00%	1		0.00000		YES	YES	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/LA(%)	Centrex	13.52%	540	8.89%	45		0.05305	0.8727	YES	YES	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/LA(%)	Centrex	3.72%	323	0.00%	10		0.06073	0.6118	YES	YES	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/LA(%)	ISDN	0.00%	54	0.00%	3		0.00000		YES	YES	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/LA(%)	ISDN	0.00%	123	0.00%	4		0.00000		YES	YES	YES
	Customer Trouble Report Rate												
A.3.2.1.1	M&R-2	Residence/Dispatch/LA(%)	Res	1.67%	1,594,162	2.25%	66,406		0.00051	-11.3370	NO	NO	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/LA(%)	Res	0.96%	1,594,162	0.54%	66,406		0.00039	10.8317	YES	YES	YES
A.3.2.2.1	M&R-2	Business/Dispatch/LA(%)	Bus	1.06%	412,166	1.02%	10,635		0.00101	0.3305	YES	YES	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/LA(%)	Bus	0.66%	412,166	0.60%	10,635		0.00080	0.7664	YES	YES	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/LA(%)	Design	0.54%	89,026	0.70%	1,986		0.00167	-0.9873	YES	NO	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/LA(%)	Design	0.71%	89,026	0.70%	1,986		0.00192	0.0493	YES	YES	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/LA(%)	PBX	0.12%	63,466	0.72%	1,657		0.00086	-7.0192	NO	YES	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/LA(%)	PBX	0.06%	63,466	0.06%	1,657		0.00059	-0.0612	YES	YES	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/LA(%)	Centrex	0.41%	132,664	1.43%	3,149		0.00115	-8.8841	NO	NO	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/LA(%)	Centrex	0.24%	132,664	0.32%	3,149		0.00089	-0.8328	YES	YES	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/LA(%)	ISDN	0.04%	124,802	0.14%	2,188		0.00045	-2.0920	NO	YES	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/LA(%)	ISDN	0.10%	124,802	0.18%	2,188		0.00068	-1.2446	YES	YES	YES
	Maintenance Average Duration												
A.3.3.1.1	M&R-3	Residence/Dispatch/LA(hours)	Res	22.52	26,555	17.47	1,491	27.244	0.72509	6.9657	YES	YES	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/LA(hours)	Res	7.61	15,231	4.71	356	13.621	0.73030	3.9729	YES	YES	YES
A.3.3.2.1	M&R-3	Business/Dispatch/LA(hours)	Bus	13.92	4,362	14.99	109	18.973	1.83985	-0.5796	YES	YES	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/LA(hours)	Bus	4.07	2,733	2.58	64	9.928	1.25545	1.1867	YES	YES	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/LA(hours)	Design	5.17	481	4.54	14	4.325	1.17261	0.5366	YES	YES	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/LA(hours)	Design	2.15	636	1.82	14	3.096	0.83650	0.4057	YES	YES	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/LA(hours)	PBX	8.86	76	19.89	12	8.972	2.78698	-3.9593	NO	YES	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/LA(hours)	PBX	1.60	36	2.38	1	2.465	2.49900	-0.3150	YES	YES	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/LA(hours)	Centrex	13.52	540	8.95	45	21.195	3.28858	1.3898	YES	YES	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/LA(hours)	Centrex	3.86	323	3.46	10	8.109	2.60368	0.1524	YES	YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
A.3.3.6.1	M&R-3	ISDN/Dispatch/LA(hours)	ISDN	4.82	54	7.58	3	3.367	1.99721	-1.3803	YES	YES	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/LA(hours)	ISDN	2.40	123	1.97	4	2.574	1.30776	0.3284	YES	YES	YES
		% Repeat Troubles within 30 Days											
A.3.4.1.1	M&R-4	Residence/Dispatch/LA(%)	Res	17.90%	26,555	10.46%	1,491		0.01020	7.2914	YES	YES	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/LA(%)	Res	15.63%	15,231	10.98%	356		0.01947	2.4023	YES	YES	YES
A.3.4.2.1	M&R-4	Business/Dispatch/LA(%)	Bus	15.29%	4,362	15.60%	109		0.03490	-0.0874	YES	YES	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/LA(%)	Bus	13.21%	2,733	18.75%	64		0.04282	-1.2942	YES	YES	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/LA(%)	Design	21.00%	481	21.43%	14		0.11043	-0.0390	YES	YES	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/LA(%)	Design	25.63%	636	28.57%	14		0.11796	-0.2495	YES	YES	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/LA(%)	PBX	17.11%	76	0.00%	12		0.11697	1.4624	YES	YES	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/LA(%)	PBX	22.22%	36	0.00%	1		0.42147	0.5272	YES	YES	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/LA(%)	Centrex	12.59%	540	13.33%	45		0.05148	-0.1439	YES	YES	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/LA(%)	Centrex	11.76%	323	0.00%	10		0.10345	1.1372	YES	YES	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/LA(%)	ISDN	12.96%	54	0.00%	3		0.19924	0.6506	YES	YES	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/LA(%)	ISDN	12.20%	123	25.00%	4		0.16825	-0.7702	YES	YES	YES
		Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/LA(%)	Res	25.06%	16,978	20.82%	1,239		0.01275	3.3236	YES	YES	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/LA(%)	Res	11.66%	4,742	4.09%	171		0.02498	3.0293	YES	YES	YES
A.3.5.2.1	M&R-5	Business/Dispatch/LA(%)	Bus	13.25%	2,558	13.24%	68		0.04166	0.0041	YES	YES	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/LA(%)	Bus	3.77%	1,142	0.00%	38		0.03139	1.1996	YES	YES	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/LA(%)	Design	0.62%	481	0.00%	14		0.02134	0.2922	YES	YES	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/LA(%)	Design	0.16%	636	0.00%	14		0.01071	0.1469	YES	YES	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/LA(%)	PBX	3.51%	57	20.00%	5		0.08582	-1.9216	NO	YES	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/LA(%)	PBX	0.00%	22	0.00%	1		0.00000		YES	YES	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/LA(%)	Centrex	9.46%	370	6.90%	29		0.05643	0.4541	YES	YES	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/LA(%)	Centrex	2.92%	171	0.00%	3		0.09812	0.2980	YES	YES	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/LA(%)	ISDN	0.00%	54	0.00%	3		0.00000		YES	YES	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/LA(%)	ISDN	0.00%	123	0.00%	4		0.00000		YES	YES	YES
		Resale - Billing											
		Invoice Accuracy											
A.4.1	B-1	LA(%)	BST - State	99.15%	$178,908,560	99.80%	$3,668,112		0.00005	-134.3765	YES	NO	YES
		Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)	BST - Region	3.64	1	3.43	1,904				YES	YES	NO

RESALE

Reports at Parity	173	170	177
Reports not at Parity	35	29	30
Diagnostic Reports	216	216	216
Opportunities at parity	208	199	207
% at Parity	83.17%	85.43%	85.51%

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
	Unbundled Network Elements - Ordering												
	% Rejected Service Requests - Mechanized												
B.1.1.1	O-7	Switch Ports/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/LA(%)	Diagnostic			17.56%	2,414				Diagnostic	Diagnostic	Diagnostic
B.1.1.4	O-7	Combo Other/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			28.00%	150				Diagnostic	Diagnostic	Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/LA(%)	Diagnostic			33.33%	6				Diagnostic	Diagnostic	Diagnostic
B.1.1.7	O-7	Line Sharing/LA(%)	Diagnostic			7.69%	52				Diagnostic •	Diagnostic	Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/LA(%)	Diagnostic			16.26%	123				Diagnostic	Diagnostic	Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/LA(%)	Diagnostic			0.00%	3				Diagnostic	Diagnostic	Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			11.11%	18				Diagnostic	Diagnostic	Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.1.14	O-7	Other Design/LA(%)	Diagnostic			17.09%	117				Diagnostic	Diagnostic	Diagnostic
B.1.1.15	O-7	Other Non-Design/LA(%)	Diagnostic			12.74%	416				Diagnostic	Diagnostic	Diagnostic
B.1.1.16	O-7	INP Standalone/LA(%)	Diagnostic			100.00%	1				Diagnostic	Diagnostic	Diagnostic
B.1.1.17	O-13	LNP Standalone/LA(%)	Diagnostic			16.30%	227				Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Partially Mechanized												
B.1.2.1	O-7	Switch Ports/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/LA(%)	Diagnostic			31.57%	1,302				Diagnostic	Diagnostic	Diagnostic
B.1.2.4	O-7	Combo Other/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			0.00%	16				Diagnostic	Diagnostic	Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/LA(%)	Diagnostic			21.74%	46				Diagnostic	Diagnostic	Diagnostic
B.1.2.7	O-7	Line Sharing/LA(%)	Diagnostic			44.00%	25				Diagnostic	Diagnostic	Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/LA(%)	Diagnostic			32.95%	88				Diagnostic	Diagnostic	Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			45.00%	80				Diagnostic	Diagnostic	Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic			0.00%	2				Diagnostic	Diagnostic	Diagnostic
B.1.2.14	O-7	Other Design/LA(%)	Diagnostic			25.90%	139				Diagnostic	Diagnostic	Diagnostic
B.1.2.15	O-7	Other Non-Design/LA(%)	Diagnostic			19.79%	192				Diagnostic	Diagnostic	Diagnostic
B.1.2.16	O-7	INP Standalone/LA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
B.1.2.17	O-13	LNP Standalone/LA(%)	Diagnostic			14.84%	411				Diagnostic	Diagnostic	Diagnostic
	% Rejected Service Requests - Non-Mechanized												
B.1.3.1	O-7	Switch Ports/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/LA(%)	Diagnostic			46.67%	15				Diagnostic	Diagnostic	Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/LA(%)	Diagnostic			52.45%	143				Diagnostic	Diagnostic	Diagnostic
B.1.3.4	O-7	Combo Other/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			23.21%	56				Diagnostic	Diagnostic	Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/LA(%)	Diagnostic			30.43%	46				Diagnostic	Diagnostic	Diagnostic
B.1.3.7	O-7	Line Sharing/LA(%)	Diagnostic			22.22%	27				Diagnostic	Diagnostic	Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/LA(%)	Diagnostic			37.70%	61				Diagnostic	Diagnostic	Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/LA(%)	Diagnostic			54.46%	112				Diagnostic	Diagnostic	Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/LA(%)	Diagnostic			25.00%	4				Diagnostic	Diagnostic	Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			45.45%	55				Diagnostic	Diagnostic	Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.1.3.14	O-7	Other Design/LA(%)	Diagnostic			43.04%	230				Diagnostic	Diagnostic	Diagnostic
B.1.3.15	O-7	Other Non-Design/LA(%)	Diagnostic			48.73%	275				Diagnostic	Diagnostic	Diagnostic
B.1.3.16	O-7	INP Standalone/LA(%)	Diagnostic			38.89%	36				Diagnostic	Diagnostic	Diagnostic
B.1.3.17	O-13	LNP Standalone/LA(%)	Diagnostic			25.91%	440				Diagnostic	Diagnostic	Diagnostic
	Reject Interval - Mechanized												
B.1.4.1	O-8	Switch Ports/LA(%)	>= 97% w in 1 hr										
B.1.4.2	O-8	Local Interoffice Transport/LA(%)	>= 97% w in 1 hr										
B.1.4.3	O-8	Loop + Port Combinations/LA(%)	>= 97% w in 1 hr			89.41%	425				NO	YES	NO

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.1.4.4	O-8	Combo Other/LA(%)	>= 97% w in 1 hr										
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 97% w in 1 hr			100.00%	42				YES	YES	YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/LA(%)	>= 97% w in 1 hr			100.00%	2				YES	YES	YES
B.1.4.7	O-8	Line Sharing/LA(%)	>= 97% w in 1 hr			100.00%	4				YES	NO	YES
B.1.4.8	O-8	2W Analog Loop Design/LA(%)	>= 97% w in 1 hr			95.00%	20				NO	NO	NO
B.1.4.9	O-8	2W Analog Loop Non-Design/LA(%)	>= 97% w in 1 hr										YES
B.1.4.10	O-8	2W Analog Loop w/INP Design/LA(%)	>= 97% w in 1 hr										
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/LA(%)	>= 97% w in 1 hr										
B.1.4.12	O-14	2W Analog Loop w/LNP Design/LA(%)	>= 97% w in 1 hr			100.00%	2				YES	YES	YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/LA(%)	>= 97% w in 1 hr									YES	
B.1.4.14	O-8	Other Design/LA(%)	>= 97% w in 1 hr			66.67%	21				NO	NO	NO
B.1.4.15	O-8	Other Non-Design/LA(%)	>= 97% w in 1 hr			85.19%	54				NO	NO	NO
B.1.4.16	O-8	INP Standalone/LA(%)	>= 97% w in 1 hr			100.00%	1				YES		
B.1.4.17	O-14	LNP Standalone/LA(%)	>= 97% w in 1 hr			94.59%	37				NO	YES	NO
	Reject Interval - Partially Mechanized - 10 hours												
B.1.7.1	O-8	Switch Ports/LA(%)	>= 85% w in 10 hrs										
B.1.7.2	O-8	Local Interoffice Transport/LA(%)	>= 85% w in 10 hrs										
B.1.7.3	O-8	Loop + Port Combinations/LA(%)	>= 85% w in 10 hrs			95.72%	421				YES	YES	YES
B.1.7.4	O-8	Combo Other/LA(%)	>= 85% w in 10 hrs										
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 10 hrs										
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 10 hrs			100.00%	10				YES	YES	YES
B.1.7.7	O-8	Line Sharing/LA(%)	>= 85% w in 10 hrs			90.91%	11				YES	YES	
B.1.7.8	O-8	2W Analog Loop Design/LA(%)	>= 85% w in 10 hrs			93.33%	30				YES	YES	YES
B.1.7.9	O-8	2W Analog Loop Non-Design/LA(%)	>= 85% w in 10 hrs										
B.1.7.10	O-8	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 10 hrs										
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 10 hrs										
B.1.7.12	O-14	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 10 hrs			89.19%	37				YES	YES	NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 10 hrs										NO
B.1.7.14	O-8	Other Design/LA(%)	>= 85% w in 10 hrs			100.00%	42				YES	YES	YES
B.1.7.15	O-8	Other Non-Design/LA(%)	>= 85% w in 10 hrs			97.37%	38				YES	YES	YES
B.1.7.16	O-8	INP Standalone/LA(%)	>= 85% w in 10 hrs										
B.1.7.17	O-14	LNP Standalone/LA(%)	>= 85% w in 10 hrs			96.77%	62				YES	YES	NO
	Reject Interval - Non-Mechanized												
B.1.8.1	O-8	Switch Ports/LA(%)	>= 85% w in 24 hrs										
B.1.8.2	O-8	Local Interoffice Transport/LA(%)	>= 85% w in 24 hrs			100.00%	8				YES		YES
B.1.8.3	O-8	Loop + Port Combinations/LA(%)	>= 85% w in 24 hrs			94.94%	79				YES	YES	YES
B.1.8.4	O-8	Combo Other/LA(%)	>= 85% w in 24 hrs										
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 24 hrs			92.86%	14				YES	YES	YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 24 hrs			100.00%	14				YES	YES	YES
B.1.8.7	O-8	Line Sharing/LA(%)	>= 85% w in 24 hrs			100.00%	6				YES	YES	YES
B.1.8.8	O-8	2W Analog Loop Design/LA(%)	>= 85% w in 24 hrs			100.00%	24				YES	YES	YES
B.1.8.9	O-8	2W Analog Loop Non-Design/LA(%)	>= 85% w in 24 hrs			100.00%	61				YES	YES	YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 24 hrs			100.00%	1				YES	YES	
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 24 hrs										
B.1.8.12	O-14	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 24 hrs			100.00%	21				YES	YES	YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 24 hrs										
B.1.8.14	O-8	Other Design/LA(%)	>= 85% w in 24 hrs			100.00%	101				YES	YES	YES
B.1.8.15	O-8	Other Non-Design/LA(%)	>= 85% w in 24 hrs			99.28%	138				YES	YES	YES
B.1.8.16	O-8	INP Standalone/LA(%)	>= 85% w in 24 hrs			100.00%	15				YES	YES	YES
B.1.8.17	O-14	LNP Standalone/LA(%)	>= 85% w in 24 hrs			100.00%	100				YES	YES	YES
	FOC Timeliness - Mechanized												
B.1.9.1	O-9	Switch Ports/LA(%)	>= 95% w in 3 hrs										
B.1.9.2	O-9	Local Interoffice Transport/LA(%)	>= 95% w in 3 hrs										
B.1.9.3	O-9	Loop + Port Combinations/LA(%)	>= 95% w in 3 hrs			99.85%	2,004				YES	YES	YES
B.1.9.4	O-9	Combo Other/LA(%)	>= 95% w in 3 hrs										
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95% w in 3 hrs			99.07%	108				YES	YES	YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/LA(%)	>= 95% w in 3 hrs			100.00%	4				YES	YES	YES
B.1.9.7	O-9	Line Sharing/LA(%)	>= 95% w in 3 hrs			100.00%	48				YES	YES	YES
B.1.9.8	O-9	2W Analog Loop Design/LA(%)	>= 95% w in 3 hrs			99.06%	106				YES	YES	NO
B.1.9.9	O-9	2W Analog Loop Non-Design/LA(%)	>= 95% w in 3 hrs			66.67%	3				NO	YES	YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/LA(%)	>= 95% w in 3 hrs										
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/LA(%)	>= 95% w in 3 hrs										

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.1.9.12	O-15	2W Analog Loop w/LNP Design/LA(%)	>= 95% w in 3 hrs			100.00%	16				YES	YES	YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/LA(%)	>= 95% w in 3 hrs									YES	
B.1.9.14	O-9	Other Design/LA(%)	>= 95% w in 3 hrs			100.00%	95				YES	YES	YES
B.1.9.15	O-9	Other Non-Design/LA(%)	>= 95% w in 3 hrs			96.73%	367				YES	YES	YES
B.1.9.16	O-9	INP Standalone/LA(%)	>= 95% w in 3 hrs										
B.1.9.17	O-15	LNP Standalone/LA(%)	>= 95% w in 3 hrs			93.16%	190				NO	YES	YES
		FOC Timeliness - Partially Mechanized - 10 hours											
B.1.12.1	O-9	Switch Ports/LA(%)	>= 85% w in 10 hrs										
B.1.12.2	O-9	Local Interoffice Transport/LA(%)	>= 85% w in 10 hrs										
B.1.12.3	O-9	Loop + Port Combinations/LA(%)	>= 85% w in 10 hrs			95.43%	985				YES	NO	NO
B.1.12.4	O-9	Combo Other/LA(%)	>= 85% w in 10 hrs										
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 10 hrs			100.00%	16				YES	YES	YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 10 hrs			100.00%	38				YES	NO	NO
B.1.12.7	O-9	Line Sharing/LA(%)	>= 85% w in 10 hrs			100.00%	15				YES	YES	YES
B.1.12.8	O-9	2W Analog Loop Design/LA(%)	>= 85% w in 10 hrs			95.24%	63				YES	YES	YES
B.1.12.9	O-9	2W Analog Loop Non-Design/LA(%)	>= 85% w in 10 hrs									NO	
B.1.12.10	O-9	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 10 hrs										
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 10 hrs										
B.1.12.12	O-15	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 10 hrs			70.73%	41				NO	YES	NO
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 10 hrs			100.00%	2				YES	YES	NO
B.1.12.14	O-9	Other Design/LA(%)	>= 85% w in 10 hrs			94.34%	106				YES	NO	YES
B.1.12.15	O-9	Other Non-Design/LA(%)	>= 85% w in 10 hrs			98.04%	153				YES	YES	YES
B.1.12.16	O-9	INP Standalone/LA(%)	>= 85% w in 10 hrs			100.00%	1				YES		
B.1.12.17	O-15	LNP Standalone/LA(%)	>= 85% w in 10 hrs			99.71%	350				YES	YES	YES
		FOC Timeliness - Non-Mechanized											
B.1.13.1	O-9	Switch Ports/LA(%)	>= 85% w in 36 hrs										
B.1.13.2	O-9	Local Interoffice Transport/LA(%)	>= 85% w in 36 hrs			100.00%	10				YES	YES	YES
B.1.13.3	O-9	Loop + Port Combinations/LA(%)	>= 85% w in 36 hrs			98.55%	69				YES	YES	YES
B.1.13.4	O-9	Combo Other/LA(%)	>= 85% w in 36 hrs										
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 36 hrs			100.00%	46				YES	YES	YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 36 hrs			100.00%	31				YES	YES	YES
B.1.13.7	O-9	Line Sharing/LA(%)	>= 85% w in 36 hrs			100.00%	20				YES	YES	YES
B.1.13.8	O-9	2W Analog Loop Design/LA(%)	>= 85% w in 36 hrs			100.00%	40				YES	YES	YES
B.1.13.9	O-9	2W Analog Loop Non-Design/LA(%)	>= 85% w in 36 hrs			100.00%	49				YES	YES	YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 36 hrs			100.00%	2				YES	YES	YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 36 hrs										
B.1.13.12	O-15	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 36 hrs			100.00%	31				YES	YES	YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 36 hrs										
B.1.13.14	O-9	Other Design/LA(%)	>= 85% w in 36 hrs			100.00%	128				YES	YES	YES
B.1.13.15	O-9	Other Non-Design/LA(%)	>= 85% w in 36 hrs			99.29%	140				YES	YES	YES
B.1.13.16	O-9	INP Standalone/LA(%)	>= 85% w in 36 hrs			100.00%	20				YES	YES	YES
B.1.13.17	O-15	LNP Standalone/LA(%)	>= 85% w in 36 hrs			99.33%	299				YES	YES	YES
		FOC & Reject Response Completeness - Mechanized											
B.1.14.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%										
B.1.14.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%										
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%										
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%										
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			99.67%	302				YES	YES	YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			100.00%	2,112				YES	YES	YES
B.1.14.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%										
B.1.14.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%										
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	121				YES	YES	YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	29				YES	YES	YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%										
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			100.00%	6				YES	YES	YES
B.1.14.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%			100.00%	25				YES		
B.1.14.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			100.00%	27				YES	YES	YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			100.00%	21				YES	YES	YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			100.00%	102				YES	YES	NO
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%										
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%			100.00%	3				YES	YES	YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%										

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%										
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%										
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%										
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%										
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			100.00%	18				YES	YES	YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%										
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%									YES	
B.1.14.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			97.06%	34				YES	YES	YES
B.1.14.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			98.80%	83				YES	YES	YES
B.1.14.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	3				YES	YES	
B.1.14.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			100.00%	413				YES	YES	YES
B.1.14.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%										
B.1.14.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%			100.00%	1				YES		
B.1.14.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			100.00%	43				YES	YES	YES
B.1.14.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			100.00%	184				YES	YES	YES
	FOC & Reject Response Completeness - Partially Mechanized												
B.1.15.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%										
B.1.15.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%										
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%										
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%										
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			100.00%	232				YES	YES	YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			99.91%	1,070				YES	YES	YES
B.1.15.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%										
B.1.15.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%										
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	15				YES	YES	YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	1				YES	YES	YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%			100.00%	39				YES		
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			100.00%	7				YES	YES	YES
B.1.15.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%			100.00%	10				YES		
B.1.15.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			100.00%	15				YES	YES	YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			100.00%	8				YES	YES	YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			100.00%	80				YES	YES	YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%										
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%									YES	
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%										
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%										
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%										
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%										
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%										YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			100.00%	80				YES	YES	YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%										
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%			100.00%	2				YES	YES	YES
B.1.15.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			100.00%	89				YES	YES	YES
B.1.15.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			100.00%	50				YES	YES	YES
B.1.15.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	5				YES	YES	YES
B.1.15.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			98.93%	187				YES	YES	YES
B.1.15.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%										
B.1.15.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%			100.00%	1				YES		
B.1.15.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			100.00%	35				YES	YES	YES
B.1.15.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			100.00%	376				YES	YES	YES
	FOC & Reject Response Completeness - Non-Mechanized												
B.1.16.1	O-11	Switch Ports/LA(%)	>= 95%										
B.1.16.2	O-11	Local Interoffice Transport/LA(%)	>= 95%			100.00%	15				YES	YES	NO
B.1.16.3	O-11	Loop + Port Combinations/LA(%)	>= 95%			96.50%	143				YES	NO	NO
B.1.16.4	O-11	Combo Other/LA(%)	>= 95%										
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95%			100.00%	56				YES	YES	YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/LA(%)	>= 95%			100.00%	46				YES	YES	NO
B.1.16.7	O-11	Line Sharing/LA(%)	>= 95%			100.00%	27				YES	NO	NO
B.1.16.8	O-11	2W Analog Loop Design/LA(%)	>= 95%			100.00%	61				YES	YES	YES
B.1.16.9	O-11	2W Analog Loop Non-Design/LA(%)	>= 95%			99.11%	112				YES	YES	NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/LA(%)	>= 95%			100.00%	4				YES	YES	YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/LA(%)	>= 95%										
B.1.16.12	O-11	2W Analog Loop w/LNP Design/LA(%)	>= 95%			98.18%	55				YES	YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/LA(%)	>= 95%										
B.1.16.14	O-11	Other Design/LA(%)	>= 95%			97.39%	230				YES	NO	NO
B.1.16.15	O-11	Other Non-Design/LA(%)	>= 95%			98.91%	275				YES	YES	YES
B.1.16.16	O-11	INP Standalone/LA(%)	>= 95%			97.22%	36				YES	YES	YES
B.1.16.17	O-11	LNP Standalone/LA(%)	>= 95%			97.27%	440				YES	YES	YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized											
B.1.17.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%										
B.1.17.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%										
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%										
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%										
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			81.73%	301				NO	NO	NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			87.45%	2,112				NO	NO	NO
B.1.17.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%										
B.1.17.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%										
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	121				YES	YES	YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	29				YES	YES	YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%										
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			66.67%	6				NO	NO	NO
B.1.17.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%			88.00%	25				NO		
B.1.17.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			100.00%	27				YES	YES	YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			71.43%	21				NO	NO	NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			86.27%	102				NO	NO	NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%										
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%			100.00%	3				YES	YES	NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%										
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%										
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%										
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%										
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%										
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			100.00%	18				YES	YES	YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%										
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%									YES	
B.1.17.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			84.85%	33				NO	NO	NO
B.1.17.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			91.46%	82				NO	NO	NO
B.1.17.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	3				YES	YES	
B.1.17.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			88.86%	413				NO	NO	NO
B.1.17.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%										
B.1.17.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%			100.00%	1				YES		
B.1.17.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			100.00%	43				YES	YES	YES
B.1.17.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			100.00%	184				YES	YES	YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized											
B.1.18.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%										
B.1.18.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%										
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%										
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%										
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			85.78%	232				NO	NO	NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			91.11%	1,069				NO	NO	NO
B.1.18.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%										
B.1.18.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%										
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	15				YES	YES	YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	1				YES	YES	YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%			94.87%	39				NO		
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			85.71%	7				NO	NO	YES
B.1.18.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%			90.00%	10				NO		
B.1.18.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			80.00%	15				NO	NO	YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			100.00%	8				YES	NO	YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			93.75%	80				NO	YES	YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%										
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%									YES	
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%										
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%										
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%										
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%										

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%										YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			95.00%	80				YES	NO	YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%										
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%			100.00%	2				YES	YES	NO
B.1.18.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			98.88%	89				YES	YES	NO
B.1.18.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			96.00%	50				YES	YES	YES
B.1.18.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	5				YES	YES	YES
B.1.18.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			98.92%	185				YES	NO	NO
B.1.18.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%										
B.1.18.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%			100.00%	1				YES		
B.1.18.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			97.14%	35				YES	YES	YES
B.1.18.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			99.47%	376				YES	YES	YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
B.1.19.1	O-11	Switch Ports/LA(%)	>= 95%										
B.1.19.2	O-11	Local Interoffice Transport/LA(%)	>= 95%			80.00%	15				NO	YES	NO
B.1.19.3	O-11	Loop + Port Combinations/LA(%)	>= 95%			87.68%	138				NO	YES	NO
B.1.19.4	O-11	Combo Other/LA(%)	>= 95%										
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95%			96.43%	56				YES	YES	NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/LA(%)	>= 95%			91.30%	46				NO	NO	NO
B.1.19.7	O-11	Line Sharing/LA(%)	>= 95%			96.30%	27				YES	NO	NO
B.1.19.8	O-11	2W Analog Loop Design/LA(%)	>= 95%			95.08%	61				YES	NO	YES
B.1.19.9	O-11	2W Analog Loop Non-Design/LA(%)	>= 95%			97.30%	111				YES	YES	YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/LA(%)	>= 95%			100.00%	4				YES	NO	YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/LA(%)	>= 95%										
B.1.19.12	O-11	2W Analog Loop w/LNP Design/LA(%)	>= 95%			96.30%	54				YES	NO	NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/LA(%)	>= 95%										
B.1.19.14	O-11	Other Design/LA(%)	>= 95%			95.09%	224				YES	NO	NO
B.1.19.15	O-11	Other Non-Design/LA(%)	>= 95%			97.43%	272				YES	YES	YES
B.1.19.16	O-11	INP Standalone/LA(%)	>= 95%			100.00%	35				YES	YES	YES
B.1.19.17	O-11	LNP Standalone/LA(%)	>= 95%			98.60%	428				YES	YES	YES
		Unbundled Network Elements - Provisioning											
		Order Completion Interval											
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/LA(days)	R&B (POTS)	3.30	20,979			4.979					
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.80	234,432			1.450					
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/LA(days)	R&B (POTS)	6.42	116			8.575					
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.83	6			0.660					
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	DS1/DS3	18.23	445			18.137				YES	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	DS1/DS3										
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	DS1/DS3										
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	DS1/DS3										
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	R&B	3.36	21,504	2.99	134	5.081	0.44026	0.8488	YES	YES	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	R&B	0.80	236,220	0.59	1,604	1.493	0.03742	5.6438	YES	YES	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(days)	R&B	0.33	148,274	0.33	1,082	0.000	0.00000		YES	YES	NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/LA(days)	R&B	1.60	87,946	1.14	522	2.230	0.09789	4.7574	YES	YES	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	R&B	7.09	133			9.335				YES	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	R&B	1.47	102	0.33	2	1.471	1.05013	1.0822	YES	YES	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(days)	R&B	0.33	26	0.33	2	0.000	0.00000		YES	YES	YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(days)	R&B	1.86	76			1.521					
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/LA(days)	R&B&D - Disp	3.72	22,050	11.40	10	8.391	2.65402	-2.8949	NO	NO	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/LA(days)	R&B&D - Disp	3.72	22,050			16.101					
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/LA(days)	R&B&D - Disp	7.16	135			9.302					
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/LA(days)	R&B&D - Disp	7.16	135			9.265					
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/LA(days)	ISDN - BRI	15.73	111	11.41	34	34.228	6.70918	0.6439	YES	YES	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/LA(days)	ISDN - BRI	0.97	283			1.241					
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/LA(days)	ISDN - BRI										
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/LA(days)	ISDN - BRI										
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/LA(days)	ISDN - BRI										
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/LA(days)	ISDN - BRI										
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/LA(days)	ADSL to Retail	4.71	994			4.970				YES	
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/LA(days)	ADSL to Retail	3.85	2,009	3.64	11	1.049	0.31706	0.6623	YES	YES	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/LA(days)	ADSL to Retail	4.33	12			1.155					

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/LA(days)	ADSL to Retail										
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/LA(days)	ADSL to Retail										
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/LA(days)	ADSL to Retail										
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	R&B - Disp	3.36	21,504	4.69	39	5.081	0.81429	-1.6351	YES	YES	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	R&B - Disp	3.36	21,504			1.493					
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	R&B - Disp	7.09	133			9.335					
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	R&B - Disp	7.09	133			1.471					
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	3.30	20,979			4.979				YES	
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.59	87,266			2.230					
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	6.42	116			8.575				YES	
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.33	3			1.521					
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	R&B - Disp	3.36	21,504	6.00	1	5.081	5.08074	-0.5194	YES	YES	
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	R&B - Disp	3.36	21,504			1.493					
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	R&B - Disp	7.09	133			9.335					
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	R&B - Disp	7.09	133			1.471					
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	3.30	20,979			4.979					
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.59	87,266	6.00	1	2.230	2.22995	-1.9792	NO		
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	6.42	116			8.575					
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.33	3			1.521					
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	R&B - Disp	3.36	21,504	5.10	48	5.081	0.73414	-2.3746	NO	NO	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	R&B - Disp	3.36	21,504			1.493					
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	R&B - Disp	7.09	133			9.335				YES	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	R&B - Disp	7.09	133			1.471					
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	3.30	20,979			4.979					
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.59	87,266	12.00	1	2.230	2.22995	-4.6699	NO		
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	6.42	116			8.575					
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.33	3			1.521					
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/LA(days)	Design	17.74	546	13.00	1	36.594	36.62704	0.1294	YES		YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/LA(days)	Design	15.14	132			16.101					
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/LA(days)	Design	11.50	2			7.638					
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Design	5.30	10			9.265					
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/LA(days)	R&B	3.36	21,504	6.33	3	5.081	2.93350	-1.0133	YES		
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	R&B	0.80	236,220			1.493				YES	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/LA(days)	R&B	7.09	133			9.335					
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	R&B	1.47	102			1.471					
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/LA(days)	R&B (POTS)	3.30	20,979			4.979					
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.80	234,432			1.450				YES	
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	R&B (POTS)	6.42	116			8.575					
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.83	6			0.660					
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	R&B (POTS)	3.30	20,979			4.979					
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.80	234,432	0.49	728	1.450	0.05381	5.7544	YES	YES	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	R&B (POTS)	6.42	116			8.575					
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.83	6	0.33	3	0.660	0.46655	1.0753	YES	YES	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Digital Loop < DS1	6.82	1,254	7.53	83	12.721	1.44173	-0.4955	YES	YES	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Digital Loop < DS1	4.05	2,471			4.341					
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Digital Loop < DS1	4.33	12			1.155					
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Digital Loop < DS1	11.00	1			0.000					
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Digital Loop >= DS1	18.52	86	6.38	96	19.812	2.94160	4.1271	YES	YES	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Digital Loop >= DS1	4.90	56			8.188					
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Digital Loop >= DS1	4.00	1			0.000					
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Digital Loop >= DS1	5.30	10			9.265					
		Order Completion Interval within X days											
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/LA(days)	14 days										
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/LA(days)	7 days			5.06	53				YES	YES	YES
		Held Orders											
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/LA(days)	R&B (POTS)	57.26	94			138.678					
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/LA(days)	R&B (POTS)	2.00	1			0.000					
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/LA(days)	R&B (POTS)	2.00	3			1.732					
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/LA(days)	R&B (POTS)	0.00	0								
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0								
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/LA(days)	R&B (POTS)	0.00	0								
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/LA(days)	DS1/ DS3 - Interoffice	0.00	0							YES	YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/LA(days)	DS1/ DS3 - Interoffice	0.00	0							YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/LA(days)	DS1/ DS3 - Interoffice	5.00	2			2.828				YES	YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/LA(days)	DS1/ DS3 - Interoffice										
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/LA(days)	DS1/ DS3 - Interoffice										
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/LA(days)	DS1/ DS3 - Interoffice										
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/LA(days)	R&B	57.26	94	0.00	0	138.678			YES	YES	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/LA(days)	R&B	2.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/LA(days)	R&B	2.00	3	0.00	0	1.732			YES	YES	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/LA(days)	R&B	0.00	0	0.00	0				YES	YES	YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/LA(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/LA(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/LA(days)	R&B&D - Disp	56.67	95	0.00	0	138.055			YES	YES	YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/LA(days)	R&B&D - Disp	0.00	0	0.00	0				YES	YES	YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/LA(days)	R&B&D - Disp	7.50	4	0.00	0	11.091			YES	YES	YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/LA(days)	R&B&D - Disp	0.00	0								
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/LA(days)	R&B&D - Disp	0.00	0								
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/LA(days)	R&B&D - Disp	0.00	0								
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/LA(days)	ADSL to Retail	27.50	68	9.00	1	37.906	38.18391	0.4845	YES	YES	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/LA(days)	ADSL to Retail	8.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/LA(days)	ADSL to Retail	9.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/LA(days)	ADSL to Retail	0.00	0								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/LA(days)	ADSL to Retail	0.00	0								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/LA(days)	ADSL to Retail	0.00	0								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/LA(days)	ISDN - BRI	2.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/LA(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/LA(days)	ISDN - BRI	24.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/LA(days)	ISDN - BRI										
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/LA(days)	ISDN - BRI										
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/LA(days)	ISDN - BRI										
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/LA(days)	ADSL to Retail	27.50	68	0.00	0	37.906			YES	YES	YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/LA(days)	ADSL to Retail	8.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/LA(days)	ADSL to Retail	9.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/LA(days)	ADSL to Retail	0.00	0								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/LA(days)	ADSL to Retail	0.00	0								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/LA(days)	ADSL to Retail	0.00	0								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/LA(days)	R&B - Disp	57.26	94	0.00	0	138.678			YES	YES	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/LA(days)	R&B - Disp	2.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/LA(days)	R&B - Disp	2.00	3	0.00	0	1.732			YES	YES	YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/LA(days)	R&B - Disp	0.00	0							YES	YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/LA(days)	R&B - Disp	0.00	0							YES	YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/LA(days)	R&B - Disp	0.00	0							YES	YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	57.26	94			138.678				YES	
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	2.00	1			0.000				YES	
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	2.00	3			1.732				YES	
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	0.00	0							YES	
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0							YES	
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	0.00	0							YES	
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/LA(days)	R&B - Disp	57.26	94	0.00	0	138.678			YES	YES	
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/LA(days)	R&B - Disp	2.00	1	0.00	0	0.000			YES	YES	
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/LA(days)	R&B - Disp	2.00	3	0.00	0	1.732			YES	YES	
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/LA(days)	R&B - Disp	0.00	0								
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/LA(days)	R&B - Disp	0.00	0								
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/LA(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/LA(days)	R&B (POTS) excl SB Or	57.26	94	0.00	0	138.678			YES		
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	2.00	1	0.00	0	0.000			YES		
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	2.00	3	0.00	0	1.732			YES		
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	0.00	0								
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0								
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	0.00	0								
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/LA(days)	R&B - Disp	57.26	94	0.00	0	138.678			YES	YES	YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/LA(days)	R&B - Disp	2.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/LA(days)	R&B - Disp	2.00	3	0.00	0	1.732			YES	YES	YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/LA(days)	R&B - Disp	0.00	0							YES	YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/LA(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/LA(days)	R&B - Disp	0.00	0							YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	57.26	94	0.00	0	138.678			YES	YES	
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	2.00	1	0.00	0	0.000			YES	YES	
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	2.00	3	0.00	0	1.732			YES	YES	
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	0.00	0								
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0								
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	0.00	0								
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/LA(days)	Design	2.00	1	0.00	0	0.000			YES		YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/LA(days)	Design	0.00	0	0.00	0				YES		YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/LA(days)	Design	24.00	1	0.00	0	0.000			YES		YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/LA(days)	Design	0.00	0								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/LA(days)	Design	0.00	0								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/LA(days)	Design	0.00	0								
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/LA(days)	R&B	57.26	94	0.00	0	138.678			YES	YES	YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/LA(days)	R&B	2.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/LA(days)	R&B	2.00	3	0.00	0	1.732			YES	YES	YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/LA(days)	R&B	0.00	0								
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/LA(days)	R&B	0.00	0								
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/LA(days)	R&B	0.00	0								
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/LA(days)	R&B (POTS)	57.26	94			138.678				YES	
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/LA(days)	R&B (POTS)	2.00	1			0.000				YES	
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/LA(days)	R&B (POTS)	2.00	3			1.732				YES	
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/LA(days)	R&B (POTS)	0.00	0								
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0								
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/LA(days)	R&B (POTS)	0.00	0								
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/LA(days)	R&B (POTS)	57.26	94	0.00	0	138.678			YES	YES	YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/LA(days)	R&B (POTS)	2.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/LA(days)	R&B (POTS)	2.00	3	0.00	0	1.732			YES	YES	YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/LA(days)	R&B (POTS)	0.00	0	0.00	0				YES	YES	YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/LA(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/LA(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/LA(days)	Digital Loop < DS1	25.55	76	9.00	1	36.413	36.65137	0.4516	YES	YES	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/LA(days)	Digital Loop < DS1	8.00	1	0.00	0	0.000			YES	YES	YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/LA(days)	Digital Loop < DS1	27.25	4	0.00	0	13.841			YES	YES	YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/LA(days)	Digital Loop < DS1	0.00	0								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/LA(days)	Digital Loop < DS1	0.00	0								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/LA(days)	Digital Loop < DS1	0.00	0								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/LA(days)	Digital Loop >= DS1	0.00	0	3.00	1				NO	YES	NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/LA(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/LA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES	YES	YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/LA(days)	Digital Loop >= DS1	0.00	0								
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/LA(days)	Digital Loop >= DS1	0.00	0								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/LA(days)	Digital Loop >= DS1	0.00	0								
		% Jeopardies - Mechanized											
B.2.5.1	P-2	Switch Ports/LA(%)	R&B (POTS)	0.35%	269,597								
B.2.5.2	P-2	Local Interoffice Transport/LA(%)	DS1/ DS3 - Interoffice	32.38%	488								YES
B.2.5.3	P-2	Loop + Port Combinations/LA(%)	R&B	0.35%	272,146	0.26%	2,684		0.00115	0.8106	YES	YES	YES
B.2.5.4	P-2	Combo Other/LA(%)	R&B&D - Disp	4.09%	25,448	75.00%	4		0.09900	-7.1630	NO		
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	ADSL to Retail	10.49%	4,205	6.25%	64		0.03859	1.0981	YES	YES	YES
B.2.5.6	P-2	UNE ISDN/LA(%)	ISDN - BRI	3.93%	407	16.67%	12		0.05692	-2.2374	NO	YES	YES
B.2.5.7	P-2	Line Sharing/LA(%)	ADSL to Retail	10.49%	4,205	0.00%	13		0.08511	1.2322	YES	YES	YES
B.2.5.8	P-2	2W Analog Loop Design/LA(%)	R&B - Disp	0.35%	272,146	4.65%	43		0.00906	-4.7423	NO	NO	YES
B.2.5.9	P-2	2W Analog Loop Non-Design/LA(%)	R&B (POTS) excl SB Or	0.77%	122,298							YES	
B.2.5.10	P-2	2W Analog Loop w/INP Design/LA(%)	R&B - Disp	0.35%	272,146	0.00%	2		0.04201	0.0843	YES		
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	R&B (POTS) excl SB Or	0.77%	122,298								
B.2.5.12	P-2	2W Analog Loop w/LNP Design/LA(%)	R&B - Disp	0.35%	272,146	0.00%	47		0.00867	0.4087	YES	NO	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	R&B (POTS) excl SB Or	0.77%	122,298	0.00%	4		0.04362	0.1758	YES	YES	
B.2.5.14	P-2	Other Design/LA(%)	Design	7.86%	967	0.00%	2		0.19048	0.4126	YES		NO
B.2.5.15	P-2	Other Non-Design/LA(%)	R&B	0.35%	272,146	100.00%	1		0.05941	-16.7722	NO	YES	
B.2.5.16	P-2	INP (Standalone)/LA(%)	R&B (POTS)	0.35%	269,597								
B.2.5.17	P-2	LNP (Standalone)/LA(%)	R&B (POTS)	0.35%	269,597	0.00%	490		0.00266	1.3068	YES	YES	YES
B.2.5.18	P-2	Digital Loop < DS1/LA(%)	Digital Loop < DS1	9.63%	4,966	8.00%	75		0.03431	0.4737	YES	YES	YES
B.2.5.19	P-2	Digital Loop >= DS1/LA(%)	Digital Loop >= DS1	11.89%	227	73.94%	142		0.03464	-17.9147	NO	NO	NO

% Jeopardies - Non-Mechanized

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.6.1	P-2	Switch Ports/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/LA(%)	Diagnostic			2.50%	40				Diagnostic	Diagnostic	Diagnostic
B.2.6.4	P-2	Combo Other/LA(%)	Diagnostic			42.86%	14				Diagnostic	Diagnostic	Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			19.23%	26				Diagnostic	Diagnostic	Diagnostic
B.2.6.6	P-2	UNE ISDN/LA(%)	Diagnostic			11.54%	26				Diagnostic	Diagnostic	Diagnostic
B.2.6.7	P-2	Line Sharing/LA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/LA(%)	Diagnostic			0.00%	9				Diagnostic	Diagnostic	Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			0.00%	25				Diagnostic	Diagnostic	Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.14	P-2	Other Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.15	P-2	Other Non-Design/LA(%)	Diagnostic			0.00%	6				Diagnostic	Diagnostic	Diagnostic
B.2.6.16	P-2	INP (Standalone)/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.6.17	P-2	LNP (Standalone)/LA(%)	Diagnostic			0.00%	255				Diagnostic	Diagnostic	Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/LA(%)	Diagnostic			16.00%	50				Diagnostic	Diagnostic	Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/LA(%)	Diagnostic			41.30%	46				Diagnostic	Diagnostic	Diagnostic
	Average Jeopardy Notice Interval - Mechanized												
B.2.8.1	P-2	Switch Ports/LA(hours)	>= 48 hrs										
B.2.8.2	P-2	Local Interoffice Transport/LA(hours)	>= 48 hrs										
B.2.8.3	P-2	Loop + Port Combinations/LA(hours)	>= 48 hrs			114.54	7				YES	YES	YES
B.2.8.4	P-2	Combo Other/LA(hours)	>= 48 hrs			354.03	3				YES		
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(hours)	>= 48 hrs			140.56	4				YES	YES	
B.2.8.6	P-2	UNE ISDN/LA(hours)	>= 48 hrs			350.65	2				YES	YES	
B.2.8.7	P-2	Line Sharing/LA(hours)	>= 48 hrs										
B.2.8.8	P-2	2W Analog Loop Design/LA(hours)	>= 48 hrs			169.70	2				YES	YES	
B.2.8.9	P-2	2W Analog Loop Non-Design/LA(hours)	>= 48 hrs										
B.2.8.10	P-2	2W Analog Loop w/INP Design/LA(hours)	>= 48 hrs										
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/LA(hours)	>= 48 hrs										
B.2.8.12	P-2	2W Analog Loop w/LNP Design/LA(hours)	>= 48 hrs									YES	
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/LA(hours)	>= 48 hrs										
B.2.8.14	P-2	Other Design/LA(hours)	>= 48 hrs										YES
B.2.8.15	P-2	Other Non-Design/LA(hours)	>= 48 hrs			0.00	1				NO		
B.2.8.16	P-2	INP (Standalone)/LA(hours)	>= 48 hrs										
B.2.8.17	P-2	LNP (Standalone)/LA(hours)	>= 48 hrs										
B.2.8.18	P-2	Digital Loop < DS1/LA(hours)	>= 48 hrs			224.60	6				YES	YES	
B.2.8.19	P-2	Digital Loop >= DS1/LA(hours)	>= 48 hrs			230.98	105				YES	YES	YES
	Average Jeopardy Notice Interval - Non-Mechanized												
B.2.9.1	P-2	Switch Ports/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/LA(hours)	Diagnostic			0.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.9.4	P-2	Combo Other/LA(hours)	Diagnostic			317.20	6				Diagnostic	Diagnostic	Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(hours)	Diagnostic			394.00	5				Diagnostic	Diagnostic	Diagnostic
B.2.9.6	P-2	UNE ISDN/LA(hours)	Diagnostic			266.00	3				Diagnostic	Diagnostic	Diagnostic
B.2.9.7	P-2	Line Sharing/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.14	P-2	Other Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.15	P-2	Other Non-Design/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.16	P-2	INP (Standalone)/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.17	P-2	LNP (Standalone)/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/LA(hours)	Diagnostic			339.14	8				Diagnostic	Diagnostic	Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/LA(hours)	Diagnostic			196.46	19				Diagnostic	Diagnostic	Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized												
B.2.10.1	P-2	Switch Ports/LA(%)	95% >= 48 hrs										
B.2.10.2	P-2	Local Interoffice Transport/LA(%)	95% >= 48 hrs										

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.10.3	P-2	Loop + Port Combinations/LA(%)	95% >= 48 hrs			85.71%	7				NO	YES	YES
B.2.10.4	P-2	Combo Other/LA(%)	95% >= 48 hrs			100.00%	3				YES		
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	95% >= 48 hrs			100.00%	3				YES	YES	
B.2.10.6	P-2	UNE ISDN/LA(%)	95% >= 48 hrs			100.00%	2				YES	YES	
B.2.10.7	P-2	Line Sharing/LA(%)	95% >= 48 hrs										
B.2.10.8	P-2	2W Analog Loop Design/LA(%)	95% >= 48 hrs			100.00%	2				YES	YES	
B.2.10.9	P-2	2W Analog Loop Non-Design/LA(%)	95% >= 48 hrs										
B.2.10.10	P-2	2W Analog Loop w/INP Design/LA(%)	95% >= 48 hrs										
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	95% >= 48 hrs										
B.2.10.12	P-2	2W Analog Loop w/LNP Design/LA(%)	95% >= 48 hrs									YES	
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	95% >= 48 hrs										
B.2.10.14	P-2	Other Design/LA(%)	95% >= 48 hrs										YES
B.2.10.15	P-2	Other Non-Design/LA(%)	95% >= 48 hrs										
B.2.10.16	P-2	INP (Standalone)/LA(%)	95% >= 48 hrs										
B.2.10.17	P-2	LNP (Standalone)/LA(%)	95% >= 48 hrs										
B.2.10.18	P-2	Digital Loop < DS1/LA(%)	95% >= 48 hrs			100.00%	5				YES	YES	
B.2.10.19	P-2	Digital Loop >= DS1/LA(%)	95% >= 48 hrs			99.05%	105				YES	YES	YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized											
B.2.11.1	P-2	Switch Ports/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.4	P-2	Combo Other/LA(%)	Diagnostic			100.00%	5				Diagnostic	Diagnostic	Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			100.00%	4				Diagnostic	Diagnostic	Diagnostic
B.2.11.6	P-2	UNE ISDN/LA(%)	Diagnostic			100.00%	3				Diagnostic	Diagnostic	Diagnostic
B.2.11.7	P-2	Line Sharing/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.14	P-2	Other Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.15	P-2	Other Non-Design/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.16	P-2	INP (Standalone)/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.17	P-2	LNP (Standalone)/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/LA(%)	Diagnostic			100.00%	7				Diagnostic	Diagnostic	Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/LA(%)	Diagnostic			100.00%	19				Diagnostic	Diagnostic	Diagnostic
		Coordinated Customers Conversions											
B.2.12.1	P-7	Loops with INP/LA(%)	>= 95% w in 15 min										
B.2.12.2	P-7	Loops with LNP/LA(%)	>= 95% w in 15 min			100.00%	202				YES	YES	YES
		% Hot Cuts > 15 minutes Early											
B.2.13.1	P-7A	Time-Specific SL1/LA(%)	<= 5%										
B.2.13.2	P-7A	Time-Specific SL2/LA(%)	<= 5%			0.00%	44				YES	YES	YES
B.2.13.3	P-7A	Non-Time Specific SL1/LA(%)	<= 5%										
B.2.13.4	P-7A	Non-Time Specific SL2/LA(%)	<= 5%			0.00%	28				YES	YES	YES
		Hot Cut Timeliness											
B.2.14.1	P-7A	Time-Specific SL1/LA(%)	>= 95% w in 15 min										
B.2.14.2	P-7A	Time-Specific SL2/LA(%)	>= 95% w in 15 min			97.73%	44				YES	YES	YES
B.2.14.3	P-7A	Non-Time Specific SL1/LA(%)	>= 95% w in 15 min										
B.2.14.4	P-7A	Non-Time Specific SL2/LA(%)	>= 95% w in 15 min			100.00%	28				YES	YES	YES
		% Hot Cuts > 15 minutes Late											
B.2.15.1	P-7A	Time-Specific SL1/LA(%)	<= 5%										
B.2.15.2	P-7A	Time-Specific SL2/LA(%)	<= 5%			2.27%	44				YES	YES	YES
B.2.15.3	P-7A	Non-Time Specific SL1/LA(%)	<= 5%										
B.2.15.4	P-7A	Non-Time Specific SL2/LA(%)	<= 5%			0.00%	28				YES	YES	YES
		Average Recovery Time - CCC											
B.2.16.1	P-7B	Loops with INP/LA(minutes)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.16.2	P-7B	Loops with LNP/LA(minutes)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts											
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/LA(%)	<= 5%			0.00%	332				YES	YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/LA(%)	<= 5%										
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/LA(%)	<= 5%										
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/LA(%)	<= 5%										
		% Missed Installation Appointments											
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/LA(%)	R&B (POTS)	3.83%	23,202								
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.11%	245,665								
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	9.42%	138								
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	6								
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/LA(%)	DS1/DS3	1.09%	457							YES	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(%)	DS1/DS3										
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/LA(%)	DS1/DS3										
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(%)	DS1/DS3										
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/LA(%)	R&B	3.83%	23,732	4.69%	192		0.01391	-0.6164	YES	YES	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(%)	R&B	0.11%	247,457	0.04%	2,513		0.00066	1.0431	YES	YES	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(%)	R&B	0.00%	148,365	0.00%	1,086		0.00000		YES	YES	YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/LA(%)	R&B	0.27%	99,092	0.07%	1,427		0.00139	1.4517	YES	YES	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/LA(%)	R&B	8.28%	157	0.00%	3		0.16062	0.5155	YES	YES	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	107	0.00%	2		0.00000		YES	YES	YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(%)	R&B	0.00%	26	0.00%	2		0.00000		YES	YES	YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(%)	R&B	0.00%	81							YES	
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/LA(%)	R&B&D - Disp	3.86%	24,349	5.88%	17		0.04672	-0.4337	YES	YES	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/LA(%)	R&B&D - Disp	3.86%	24,349								
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/LA(%)	R&B&D - Disp	8.13%	160								
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/LA(%)	R&B&D - Disp	8.13%	160								
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(%)	ADSL to Retail	9.27%	1,596	1.02%	98		0.03019	2.7339	YES	YES	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	4.62%	2,531								
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	5.00%	20								
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail										
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/LA(%)	ISDN - BRI	8.85%	113	7.89%	38		0.05326	0.1793	YES	YES	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN - BRI	0.35%	283								
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/LA(%)	ISDN - BRI										
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN - BRI										
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/LA(%)	ADSL to Retail	9.27%	1,596	100.00%	1		0.29015	-3.1269	NO	YES	
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	4.62%	2,531	0.00%	13		0.05839	0.7917	YES	YES	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	5.00%	20								
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail										
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	3.83%	23,732	0.00%	53		0.02639	1.4513	YES	YES	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	3.83%	23,732								
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	8.28%	157							YES	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	8.28%	157								
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	3.83%	23,202							YES	
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.27%	98,408								
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	9.42%	138							YES	
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	3								
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	3.83%	23,732	0.00%	2		0.13572	0.2822	YES	YES	
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	3.83%	23,732								
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	8.28%	157								
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	8.28%	157								
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	3.83%	23,202								
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.27%	98,408	0.00%	2		0.03685	0.0739	YES		
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	9.42%	138								
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	3								
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	3.83%	23,732	0.00%	72		0.02265	1.6908	YES	YES	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	3.83%	23,732								
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	8.28%	157							YES	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	8.28%	157								
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	3.83%	23,202	0.00%	2		0.13574	0.2823	YES	YES	
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.27%	98,408	0.00%	2		0.03685	0.0739	YES	YES	
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	9.42%	138								
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	3								
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/LA(%)	Design	4.86%	617	0.00%	2		0.15233	0.3192	YES		YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/LA(%)	Design	8.03%	137								
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/LA(%)	Design	0.00%	3								

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/LA(%)	Design	0.00%	11								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/LA(%)	R&B	3.83%	23,732	0.00%	6		0.07836	0.4888	YES	YES	
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/LA(%)	R&B	0.11%	247,457							YES	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/LA(%)	R&B	8.28%	157								
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	107								
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	3.83%	23,202								
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.11%	245,665							YES	
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	9.42%	138								
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	6								
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	3.83%	23,202								
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.11%	245,665	0.27%	741		0.00121	-1.3241	YES	YES	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	9.42%	138								
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	6	0.00%	5		0.00000		YES	YES	YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/LA(%)	Digital Loop < DS1	9.11%	1,877	3.01%	133		0.02582	2.3635	YES	YES	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1	4.14%	2,996								
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop < DS1	5.00%	20								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1	0.00%	1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	2.75%	109	7.41%	189		0.01968	-2.3658	NO	NO	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.00%	60								
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	0.00%	1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.00%	11								
		% Provisioning Troubles within 30 Days											
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/LA(%)	R&B (POTS)	5.55%	26,268								
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	3.26%	278,265								
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	8.09%	173								
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	7								
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/LA(%)	DS1/DS3	3.49%	516	0.00%	1		0.18366	0.1899	YES	YES	
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(%)	DS1/DS3										
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/LA(%)	DS1/DS3										
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(%)	DS1/DS3										
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/LA(%)	R&B	5.36%	27,304	5.95%	168		0.01743	-0.3410	YES	NO	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(%)	R&B	3.25%	279,365	4.44%	2,523		0.00355	-3.3597	NO	YES	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(%)	R&B	3.49%	167,993	4.28%	1,635		0.00456	-1.7466	NO	YES	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/LA(%)	R&B	2.89%	111,372	4.73%	888		0.00564	-3.2588	NO	YES	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/LA(%)	R&B	5.32%	282	0.00%	3		0.13025	0.4084	YES	YES	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	65	0.00%	3		0.00000		YES	YES	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(%)	R&B	0.00%	24	0.00%	2		0.00000		YES	YES	
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(%)	R&B	0.00%	41	0.00%	1		0.00000		YES		YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/LA(%)	R&B&D - Disp	5.22%	28,384	6.25%	16		0.05563	-0.1849	YES	NO	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/LA(%)	R&B&D - Disp	5.22%	28,384	6.25%	16		0.05563	-0.1849	YES		
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/LA(%)	R&B&D - Disp	5.26%	285								
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/LA(%)	R&B&D - Disp	5.26%	285								
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(%)	ADSL to Retail	9.15%	1,923	7.84%	102		0.02930	0.4469	YES	YES	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	7.69%	3,342								
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	9.68%	31								
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail										
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/LA(%)	ISDN - BRI	2.33%	215	9.68%	31		0.02896	-2.5391	NO	YES	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN - BRI	0.00%	78								
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/LA(%)	ISDN - BRI										
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN - BRI										
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/LA(%)	ADSL to Retail	9.15%	1,923	100.00%	3		0.16661	-5.4527	NO		
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	7.69%	3,342	44.00%	25		0.05349	-6.7888	NO	YES	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	9.68%	31								
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail										
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	5.36%	27,304	3.33%	60		0.02910	0.6957	YES	YES	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.36%	27,304								
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	5.32%	282	0.00%	1		0.22481	0.2366	YES	YES	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.32%	282								
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	5.55%	26,268	0.00%	2		0.16186	0.3427	YES		YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	2.90%	110,864								
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	8.09%	173	0.00%	1		0.27351	0.2959	YES		
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	4								
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	5.36%	27,304	0.00%	3		0.13002	0.4121	YES		YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.36%	27,304								
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	5.32%	282								
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.32%	282								
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	5.55%	26,268								
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	2.90%	110,864								
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	8.09%	173								
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	4								
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	5.36%	27,304	0.00%	109		0.02161	2.4792	YES	YES	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.36%	27,304								
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	5.32%	282	0.00%	1		0.22481	0.2366	YES	YES	NO
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.32%	282								
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	5.55%	26,268	0.00%	3		0.13216	0.4197	YES		
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	2.90%	110,864	0.00%	2		0.11860	0.2443	YES		
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	8.09%	173								
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	4								
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/LA(%)	Design	1.76%	1,080							NO	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/LA(%)	Design	0.00%	278								
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/LA(%)	Design	0.00%	3								
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/LA(%)	Design	0.00%	22								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/LA(%)	R&B	5.36%	27,304	0.00%	1		0.22519	0.2379	YES		
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/LA(%)	R&B	3.25%	279,365	0.00%	1		0.17727	0.1832	YES	YES	
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/LA(%)	R&B	5.32%	282								
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	65								
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	5.55%	26,268								
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	3.26%	278,265	0.00%	1		0.17750	0.1835	YES		
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	8.09%	173								
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	7								
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	5.55%	26,268								
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	3.26%	278,265	0.00%	867		0.00604	5.3939	YES	YES	
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	8.09%	173								
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	7	0.00%	8		0.00000		YES	YES	
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/LA(%)	Digital Loop < DS1	7.98%	2,294	8.33%	132		0.02425	-0.1468	YES	YES	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1	7.00%	3,670								
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop < DS1	9.68%	31								
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1	0.00%	1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	0.54%	185	5.08%	177		0.00771	-5.8944	NO	NO	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.00%	118								
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	0.00%	1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.00%	22								
		Average Completion Notice Interval - Mechanized											
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/LA(hours)	R&B (POTS)	0.69	21,122			8.003					
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.93	234,797			4.290					
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/LA(hours)	R&B (POTS)	1.39	123			7.004					
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.43	3			0.306					
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/LA(hours)	DS1/ DS3 - Interoffice	114.59	390			432.244					
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(hours)	DS1/ DS3 - Interoffice										
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/LA(hours)	DS1/ DS3 - Interoffice										
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(hours)	DS1/ DS3 - Interoffice										
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/LA(hours)	R&B	0.79	21,574	0.20	165	8.359	0.65322	0.9137	YES	YES	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(hours)	R&B	0.94	236,450	0.77	2,266	4.444	0.09381	1.8045	YES	YES	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(hours)	R&B	1.13	141,632	0.74	930	5.138	0.16902	2.2948	YES	YES	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/LA(hours)	R&B	0.66	94,818	0.79	1,336	3.114	0.08580	-1.5468	YES	YES	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/LA(hours)	R&B	1.26	135	0.06	2	6.694	4.76831	0.2526	YES	YES	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(hours)	R&B	1.06	95	0.58	1	4.535	4.55903	0.1044	YES		YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(hours)	R&B	0.58	24	0.58	1	0.279	0.28487	0.0073	YES		YES
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(hours)	R&B	1.22	71			5.243					
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/LA(hours)	R&B&D - Disp	2.78	22,022			78.622					
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/LA(hours)	R&B&D - Disp										
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/LA(hours)	R&B&D - Disp	1.25	137			6.646					
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/LA(hours)	R&B&D - Disp										
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(hours)	ADSL to Retail	1.03	1,486			6.888					
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail	0.64	2,435			1.913					
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(hours)	ADSL to Retail	1.04	19			4.428					

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail										
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/LA(hours)	ISDN - BRI	36.57	98	10.64	8	45.301	16.65730	1.5564	YES	YES	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/LA(hours)	ISDN - BRI	1.15	277			4.229					
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/LA(hours)	ISDN - BRI										
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/LA(hours)	ISDN - BRI										
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/LA(hours)	ADSL to Retail	1.03	1,486			6.888				YES	
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail	0.64	2,435			1.913				YES	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/LA(hours)	ADSL to Retail	1.04	19			4.428					
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail										
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/LA(hours)	R&B - Disp	0.79	21,574	26.18	30	8.359	1.52718	-16.6248	NO	NO	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	0.79	21,574			4.444					
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/LA(hours)	R&B - Disp	1.26	135			6.694				YES	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	1.26	135			4.535					
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	0.69	21,122			8.003				YES	
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.65	94,171			3.114					
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	1.39	123			7.004					
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.25	1			5.243					
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(hours)	R&B - Disp	0.79	21,574			8.359					
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	0.79	21,574			4.444					
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(hours)	R&B - Disp	1.26	135			6.694					
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	1.26	135			4.535					
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	0.69	21,122			8.003					
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.65	94,171			3.114					
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	1.39	123			7.004					
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.25	1			5.243					
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(hours)	R&B - Disp	0.79	21,574	1.40	43	8.359	1.27599	-0.4728	YES	NO	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	0.79	21,574			4.444					
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(hours)	R&B - Disp	1.26	135			6.694					YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	1.26	135			4.535					
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	0.69	21,122	0.02	2	8.003	5.65907	0.1182	YES	YES	
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.65	94,171	0.02	2	3.114	2.20223	0.2879	YES	YES	
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	1.39	123			7.004					
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.25	1			5.243					
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/LA(hours)	Design	98.51	448			540.160					
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/LA(hours)	Design	108.32	123			330.787					
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/LA(hours)	Design	0.02	2			0.000					
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/LA(hours)	Design	0.62	8			0.221					
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/LA(hours)	R&B	0.79	21,574			8.359					
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/LA(hours)	R&B	0.94	236,450			4.444					
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B	1.26	135			6.694					
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B	1.06	95			4.535					
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/LA(hours)	R&B (POTS)	0.69	21,122			8.003					
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.93	234,797			4.290					
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/LA(hours)	R&B (POTS)	1.39	123			7.004					
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.43	3			0.306					
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/LA(hours)	R&B (POTS)	0.69	21,122			8.003					
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.93	234,797	0.55	444	4.290	0.20379	1.8737	YES	YES	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/LA(hours)	R&B (POTS)	1.39	123			7.004					
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.43	3			0.306					
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/LA(hours)	Digital Loop < DS1	10.08	1,725	10.64	8	51.868	18.38056	-0.0304	YES	YES	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(hours)	Digital Loop < DS1	2.21	2,878			25.216					
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/LA(hours)	Digital Loop < DS1	1.04	19			4.428					
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(hours)	Digital Loop < DS1	0.23	1			0.000					
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/LA(hours)	Digital Loop >= DS1	44.87	52	34.20	116	83.095	13.86748	0.7691	YES	YES	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(hours)	Digital Loop >= DS1	1.84	50			9.905					
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(hours)	Digital Loop >= DS1	0.02	1			0.000					
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(hours)	Digital Loop >= DS1	0.62	8			0.221					
		Average Completion Notice Interval - Non-Mechanized											
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/LA(hours)	Diagnostic			20.26	22				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			14.83	155				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(hours)	Diagnostic			13.56	117				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/LA(hours)	Diagnostic			18.75	38				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/LA(hours)	Diagnostic			40.07	1				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic			14.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(hours)	Diagnostic			14.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/LA(hours)	Diagnostic			41.45	17				Diagnostic	Diagnostic	Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(hours)	Diagnostic			36.12	92				Diagnostic	Diagnostic	Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/LA(hours)	Diagnostic			41.60	29				Diagnostic	Diagnostic	Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/LA(hours)	Diagnostic			15.90	1				Diagnostic	Diagnostic	Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			14.00	13				Diagnostic	Diagnostic	Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			27.06	17				Diagnostic	Diagnostic	Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			9.54	2				Diagnostic	Diagnostic	Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			23.51	25				Diagnostic	Diagnostic	Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			8.76	2				Diagnostic	Diagnostic	Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			15.72	6				Diagnostic	Diagnostic	Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			3.63	252				Diagnostic	Diagnostic	Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic			3.92	4				Diagnostic	Diagnostic	Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/LA(hours)	Diagnostic			37.81	119				Diagnostic	Diagnostic	Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/LA(hours)	Diagnostic			76.54	56				Diagnostic	Diagnostic	Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time - Mechanized											
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			3.55	60				Diagnostic	Diagnostic	Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.63	985				Diagnostic	Diagnostic	Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			10.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.33	12				Diagnostic	Diagnostic	Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.29	7				Diagnostic	Diagnostic	Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.47	127				Diagnostic	Diagnostic	Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			10.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			6.84	32				Diagnostic	Diagnostic	Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(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/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			2.86	48				Diagnostic	Diagnostic	Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.28	450				Diagnostic	Diagnostic	Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			10.00	5				Diagnostic	Diagnostic	Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.00	10				Diagnostic	Diagnostic	Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.16	25				Diagnostic	Diagnostic	Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			13.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.62	293				Diagnostic	Diagnostic	Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.33	1				Diagnostic	Diagnostic	Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			10.00	5				Diagnostic	Diagnostic	Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			6.80	25				Diagnostic	Diagnostic	Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(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/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			7.78	9				Diagnostic	Diagnostic	Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			5.63	18				Diagnostic	Diagnostic	Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic			9.33	3				Diagnostic	Diagnostic	Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic			8.69	16				Diagnostic	Diagnostic	Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			13.63	16				Diagnostic	Diagnostic	Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.50	8				Diagnostic	Diagnostic	Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.14	14				Diagnostic	Diagnostic	Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.28	239				Diagnostic	Diagnostic	Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			11.03	30				Diagnostic	Diagnostic	Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			7.50	24				Diagnostic	Diagnostic	Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(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/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			3.55	60				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.66	839				Diagnostic	Diagnostic	Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			13.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.60	10				Diagnostic	Diagnostic	Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.29	7				Diagnostic	Diagnostic	Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.47	127				Diagnostic	Diagnostic	Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			13.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			6.61	28				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(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/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			2.70	46				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.30	416				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			13.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.00	10				Diagnostic	Diagnostic	Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.16	25				Diagnostic	Diagnostic	Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			13.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.62	293				Diagnostic	Diagnostic	Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.33	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			13.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			6.83	23				Diagnostic	Diagnostic	Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(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/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			7.78	9				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			5.63	18				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic			9.33	3				Diagnostic	Diagnostic	Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic			10.30	10				Diagnostic	Diagnostic	Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			13.71	14				Diagnostic	Diagnostic	Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			5.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.83	6				Diagnostic	Diagnostic	Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.14	14				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.28	238				Diagnostic	Diagnostic	Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			12.23	22				Diagnostic	Diagnostic	Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			7.48	23				Diagnostic	Diagnostic	Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Disconnect Timeliness											
B.2.31	P-13	LNP/LA(%)	>= 95% w in 12 Hrs			76.91%	1,715				NO	NO	NO
		% Completions w/o Notice or < 24 hours											
B.2.32.1.1	P	Switch Ports/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.1.2	P	Switch Ports/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.2.1	P	Local Interoffice Transport/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.2.2	P	Local Interoffice Transport/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.3.1	P	Loop + Port Combinations/Dispatch/LA(%)	Diagnostic			2.99%	134				Diagnostic	Diagnostic	Diagnostic
B.2.32.3.2	P	Loop + Port Combinations/Non-Dispatch/LA(%)	Diagnostic			5.17%	1,606				Diagnostic	Diagnostic	Diagnostic
B.2.32.4.1	P	Combo Other/Dispatch/LA(%)	Diagnostic			0.00%	10				Diagnostic	Diagnostic	Diagnostic
B.2.32.4.2	P	Combo Other/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.5.1	P	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	Diagnostic			0.00%	52				Diagnostic	Diagnostic	Diagnostic
B.2.32.5.2	P	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.6.1	P	UNE ISDN/Dispatch/LA(%)	Diagnostic			2.94%	34				Diagnostic	Diagnostic	Diagnostic
B.2.32.6.2	P	UNE ISDN/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.7.1	P	Line Sharing/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.7.2	P	Line Sharing/Non-Dispatch/LA(%)	Diagnostic			0.00%	11				Diagnostic	Diagnostic	Diagnostic
B.2.32.8.1	P	2W Analog Loop Design/Dispatch/LA(%)	Diagnostic			0.00%	7				Diagnostic	Diagnostic	Diagnostic
B.2.32.8.2	P	2W Analog Loop Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.9.1	P	2W Analog Loop Non-Design/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.9.2	P	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.10.1	P	2W Analog Loop w/INP Design/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.10.2	P	2W Analog Loop w/INP Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.11.1	P	2W Analog Loop w/INP Non-Design/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.11.2	P	2W Analog Loop w/INP Non-Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.12.1	P	2W Analog Loop w/LNP Design/Dispatch/LA(%)	Diagnostic			0.00%	48				Diagnostic	Diagnostic	Diagnostic
B.2.32.12.2	P	2W Analog Loop w/LNP Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.13.1	P	2W Analog Loop w/LNP Non-Design/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.13.2	P	2W Analog Loop w/LNP Non-Design/Non-Dispatch/LA(%)	Diagnostic			0.00%	1				Diagnostic	Diagnostic	Diagnostic
B.2.32.14.1	P	Other Design/Dispatch/LA(%)	Diagnostic			0.00%	34				Diagnostic	Diagnostic	Diagnostic
B.2.32.14.2	P	Other Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.15.1	P	Other Non-Design/Dispatch/LA(%)	Diagnostic			0.00%	3				Diagnostic	Diagnostic	Diagnostic

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.2.32.15.2	P	Other Non-Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.16.1	P	INP (Standalone)/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.16.2	P	INP (Standalone)/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.17.1	P	LNP (Standalone)/Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.17.2	P	LNP (Standalone)/Non-Dispatch/LA(%)	Diagnostic			0.00%	731				Diagnostic	Diagnostic	Diagnostic
B.2.32.18.1	P	Digital Loop < DS1/Dispatch/LA(%)	Diagnostic			1.20%	83				Diagnostic	Diagnostic	Diagnostic
B.2.32.18.2	P	Digital Loop < DS1/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.19.1	P	Digital Loop >= DS1/Dispatch/LA(%)	Diagnostic			0.00%	96				Diagnostic	Diagnostic	Diagnostic
B.2.32.19.2	P	Digital Loop >= DS1/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		% Cooperative Test Attempts for xDSL											
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95% of requests			100.00%	73				YES	YES	YES
B.2.33.2	P-8	xDSL Other/LA(%)	>= 95% of requests										
		Service Order Accuracy											
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/LA(%)	>= 95%			98.00%	100				YES	YES	YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	>= 95%			100.00%	90				YES	YES	YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/LA(%)	>= 95%			93.10%	29				NO	YES	YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	>= 95%										
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/LA(%)	>= 95%			99.09%	110				YES	YES	YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/LA(%)	>= 95%			98.33%	120				YES	YES	YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/LA(%)	>= 95%			97.50%	80				YES	YES	YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/LA(%)	>= 95%			100.00%	126				YES	YES	YES
		Unbundled Network Elements - Maintenance and Repair											
		Missed Repair Appointments											
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/LA(%)	R&B (POTS)	6.73%	30,917								
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/LA(%)	R&B (POTS)	1.40%	17,964								
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/LA(%)	DS1/DS3	0.00%	200	0.00%	0				YES	YES	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/LA(%)	DS1/DS3	0.00%	143	0.00%	0				YES	YES	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/LA(%)	R&B	6.84%	31,496	4.12%	413		0.01250	2.1779	YES	YES	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/LA(%)	R&B	1.44%	18,289	1.69%	236		0.00781	-0.3218	YES	NO	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/LA(%)	R&B&D - Disp	6.69%	31,991	0.00%	7		0.09442	0.7081	YES	YES	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/LA(%)	R&B&D - Disp	6.69%	31,991	0.00%	9		0.08327	0.8029	YES	YES	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	ADSL to Retail	60.74%	619	0.00%	26		0.09776	6.2136	YES	YES	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	ADSL to Retail	7.65%	889	0.00%	7		0.10085	0.7585	YES	YES	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/LA(%)	ISDN - BRI	0.00%	46	0.00%	24		0.00000		YES	YES	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/LA(%)	ISDN - BRI	0.00%	73	0.00%	11		0.00000		YES	YES	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/LA(%)	ADSL to Retail	60.74%	619	0.00%	0				YES	YES	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/LA(%)	ADSL to Retail	7.65%	889	0.00%	13		0.07425	1.0302	YES	YES	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/LA(%)	R&B - Disp	6.84%	31,496	0.00%	52		0.03503	1.9522	YES	YES	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/LA(%)	R&B - Disp	6.84%	31,496	0.00%	17		0.06124	1.1168	YES	YES	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/LA(%)	R&B (POTS) excl SB FT	6.68%	30,840	0.00%	0				YES	YES	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	R&B (POTS) excl SB FT	1.33%	15,929	0.00%	0				YES	YES	YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/LA(%)	Design	0.44%	918	0.00%	1		0.06590	0.0661	YES	YES	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/LA(%)	Design	0.09%	1,144	0.00%	0				YES	YES	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/LA(%)	R&B	6.84%	31,496	0.00%	5		0.11289	0.6058	YES	YES	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/LA(%)	R&B	1.44%	18,289	0.00%	6		0.04870	0.2964	YES	YES	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/LA(%)	R&B (POTS)	6.73%	30,917								
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/LA(%)	R&B (POTS)	1.40%	17,964								
		Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/LA(%)	R&B (POTS)	1.54%	2,006,328								
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/LA(%)	R&B (POTS)	0.90%	2,006,328								
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/LA(%)	DS1/DS3	1.77%	11,313	0.00%	83		0.01465	1.2069	YES	YES	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/LA(%)	DS1/DS3	1.26%	11,313	0.00%	83		0.01239	1.0205	YES	YES	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/LA(%)	R&B	1.44%	2,182,716	1.13%	36,595		0.00063	4.9654	YES	YES	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/LA(%)	R&B	0.84%	2,182,716	0.64%	36,595		0.00048	4.0001	YES	YES	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/LA(%)	R&B&D - Disp	1.32%	2,416,286	2.97%	236		0.00749	-2.1923	NO	NO	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/LA(%)	R&B&D - Disp	1.32%	2,416,286	3.81%	236		0.00749	-3.3237	NO	NO	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	ADSL to Retail	1.05%	59,051	0.88%	2,962		0.00193	0.8842	YES	YES	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	ADSL to Retail	1.51%	59,051	0.24%	2,962		0.00231	5.4934	YES	YES	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/LA(%)	ISDN - BRI	0.46%	10,014	1.67%	1,433		0.00191	-6.3496	NO	NO	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/LA(%)	ISDN - BRI	0.73%	10,014	0.77%	1,433		0.00241	-0.1602	YES	YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/LA(%)	ADSL to Retail	1.05%	59,051	0.00%	617		0.00414	2.5300	YES	YES	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/LA(%)	ADSL to Retail	1.51%	59,051	2.11%	617		0.00497	-1.2114	YES	NO	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/LA(%)	R&B - Disp	1.44%	2,182,716	0.45%	11,597		0.00112	8.8927	YES	YES	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/LA(%)	R&B - Disp	1.44%	2,182,716	0.15%	11,597		0.00112	11.5911	YES	YES	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/LA(%)	R&B (POTS) excl SB FT	1.54%	2,006,328	0.00%	153		0.01002	1.5335	YES	YES	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	R&B (POTS) excl SB FT	0.79%	2,006,328	0.00%	153		0.00720	1.1021	YES	YES	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/LA(%)	Design	0.25%	361,824	0.56%	180		0.00376	-0.8038	YES	NO	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/LA(%)	Design	0.32%	361,824	0.00%	180		0.00419	0.7542	YES	YES	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/LA(%)	R&B	1.44%	2,182,716	0.98%	509		0.00533	0.8651	YES	YES	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/LA(%)	R&B	0.84%	2,182,716	1.18%	509		0.00406	-0.8401	YES	YES	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/LA(%)	R&B (POTS)	1.54%	2,006,328								
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/LA(%)	R&B (POTS)	0.90%	2,006,328								
	Maintenance Average Duration												
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/LA(hours)	R&B (POTS)	21.31	30,917			26.405					
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/LA(hours)	R&B (POTS)	7.07	17,964			13.188					
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/LA(hours)	DS1/DS3	3.68	200	0.00	0	2.466			YES	YES	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/LA(hours)	DS1/DS3	1.51	143	0.00	0	2.005			YES	YES	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/LA(hours)	R&B	21.16	31,496	13.81	413	26.332	1.30418	5.6395	YES	YES	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/LA(hours)	R&B	7.01	18,289	4.03	236	13.122	0.85966	3.4769	YES	YES	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/LA(hours)	R&B&D - Disp	20.87	31,991	4.03	7	26.180	9.89619	1.7011	YES	YES	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/LA(hours)	R&B&D - Disp	20.87	31,991	2.24	9	13.066	4.35595	4.2765	YES	YES	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(hours)	ADSL to Retail	77.20	619	3.05	26	194.654	38.96828	1.9028	YES	YES	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(hours)	ADSL to Retail	7.21	889	7.95	7	28.212	10.70503	-0.0700	YES	YES	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/LA(hours)	ISDN - BRI	4.72	46	5.03	24	3.259	0.82063	-0.3829	YES	YES	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/LA(hours)	ISDN - BRI	2.78	73	4.28	11	3.009	0.97320	-1.5465	YES	YES	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/LA(hours)	ADSL to Retail	77.20	619	0.00	0	194.654			YES	YES	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/LA(hours)	ADSL to Retail	7.21	889	8.78	13	28.212	7.88160	-0.2004	YES	YES	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/LA(hours)	R&B - Disp	21.16	31,496	4.24	52	26.332	3.65460	4.6297	YES	YES	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/LA(hours)	R&B - Disp	21.16	31,496	2.50	17	13.122	3.18341	5.8628	YES	YES	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/LA(hours)	R&B (POTS) excl SB FT	21.30	30,840	0.00	0	26.398			YES	YES	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/LA(hours)	R&B (POTS) excl SB FT	7.47	15,929	0.00	0	13.392			YES	YES	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/LA(hours)	Design	4.81	918	1.63	1	3.819	3.82105	0.8326	YES	YES	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/LA(hours)	Design	2.10	1,144	0.00	0	2.774			YES	NO	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/LA(hours)	R&B	21.16	31,496	10.70	5	26.332	11.77712	0.8881	YES	YES	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/LA(hours)	R&B	7.01	18,289	9.01	6	13.122	5.35792	-0.3721	YES	YES	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/LA(hours)	R&B (POTS)	21.31	30,917			26.405					
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/LA(hours)	R&B (POTS)	7.07	17,964			13.188					
	% Repeat Troubles within 30 Days												
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/LA(%)	R&B (POTS)	17.53%	30,917								
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/LA(%)	R&B (POTS)	15.26%	17,964								
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/LA(%)	DS1/DS3	26.50%	200	0.00%	0				YES	YES	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/LA(%)	DS1/DS3	17.48%	143	0.00%	0				YES	YES	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/LA(%)	R&B	17.45%	31,496	15.98%	413		0.01880	0.7816	YES	YES	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/LA(%)	R&B	15.20%	18,289	23.31%	236		0.02352	-3.4458	NO	YES	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/LA(%)	R&B&D - Disp	17.47%	31,991	28.57%	7		0.14352	-0.7737	YES	YES	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/LA(%)	R&B&D - Disp	17.47%	31,991	22.22%	9		0.12658	-0.3756	YES	NO	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	ADSL to Retail	17.12%	619	11.54%	26		0.07542	0.7407	YES	YES	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	ADSL to Retail	17.55%	889	0.00%	7		0.14433	1.2158	YES	YES	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/LA(%)	ISDN - BRI	13.04%	46	12.50%	24		0.08480	0.0641	YES	NO	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/LA(%)	ISDN - BRI	17.81%	73	9.09%	11		0.12374	0.7045	YES	NO	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/LA(%)	ADSL to Retail	17.12%	619	0.00%	0				YES	YES	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/LA(%)	ADSL to Retail	17.55%	889	69.23%	13		0.10627	-4.8636	NO	NO	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/LA(%)	R&B - Disp	17.45%	31,496	3.85%	52		0.05268	2.5825	YES	YES	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/LA(%)	R&B - Disp	17.45%	31,496	5.88%	17		0.09208	1.2563	YES	YES	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/LA(%)	R&B (POTS) excl SB FT	17.51%	30,840	0.00%	0				YES	YES	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	R&B (POTS) excl SB FT	15.36%	15,929	0.00%	0				YES	YES	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/LA(%)	Design	23.53%	918	0.00%	1		0.42441	0.5544	YES	YES	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/LA(%)	Design	21.85%	1,144	0.00%	0				YES	NO	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/LA(%)	R&B	17.45%	31,496	0.00%	5		0.16975	1.0280	YES	YES	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/LA(%)	R&B	15.20%	18,289	16.67%	6		0.14660	-0.1000	YES	YES	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/LA(%)	R&B (POTS)	17.53%	30,917								
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/LA(%)	R&B (POTS)	15.26%	17,964								

BellSouth Monthly Performance Summary

Louisiana, February 2002

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
		Out of Service > 24 hours												
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/LA(%)		R&B (POTS)	23.52%	19,536								
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/LA(%)		R&B (POTS)	10.13%	5,884								
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/LA(%)		DS1/DS3	0.00%	200	0.00%	0				YES	YES	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/LA(%)		DS1/DS3	0.00%	143	0.00%	0				YES	YES	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/LA(%)		R&B	23.24%	19,926	15.51%	245		0.02715	2.8458	YES	YES	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/LA(%)		R&B	9.95%	6,043	1.74%	115		0.02817	2.9130	YES	YES	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/LA(%)		R&B&D - Disp	22.61%	20,486	0.00%	7		0.15813	1.4298	YES	YES	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/LA(%)		R&B&D - Disp	22.61%	20,486	0.00%	9		0.13947	1.6212	YES	YES	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)		ADSL to Retail	60.74%	619	0.00%	26		0.09776	6.2136	YES	YES	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)		ADSL to Retail	7.65%	889	0.00%	7		0.10085	0.7585	YES	YES	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/LA(%)		ISDN - BRI	0.00%	46	0.00%	24		0.00000		YES	YES	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/LA(%)		ISDN - BRI	0.00%	73	0.00%	11		0.00000		YES	YES	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/LA(%)		ADSL to Retail	60.74%	619	0.00%	0				YES	YES	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/LA(%)		ADSL to Retail	7.65%	889	0.00%	0				YES	NO	YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/LA(%)		R&B - Disp	23.24%	19,926	0.00%	52		0.05864	3.9622	YES	YES	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/LA(%)		R&B - Disp	23.24%	19,926	0.00%	17		0.10248	2.2675	YES	YES	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/LA(%)		R&B (POTS) excl SB FT	23.52%	19,524	0.00%	0				YES	YES	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/LA(%)		R&B (POTS) excl SB FT	10.15%	5,862	0.00%	0				YES	YES	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/LA(%)		Design	0.44%	918	0.00%	1		0.06590	0.0661	YES	YES	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/LA(%)		Design	0.09%	1,144	0.00%	0				YES	YES	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/LA(%)		R&B	23.24%	19,926	0.00%	1		0.42235	0.5502	YES	YES	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/LA(%)		R&B	9.95%	6,043	33.33%	3		0.17283	-1.3533	YES	YES	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/LA(%)		R&B (POTS)	23.52%	19,536								
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/LA(%)		R&B (POTS)	10.13%	5,884								
		Unbundled Network Elements - Billing												
		Invoice Accuracy												
B.4.1	B-1	LA(%)		BST - State	99.15%	$178,906,560	99.99%	$1,093,186		0.00009	-95.1450	YES	YES	NO
		Mean Time to Deliver Invoices - CRIS												
B.4.2	B-2	Region(business days)		BST - Region	3.64	1	6.13	1,588				NO	YES	YES

UNE			
Reports at Parity	398	403	349
Reports not at Parity	57	58	70
Diagnostic Reports	684	684	684
Opportunities at parity	455	461	419
% at Parity	87.47%	87.42%	83.29%

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
	Local Interconnection Trunks - Ordering												
	% Rejected Service Requests												
C.1.1	O-7	Local Interconnection Trunks/LA(%)	Diagnostic			40.00%	15				Diagnostic	Diagnostic	Diagnostic
	Reject Interval												
C.1.2	O-8	Local Interconnection Trunks/LA(%)	>= 85% w in 4 days			100.00%	6				YES	YES	YES
	FOC Timeliness												
C.1.3	O-9	Local Interconnection Trunks/LA(%)	>= 95% w in 10 days			100.00%	28				YES	YES	YES
	FOC & Reject Response Completeness												
C.1.4	O-11	Local Interconnection Trunks/LA(%)	>= 95%			100.00%	13				YES	YES	NO
	FOC & Reject Response Completeness (Multiple Responses)												
C.1.5	O-11	Local Interconnection Trunks/LA(%)	>= 95%										
	Local Interconnection Trunks - Provisioning												
	Order Completion Interval												
C.2.1	P-4	Local Interconnection Trunks/LA(days)	Parity w Retail	21.57	21	22.50	4	9.485	5.17427	-0.1795	YES	YES	YES
	Held Orders												
C.2.2	P-1	Local Interconnection Trunks/LA(days)	Parity w Retail	0.00	0	0.00	0				YES	YES	YES
	% Jeopardies												
C.2.3	P-2	Local Interconnection Trunks/LA(%)	Parity w Retail	0.00%	24	0.00%	5		0.00000		YES	YES	YES
	Average Jeopardy Notice Interval												
C.2.4	P-2	Local Interconnection Trunks/LA(hours)	95% >= 48 hrs										
	% Missed Installation Appointments												
C.2.5	P-3	Local Interconnection Trunks/LA(%)	Parity w Retail	0.00%	21	0.00%	5		0.00000		YES	YES	YES
	% Provisioning Troubles within 30 Days												
C.2.6	P-9	Local Interconnection Trunks/LA(%)	Parity w Retail	0.30%	1,656	0.83%	120		0.00519	-1.0245	YES	YES	YES
	Average Completion Notice Interval												
C.2.7	P-5	Local Interconnection Trunks/LA(hours)	Parity w Retail	12.15	21	35.30	5	161.627	80.42772	-0.2878	YES	YES	YES
	Total Service Order Cycle Time												
C.2.8	P-10	Local Interconnection Trunks/LA(days)	Diagnostic			16.67	3				Diagnostic	Diagnostic	Diagnostic
	% Completions w/o Notice or < 24 hours												
C.2.10.1	P	Local Interconnection Trunks/Dispatch/LA(%)	Diagnostic			0.00%	4				Diagnostic	Diagnostic	Diagnostic
C.2.10.2	P	Local Interconnection Trunks/Non-Dispatch/LA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Service Order Accuracy												
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/LA(%)	>= 95%			100.00%	39				YES	YES	YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/LA(%)	>= 95%			100.00%	21				YES	YES	YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/LA(%)	>= 95%									YES	YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/LA(%)	>= 95%			100.00%	5				YES	YES	YES
	Local Interconnection Trunks - Maintenance and Repair												
	Missed Repair Appointments												
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	1	0.00%	0				YES	YES	YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	6.67%	30	0.00%	2		0.18217	0.3660	YES	YES	YES
	Customer Trouble Report Rate												
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	142,670	0.00%	24,257		0.00002	0.3812	YES	NO	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	0.02%	142,670	0.01%	24,257		0.00010	1.2692	YES	YES	YES
	Maintenance Average Duration												
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/LA(hours)	Parity w Retail	2.00	1	0.00	0	0.000			YES	NO	NO
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/LA(hours)	Parity w Retail	3.52	30	2.00	2	11.459	8.36883	0.1820	YES	YES	YES
	% Repeat Troubles within 30 Days												
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	1	0.00%	0				YES	YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	10.00%	30	0.00%	2		0.21909	0.4564	YES	YES	NO
	Out of Service > 24 hours												
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	1	0.00%	0				YES	YES	YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	6.67%	30	0.00%	2		0.18217	0.3660	YES	YES	YES
	Local Interconnection Trunks - Billing												
	Invoice Accuracy												
C.4.1	B-1	LA(%)	BST - State	99.15%	$178,906,560	98.36%	$1,511,583		0.00007	106.1254	NO	YES	YES
	Mean Time to Deliver Invoices - CABS												
C.4.2	B-2	Region(calendar days)	BST - Region	4.73	1	4.13	5,087				YES	YES	NO
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING												
	Trunk Group Performance - Aggregate												
C.5.1	TGP-1	LA	>0.5% dif 2 consec. Hrs			0					YES	YES	YES

LIT			
Reports at Parity	24	24	22
Reports not at Parity	1	2	4
Diagnostic Reports	4	4	4
Opportunities at parity	25	26	26
% at Parity	96.00%	92.31%	84.62%

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-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%			99.92%					YES	YES	YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			99.82%					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%			99.97%					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%			99.94%					YES	YES	YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.91%					YES	YES	YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES	YES	YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.93%					YES	YES	YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.93%					YES	YES	YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.94%					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%			100.00%					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	2.88	2,619,855	2.47	437,412				YES	YES	YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.06	8,708	2.47	437,412				YES	YES	YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	461.26	7,356,994	1.91	539,092				YES	YES	YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.12	732,195	1.91	539,092				YES	YES	YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2.95	824,299	1.20	94,246				YES	YES	YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.66	274,199	1.20	94,246				YES	YES	YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	2.25	273,201				YES	YES	YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	2.25	273,201				YES	YES	YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	199.21	5,171,810	3.77	1,347,780				YES	YES	YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	3.77	1,347,780				NO	YES	YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	3.58	57,790				YES	YES	YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	3.58	57,790				YES	YES	YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	2.34	114,120				YES	YES	YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	2.34	114,120				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	2.88	2,619,855	1.10	286,699				YES	YES	YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.06	8,708	1.10	286,699				YES	YES	YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	461.26	7,356,994	1.59	107,138				YES	YES	YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.12	732,195	1.59	107,138				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			0.92	3,868				Diagnostic	Diagnostic	Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			0.92	3,868				Diagnostic	Diagnostic	Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	2.95	824,299	1.10	43,496				YES	YES	YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.66	274,199	1.10	43,496				YES	YES	YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	1.82	334,679				YES	YES	YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	1.82	334,679				YES	YES	YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	199.21	5,171,810	2.19	234,525				YES	YES	YES
D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	2.19	234,525				YES	YES	YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	***This data not applicable after 5-1-2001, 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 5-1-2001, 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 7-1-2001; 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 7-1-2001; see D.1.4.7.2***									
	Operations Support Systems - Maintenance and Repair												

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
		% Interface Availability - BST											
D.2.1	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%			99.98%					YES	YES	YES
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			99.89%					YES	YES	YES
		% Interface Availability - BST & CLEC											
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.91%					YES	YES	YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.85%					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%			100.00%					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%			99.93%					YES	YES	YES
		Average Response Interval <= 4 Seconds											
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.23%	1,292,823	93.47%	99,033		0.00077	9.9942	NO	NO	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.66%	35,819	4.42%	860		0.00648	-1.1659	YES	YES	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	5.07%	29,513	2.69%	43,412		0.00165	14.3577	NO	NO	YES
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.53%	1,292,790	99.52%	100,163		0.00022	0.2819	YES	YES	NO
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	94.32%	927,520	91.58%	57,081		0.00100	27.4658	NO	NO	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.75%	91,614	99.73%	5,101		0.00072	0.3092	YES	NO	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES	YES	NO
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	25.12%	4,108	23.71%	97		0.04455	0.3166	YES	NO	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES	YES	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	200,526	99.91%	17,248		0.00031	-2.0088	YES	YES	NO
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.11%	54,785	83.83%	3,673		0.00623	0.4596	YES	NO	YES
		Average Response Interval <= 10 Seconds											
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.82%	1,292,823	99.24%	99,033		0.00036	-11.8746	YES	YES	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.20%	35,819	87.67%	860		0.01425	-6.6507	YES	YES	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	79.55%	29,513	91.43%	43,412		0.00304	-39.0320	YES	YES	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.78%	1,292,790	99.79%	100,163		0.00016	-0.7119	YES	YES	NO
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	97.72%	927,520	94.94%	57,081		0.00064	43.2056	NO	NO	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	91,614	99.96%	5,101		0.00039	-0.8938	YES	YES	YES
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES	YES	NO
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.06%	4,108	96.91%	97		0.01999	-0.4255	YES	YES	NO
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES	YES	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	200,526	99.99%	17,248		0.00009	-0.7934	YES	YES	NO
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.30%	54,785	99.16%	3,673		0.00142	1.0345	YES	YES	YES
		Average Response Interval > 10 Seconds											
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.18%	1,292,823	0.76%	99,033		0.00036	11.8746	YES	YES	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.80%	35,819	12.33%	860		0.01425	6.6507	YES	YES	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	20.45%	29,513	8.57%	43,412		0.00304	39.0320	YES	YES	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.22%	1,292,790	0.21%	100,163		0.00016	0.7119	YES	YES	NO
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	2.28%	927,520	5.06%	57,081		0.00064	-43.2056	NO	NO	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	91,614	0.04%	5,101		0.00039	0.8938	YES	YES	YES
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.60%	6,394	71.26%	494		0.02106	0.1630	YES	YES	NO
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.94%	4,108	3.09%	97		0.01999	0.4255	YES	YES	NO
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.40%	69,356	76.71%	5,797		0.00496	15.4848	YES	YES	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	200,526	0.01%	17,248		0.00009	0.7934	YES	YES	NO
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.70%	54,785	0.84%	3,673		0.00142	-1.0345	YES	YES	YES

OSS

Reports at Parity	79	77	68
Reports not at Parity	6	8	17
Diagnostic Reports	4	4	4
Opportunities at parity	85	85	85
% at Parity	92.94%	90.59%	80.00%

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
	Collocation - Collocation												
	Average Response Time												
E.1.1.1	C-1	Virtual/LA(calendar days)	<= 30 days			7	1				YES		
E.1.1.2	C-1	Physical Caged/LA(calendar days)	<= 30 days			13	12				YES	YES	
E.1.1.3	C-1	Physical Cageless/LA(calendar days)	<= 30 days									YES	YES
	Average Arrangement Time												
E.1.2.1	C-2	Virtual-Ordinary/LA(calendar days)	<= 50 days									YES	
E.1.2.2	C-2	Physical Caged-Ordinary/LA(calendar days)	<= 90 days										
E.1.2.3	C-2	Physical Caged-Extraordinary/LA(calendar days)	<= 120 days										
E.1.2.4	C-2	Physical Caged-Augments - No Additional Space Req./LA(calendar days)	<= 60 days			6	4				YES	YES	
E.1.2.5	C-2	Physical Cageless-Ordinary/LA(calendar days)	<= 60 days			32	2				YES	YES	
E.1.2.6	C-2	Physical Cageless-Extraordinary/LA(calendar days)	<= 90 days										
E.1.2.7	C-2	Physical Cageless-Augments - No Additional Space Req./LA(calendar days)	<= 60 days			26	25				YES	YES	YES
	% Due Dates Missed												
E.1.3.1	C-3	Virtual/LA(%)	< 5% missed									YES	
E.1.3.2	C-3	Physical Caged/LA(%)	< 5% missed			0.00%	4				YES	YES	
E.1.3.3	C-3	Physical Cageless/LA(%)	< 5% missed			0.00%	27				YES	YES	YES

Collocation

Reports at Parity	7	9	3
Reports not at Parity	0	0	0
Diagnostic Reports	0	0	0
Opportunities at parity	7	9	3
% at Parity	100 00%	100 00%	100 00%

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
	General - Flow Through												
	% Flow Through Service Requests												
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			86.18%	286,834				Diagnostic	Diagnostic	Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			86.18%	286,834				Diagnostic	Diagnostic	Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			87.17%	189,710				NO	NO	NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			75.20%	5,989				NO	NO	NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			84.86%	91,135				NO	YES	NO
	% Flow Through Service Requests - Achieved												
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			76.55%	322,931				Diagnostic	Diagnostic	Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			76.55%	322,931				Diagnostic	Diagnostic	Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.69%	207,518				Diagnostic	Diagnostic	Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			55.14%	8,169				Diagnostic	Diagnostic	Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.11%	107,244				Diagnostic	Diagnostic	Diagnostic
	% Flow Through Service Requests - LNP												
F.1.3.1	O-3	Summary/Region(%)	>= 85%			94.12%	9,045				YES	YES	YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			94.12%	9,045				YES	YES	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/LA(%)	>= 95% w in 3 bus days									YES	YES
	Loop Makeup Inquiry (Electronic)												
F.2.2	PO-2	Loops/LA(%)	>= 95% w in 1 min			99.43%	699				YES	YES	YES
	General - Ordering												
	Service Inquiry with Firm Order												
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95% w in 5 bus days			100.00%	27				YES	YES	NO
F.3.1.2	O-10	Local Interoffice Transport/LA(%)	>= 95% w in 5 bus days			100.00%	11				YES		YES
	General - Ordering												
	Average Speed of Answer												
F.4.1	O-12	Region(seconds)	Parity w Retail	197.28	6,134,035	31.52	32,646				YES	YES	YES
	General - Maintenance Center												
	Average Answer Time												
F.5.1	M&R-6	Region(seconds)	Parity w Retail	18.39	1,790,440	29.67	97,305				NO	YES	YES
	General - Operator Services (Toll)												
	Average Speed to Answer												
F.6.1	OS-1	LA(seconds)	PBD			5.18					PBD	PBD	PBD
	% Answered in 30 seconds												
F.6.2	OS-2	LA(%)	PBD			96.60%					PBD	PBD	PBD
	General - Directory Assistance												
	Average Speed to Answer												
F.7.1	DA-1	LA(seconds)	PBD			4.33					PBD	PBD	PBD
	% Answered in 20 seconds												
F.7.2	DA-2	LA(%)	PBD			97.30%					PBD	PBD	PBD

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
	General - E911												
	Mean Interval												
F.8.1	E-3	LA(hours)	PBD			1.87	1,538				PBD	PBD	PBD
	% Accuracy												
F.8.2	E-2	LA(%)	PBD			97.19%	171,362				PBD	PBD	PBD
	% Timeliness												
F.8.3	E-1	LA(%)	PBD			100.00%	1,538				PBD	PBD	PBD
	General - Billing												
	Usage Data Delivery Accuracy												
F.9.1	B-3	Region(%)	Parity w Retail	99.85%	4,671	99.62%	19,540		0.00063	3.7136	NO	YES	YES
	Usage Data Delivery Timeliness												
F.9.2	B-5	Region(%)	Parity w Retail	97.37%	24,958	97.37%	330,307,178		0.00101	-0.0056	YES	YES	NO
	Usage Data Delivery Completeness												
F.9.3	B-4	Region(%)	Parity w Retail	99.14%	24,958	99.79%	330,307,178		0.00058	-11.1730	YES	YES	NO
	Mean Time to Deliver Usage												
F.9.4	B-6	Region(days)	Parity w Retail	3.63	24,958	2.62	330,307,178				YES	YES	YES
	Recurring Charge Completeness												
F.9.5.1	B-7	Resale/LA(%)	Parity w Retail	86.53%	$5,816,583	97.60%	$290,693		0.00177	-62.5990	YES	YES	YES
F.9.5.2	B-7	UNE/LA(%)	>= 90%			85.38%	$82,681				NO	YES	YES
F.9.5.3	B-7	Interconnection/LA(%)	>= 90%			98.16%	$2,041				YES	YES	NO
	Non-Recurring Charge Completeness												
F.9.6.1	B-8	Resale/LA(%)	Parity w Retail	91.45%	$9,824,327	99.01%	$526,113		0.00135	-55.8766	YES	NO	YES
F.9.6.2	B-8	UNE/LA(%)	>= 90%			98.65%	$255,301				YES	YES	YES
F.9.6.3	B-8	Interconnection/LA(%)	>= 90%			89.17%	$34,392				NO	NO	NO
	General - Change Management												
	% Software Release Notices Sent On Time												
F.10.1	CM-1	LA(%)	>= 95% w in 30 days			100.00%	1				YES	NO	
	Average Software Release Notice Delay Days												
F.10.2	CM-2	LA(average)	>= 22 days prior to release									YES	
	% Change Management Documentation Sent On Time												
F.10.3	CM-3A	LA(%)	>= 95% w in 30 days			0.00%	2				NO	YES	NO
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time												
F.10.4	CM-3B	LA(%)	>= 95% w in 5 days			100.00%	1				YES		
	Average Documentation Release Delay Days												
F.10.5	CM-4	LA(average)	>= 22 days prior to release			24	2				YES		NO
	% CLEC Interface Outages Sent within 15 Minutes												
F.10.6	CM-5	LA(%)	>= 97% w in 15 min			100.00%	25				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										
	% Quotes Provided within X Business Days												
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days										
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										
	General - Ordering												
	Acknowledgement Message Timeliness												
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.94%	81,061				YES	YES	YES

BellSouth Monthly Performance Summary

Louisiana, February 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Feb-02 Equity	Jan-02 Equity	Dec-01 Equity
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	341,453				YES	YES	YES
		Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	81,061				YES	YES	YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	341,453				NO	NO	NO
		General - Database Updates											
		Average Database Update Interval											
F.13.1.1	D-1	LIDB/LA(hours)	PBD	0.44	19	0.44	19				PBD	PBD	PBD
F.13.1.2	D-1	Directory Listings/LA(hours)	PBD	0.10	24	0.10	24				PBD	PBD	PBD
F.13.1.3	D-1	Directory Assistance/LA(hours)	PBD	3.92	21	3.90	21				PBD	PBD	PBD
		% Update Accuracy											
F.13.2.1	D-2	LIDB/LA(%)	>= 95%			100.00%	358				YES	YES	YES
F.13.2.2	D-2	Directory Listings/LA(%)	>= 95%			98.50%	267				YES	YES	YES
F.13.2.3	D-2	Directory Assistance/LA(%)	>= 95%			100.00%	137				YES	YES	YES
		% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)	100%			100.00%	27				YES	YES	YES
		General - Network Outage Notification											
		Mean Time to Notify CLEC of Major Network Outages											
F.14.1	M&R-7	Region(minutes)	Parity w Retail	0	0	0	0				YES	YES	YES

GENERAL

Reports at Parity	35	37	32
Reports not at Parity	9	6	11
Diagnostic Reports	9	9	9
Opportunities at parity	44	43	43
% at Parity	79.55%	86.05%	74.42%

Total

Reports at Parity	716	720	651
Reports not at Parity	108	103	132
Diagnostic Reports	917	917	917
Opportunities at parity	824	823	783
% at Parity	86.89%	87.48%	83.14%