BellSouth Monthly Performance Summary

Georgia, 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/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized											
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.21	137				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.53	2,031				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			10.20	5				Diagnostic	Diagnostic	Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	17				Diagnostic	Diagnostic	Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			9.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.59	32				Diagnostic	Diagnostic	Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.47	17				Diagnostic	Diagnostic	Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.67	33				Diagnostic	Diagnostic	Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	21				Diagnostic	Diagnostic	Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic

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			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/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.86	679				Diagnostic	Diagnostic	Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.22	3				Diagnostic	Diagnostic	Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			10.20	5				Diagnostic	Diagnostic	Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.50	20				Diagnostic	Diagnostic	Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized											
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			5.78	32				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.71	66				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic	Diagnostic	Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			16.00	1				Diagnostic	Diagnostic	Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			12.46	126				Diagnostic	Diagnostic	Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.72	36				Diagnostic	Diagnostic	Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	68				Diagnostic	Diagnostic	Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.33	3				Diagnostic	Diagnostic	Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	3				Diagnostic	Diagnostic	Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic	Diagnostic	Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.33	3				Diagnostic	Diagnostic	Diagnostic

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			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/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.30	10				Diagnostic	Diagnostic	Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.67	3				Diagnostic	Diagnostic	Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			2.58	4				Diagnostic	Diagnostic	Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.78	361				Diagnostic	Diagnostic	Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.00	6				Diagnostic	Diagnostic	Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			11.08	98				Diagnostic	Diagnostic	Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			9.00	44				Diagnostic	Diagnostic	Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Disconnect Timeliness												
B.2.31	P-13	LNP/GA(%)	>= 95% w in 15 min										
	% Completions w/o Notice or < 24 hours												
B.2.32.1.1	P-6	Switch Ports/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/GA(%)	Diagnostic			0.00%	2				Diagnostic	Diagnostic	Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/GA(%)	Diagnostic			2.30%	652				Diagnostic	Diagnostic	Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)	Diagnostic			14.07%	12,044				Diagnostic	Diagnostic	Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)	Diagnostic			0.00%	225				Diagnostic	Diagnostic	Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	Diagnostic			0.00%	114				Diagnostic	Diagnostic	Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/GA(%)	Diagnostic			0.00%	132				Diagnostic	Diagnostic	Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/GA(%)	Diagnostic			0.00%	4				Diagnostic	Diagnostic	Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic			0.00%	17				Diagnostic	Diagnostic	Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic			0.00%	15				Diagnostic	Diagnostic	Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	14				Diagnostic	Diagnostic	Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/GA(%)	Diagnostic			0.00%	26				Diagnostic	Diagnostic	Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	48				Diagnostic	Diagnostic	Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	26				Diagnostic	Diagnostic	Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic			0.00%	32				Diagnostic	Diagnostic	Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	50				Diagnostic	Diagnostic	Diagnostic

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			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-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	3				Diagnostic	Diagnostic	Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/GA(%)	Diagnostic			0.00%	7				Diagnostic	Diagnostic	Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			0.00%	2,343				Diagnostic	Diagnostic	Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic			0.00%	238				Diagnostic	Diagnostic	Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/GA(%)	Diagnostic			0.00%	131				Diagnostic	Diagnostic	Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
		% Cooperative Test Attempts for xDSL											
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% of requests			100.00%	157				YES	YES	YES
B.2.33.2	P-8	xDSL Other/GA(%)	>= 95% of requests										
		Service Order Accuracy											
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			98.00%	100				YES	YES	YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	90				YES	YES	YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			93.10%	29				NO	YES	YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%										
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA(%)	>= 95%			99.09%	110				YES	YES	YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%			98.33%	120				YES	YES	YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%			97.50%	80				YES	YES	YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 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/GA(%)	R&B (POTS)	7.29%	55,368								
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	36,181								
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.51%	780	0.00%	1		0.07147	0.0717	YES	YES	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.15%	657	0.00%	18		0.00931	0.1634	YES	YES	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	7.34%	57,197	4.30%	2,625		0.00521	5.8300	YES	YES	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.21%	37,474	1.44%	1,183		0.00322	-0.7162	YES	YES	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	7.30%	57,926	0.87%	115		0.02428	2.6471	YES	YES	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	7.30%	57,926	0.00%	62		0.03305	2.2077	YES	YES	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	0.00%	29		0.09350	5.0206	YES	YES	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	0.00%	20		0.04313	0.8890	YES	YES	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	15.58%	199	1.35%	74		0.04938	2.8812	YES	YES	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	2.35%	298	0.00%	50		0.02315	1.0149	YES	NO	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	37.50%	8		0.17688	0.5338	YES	YES	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	9.52%	42		0.02991	-1.9026	NO	YES	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	7.34%	57,197	1.82%	274		0.01579	3.4920	YES	YES	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	7.34%	57,197	0.70%	142		0.02191	3.0282	YES	YES	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	7.27%	55,160	2.78%	504		0.01162	3.8664	YES	YES	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.98%	28,251	0.00%	10		0.03111	0.3140	YES	YES	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/GA(%)	Design	3.83%	1,724	0.00%	10		0.06085	0.6291	YES	NO	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)	Design	1.44%	2,992	0.00%	5		0.05327	0.2698	YES	YES	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)	R&B	7.34%	57,197	8.82%	102		0.02584	-0.5742	YES	YES	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.21%	37,474	3.81%	105		0.01067	-2.4403	NO	NO	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	7.29%	55,368								
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	36,181								
		Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA(%)	R&B (POTS)	1.65%	3,351,435								
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	3,351,435								
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	1.86%	41,923	0.33%	299		0.00792	1.9278	YES	YES	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	1.57%	41,923	6.02%	299		0.00727	-6.1289	NO	NO	NO
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA(%)	R&B	1.51%	3,788,866	0.99%	263,866		0.00025	20.8097	YES	YES	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	0.99%	3,788,866	0.45%	263,866		0.00020	27.0045	YES	YES	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA(%)	R&B&D - Disp	1.35%	4,279,609	4.14%	2,781		0.00221	-12.6046	NO	NO	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	1.35%	4,279,609	2.23%	2,781		0.00221	-3.9689	NO	NO	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	1.01%	159,592	0.77%	3,773		0.00166	1.4819	YES	YES	NO
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	1.41%	159,592	0.53%	3,773		0.00195	4.4829	YES	YES	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	3.40%	5,851	1.36%	5,460		0.00347	5.8954	YES	YES	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	5.09%	5,851	0.92%	5,460		0.00425	9.8372	YES	YES	YES

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			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/GA(%)	ADSL to Retail	1.01%	159,592	0.56%	1,436		0.00267	1.7131	YES	YES	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	1.41%	159,592	2.92%	1,436		0.00314	-4.8348	NO	NO	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	1.51%	3,788,866	0.84%	32,729		0.00068	9.8586	YES	YES	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	1.51%	3,788,866	0.43%	32,729		0.00068	15.7716	YES	YES	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	1.65%	3,351,435	1.32%	38,089		0.00066	4.8806	YES	YES	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.84%	3,351,435	0.03%	38,089		0.00047	17.2626	YES	YES	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA(%)	Design	0.23%	743,350	1.04%	961		0.00155	-5.2021	NO	NO	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA(%)	Design	0.40%	743,350	0.52%	961		0.00205	-0.5752	YES	YES	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA(%)	R&B	1.51%	3,788,866	7.16%	1,424		0.00326	-17.3598	NO	NO	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA(%)	R&B	0.99%	3,788,866	7.37%	1,424		0.00264	-24.2210	NO	NO	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	1.65%	3,351,435								
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	3,351,435								
		Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA(hours)	R&B (POTS)	19.62	55,368			30.573					
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA(hours)	R&B (POTS)	5.31	36,181			13.454					
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA(hours)	DS1/DS3	3.66	780	1.28	1	3.651	3.65334	0.6514	YES	YES	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA(hours)	DS1/DS3	1.85	657	1.58	18	2.664	0.63645	0.4314	YES	YES	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA(hours)	R&B	19.39	57,197	11.89	2,625	30.279	0.60439	12.4075	YES	YES	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA(hours)	R&B	5.28	37,474	2.95	1,183	13.356	0.39440	5.9131	YES	YES	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA(hours)	R&B&D - Disp	20.29	57,926	4.66	115	61.668	5.75628	2.7140	YES	YES	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA(hours)	R&B&D - Disp	20.29	57,926	2.77	62	50.547	6.42291	2.7264	YES	YES	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	ADSL to Retail	72.06	1,619	3.31	29	255.265	47.82417	1.4376	YES	YES	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	ADSL to Retail	5.93	2,243	2.97	20	67.067	15.06335	0.1965	YES	YES	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA(hours)	ISDN - BRI	16.66	199	4.35	74	24.201	3.29513	3.7337	YES	YES	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA(hours)	ISDN - BRI	4.04	298	4.03	50	7.465	1.14084	0.0057	YES	NO	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA(hours)	ADSL to Retail	72.06	1,619	30.21	8	255.265	90.47251	0.4626	YES	YES	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA(hours)	ADSL to Retail	5.93	2,243	8.91	42	67.067	10.44510	-0.2855	YES	YES	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA(hours)	R&B - Disp	19.39	57,197	4.76	274	30.279	1.83360	7.9813	YES	YES	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA(hours)	R&B - Disp	19.39	57,197	2.62	142	13.356	1.12220	14.9513	YES	YES	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA(hours)	R&B (POTS) excl SB FT	19.62	55,160	9.41	504	30.595	1.36901	7.4515	YES	YES	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	R&B (POTS) excl SB FT	5.61	28,251	6.41	10	13.363	4.22639	-0.1889	YES	YES	NO
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA(hours)	Design	52.00	1,724	7.90	10	344.797	109.35011	0.4033	YES	YES	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA(hours)	Design	28.93	2,992	6.22	5	265.864	118.99743	0.1909	YES	YES	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA(hours)	R&B	19.39	57,197	19.55	102	30.279	3.00077	-0.0531	YES	YES	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA(hours)	R&B	5.28	37,474	5.18	105	13.356	1.30521	0.0767	YES	YES	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)	R&B (POTS)	19.62	55,368			30.573					
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)	R&B (POTS)	5.31	36,181			13.454					
		% Repeat Troubles within 30 Days											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)	R&B (POTS)	17.80%	55,368								
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	14.67%	36,181								
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	19.62%	780	0.00%	1		0.39734	0.4937	YES	YES	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	17.50%	657	33.33%	18		0.09079	-1.7436	NO	YES	NO
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)	R&B	17.78%	57,197	14.51%	2,625		0.00763	4.2777	YES	YES	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	14.62%	37,474	13.36%	1,183		0.01043	1.2075	YES	YES	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)	R&B&D - Disp	17.83%	57,926	25.22%	115		0.03573	-2.0678	NO	NO	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	17.83%	57,926	14.52%	62		0.04864	0.6813	YES	YES	NO
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	18.16%	1,619	6.90%	29		0.07223	1.5594	YES	YES	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	16.14%	2,243	0.00%	20		0.08263	1.9532	YES	YES	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	21.61%	199	17.57%	74		0.05604	0.7210	YES	YES	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	16.44%	298	22.00%	50		0.05665	-0.9810	YES	YES	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)	ADSL to Retail	18.16%	1,619	50.00%	8		0.13663	-2.3304	NO	YES	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	16.14%	2,243	23.81%	42		0.05730	-1.3387	YES	NO	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	17.78%	57,197	12.41%	274		0.02315	2.3194	YES	YES	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	17.78%	57,197	6.34%	142		0.03212	3.5614	YES	YES	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	17.76%	55,160	12.10%	504		0.01710	3.3084	YES	YES	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	14.11%	28,251	20.00%	10		0.11012	-0.5346	YES	YES	NO
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)	Design	24.07%	1,724	0.00%	10		0.13559	1.7754	YES	YES	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)	Design	22.56%	2,992	0.00%	5		0.18708	1.2059	YES	YES	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)	R&B	17.78%	57,197	20.59%	102		0.03789	-0.7414	YES	YES	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)	R&B	14.62%	37,474	9.52%	105		0.03452	1.4749	YES	YES	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	17.80%	55,368								
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	14.67%	36,181								

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			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/GA(%)	R&B (POTS)	19.27%	35,064								
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	6.47%	9,968								
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.51%	780	0.00%	1		0.07147	0.0717	YES	YES	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.15%	657	0.00%	18		0.00931	0.1634	YES	YES	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)	R&B	18.95%	36,355	7.30%	1,850		0.00934	12.4748	YES	YES	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	6.38%	10,687	1.40%	572		0.01049	4.7503	YES	YES	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)	R&B&D - Disp	18.61%	37,284	0.87%	115		0.03635	4.8805	YES	YES	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	18.61%	37,284	0.00%	62		0.04947	3.7618	YES	YES	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	0.00%	29		0.09350	5.0206	YES	YES	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	0.00%	20		0.04313	0.8890	YES	YES	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	16.95%	177	1.35%	74		0.05194	3.0032	YES	YES	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	1.19%	253	0.00%	50		0.01675	0.7078	YES	NO	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	0.00%	0				YES	YES	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	0.00%	0				YES	YES	YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	18.95%	36,355	1.82%	274		0.02376	7.2059	YES	YES	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	18.95%	36,355	0.70%	142		0.03295	5.5369	YES	YES	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	19.26%	35,056	8.33%	36		0.06576	1.6617	YES	YES	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	6.47%	9,953	0.00%	2		0.17397	0.3719	YES	YES	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)	Design	3.83%	1,724	0.00%	10		0.06085	0.6291	YES	NO	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)	Design	1.44%	2,992	0.00%	5		0.05327	0.2698	YES	YES	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)	R&B	18.95%	36,355	22.54%	71		0.04656	-0.7703	YES	YES	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)	R&B	6.38%	10,687	9.09%	22		0.05217	-0.5194	YES	YES	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	19.27%	35,064								
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	6.47%	9,968								
	Unbundled Network Elements - Billing												
	Invoice Accuracy												
B.4.1	B-1	GA(%)	BST - State	94.73%	$384,929,959	99.98%	$6,606,331		0.00009	-598.2521	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	455	473	445
Reports not at Parity	87	76	79
Diagnostic Reports	684	684	684
Opportunities at parity	542	551	524
% at Parity	83.95%	85.84%	84.92%

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			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/GA(%)	Diagnostic			59.03%	144				Diagnostic	Diagnostic	Diagnostic
	Reject Interval												
C.1.2	O-8	Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			97.65%	85				YES	YES	YES
	FOC Timeliness												
C.1.3	O-9	Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			100.00%	155				YES	YES	YES
	FOC & Reject Response Completeness												
C.1.4	O-11	Local Interconnection Trunks/GA(%)	>= 95%			100.00%	126				YES	YES	YES
	FOC & Reject Response Completeness (Multiple Responses)												
C.1.5	O-11	Local Interconnection Trunks/GA(%)	>= 95%										
	Local Interconnection Trunks - Provisioning												
	Order Completion Interval												
C.2.1	P-4	Local Interconnection Trunks/GA(days)	Parity w Retail	19.91	56	21.62	39	11.133	2.30539	-0.8271	YES	NO	NO
	Held Orders												
C.2.2	P-1	Local Interconnection Trunks/GA(days)	Parity w Retail	0.00	0	0.00	0				YES	YES	YES
	% Jeopardies												
C.2.3	P-2	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	57	0.00%	38		0.00000		YES	YES	YES
	Average Jeopardy Notice Interval												
C.2.4	P-2	Local Interconnection Trunks/GA(hours)	95% >= 48 hrs										
	% Missed Installation Appointments												
C.2.5	P-3	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	58	0.00%	39		0.00000		YES	YES	YES
	% Provisioning Troubles within 30 Days												
C.2.6	P-9	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	2,298	0.10%	957		0.00000		NO	NO	YES
	Average Completion Notice Interval												
C.2.7	P-5	Local Interconnection Trunks/GA(hours)	Parity w Retail	37.57	56	9.28	38	163.115	34.28250	0.8252	YES	YES	YES
	Total Service Order Cycle Time												
C.2.8	P-10	Local Interconnection Trunks/GA(days)	Diagnostic			24.82	37				Diagnostic	Diagnostic	Diagnostic
	% Completions w/o Notice or < 24 hours												
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			0.00%	39				Diagnostic	Diagnostic	Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/GA(%)	Diagnostic								Diagnostic	Diagnostic	Diagnostic
	Service Order Accuracy												
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	39				YES	YES	YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	21				YES	YES	YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%									YES	YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 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/GA(%)	Parity w Retail	0.00%	4	0.00%	0				YES	YES	YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	482	0.00%	132		0.00000		YES	YES	NO
	Customer Trouble Report Rate												
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	328,359	0.00%	124,331		0.00001	1.0481	YES	NO	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.15%	328,359	0.11%	124,331		0.00013	3.1840	YES	YES	YES
	Maintenance Average Duration												
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	1.76	4	0.00	0	1.388			YES	NO	YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA(hours)	Parity w Retail	0.39	482	0.05	132	1.044	0.10255	3.2567	YES	NO	NO
	% Repeat Troubles within 30 Days												
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	4	0.00%	0				YES	YES	YES

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			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/GA(%)	Parity w Retail	13.90%	482	0.00%	132		0.03399	4.0902	YES	NO	YES
	Out of Service > 24 hours												
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	4	0.00%	0				YES	YES	YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	482	0.00%	132		0.00000		YES	YES	NO
	Local Interconnection Trunks - Billing												
	Invoice Accuracy												
C.4.1	B-1	GA(%)	BST - State	94.73%	$384,929,959	95.41%	$4,675,837		0.00010	-65.0139	YES	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	GA	>0.5% dif 2 consec. Hrs			0					YES	YES	YES

LIT			
Reports at Parity	24	20	21
Reports not at Parity	1	6	5
Diagnostic Reports	4	4	4
Opportunities at parity	25	26	26
% at Parity	96.00%	76.92%	80.77%

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			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										
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec										
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec										
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec										
	Operations Support Systems - Maintenance and Repair												

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			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

Georgia, 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/GA(calendar days)	<= 10 days			6	1				YES		YES
E.1.1.2	C-1	Physical Caged/GA(calendar days)	<= 20 days			15	16				YES	YES	YES
E.1.1.3	C-1	Physical Cageless/GA(calendar days)	<= 20 days			15	27				YES	YES	YES
	Average Arrangement Time												
E.1.2.1	C-2	Virtual-Ordinary/GA(calendar days)	<= 50 days			34	1				YES	YES	YES
E.1.2.2	C-2	Virtual-Extraordinary/GA(calendar days)	<= 75 days										
E.1.2.3	C-2	Physical Caged/GA(calendar days)	<= 90 days			54	6				YES	YES	YES
E.1.2.4	C-2	Physical Cageless/GA(calendar days)	<= 60 days			52	18				YES	YES	YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/GA(calendar days)	<= 90 days										
	% Due Dates Missed												
E.1.3.1	C-3	Virtual/GA(%)	< 5% missed			0.00%	1				YES	YES	YES
E.1.3.2	C-3	Physical/GA(%)	< 5% missed			0.00%	24				YES	YES	YES

Collocation

Reports at Parity	8	7	8
Reports not at Parity	0	0	0
Diagnostic Reports	0	0	0
Opportunities at parity	8	7	8
% at Parity	100.00%	100.00%	100.00%

BellSouth Monthly Performance Summary

Georgia, 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/GA(%)	>= 95% w in 3 bus days			100.00%	4				YES		YES
	Loop Makeup Inquiry (Electronic)												
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min			97.73%	4,235				YES	YES	NO
	General - Ordering												
	Service Inquiry with Firm Order												
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 5 bus days			97.30%	37				YES	YES	YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days										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	GA(seconds)	PBD			2.24					PBD	PBD	PBD
	% Answered in 10 seconds												
F.6.2	OS-2	GA(%)	PBD			93.70%					PBD	PBD	PBD
	General - Directory Assistance												
	Average Speed to Answer												
F.7.1	DA-1	GA(seconds)	PBD			5.77					PBD	PBD	PBD
	% Answered in 12 seconds												
F.7.2	DA-2	GA(%)	PBD			84.20%					PBD	PBD	PBD

BellSouth Monthly Performance Summary

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			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	GA(hours)	PBD			0.98	2,723				PBD	PBD	PBD
	% Accuracy												
F.8.2	E-2	GA(%)	PBD			95.38%	383,987				PBD	PBD	PBD
	% Timeliness												
F.8.3	E-1	GA(%)	PBD			100.00%	2,723				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/GA(%)	Parity w Retail	81.79%	$13,454,359	97.14%	$374,327		0.00150	-102.4244	YES	YES	YES
F.9.5.2	B-7	UNE/GA(%)	>= 90%			98.31%	$491,515				YES	YES	YES
F.9.5.3	B-7	Interconnection/GA(%)	>= 90%			94.16%	$5,757				YES	NO	NO
	Non-Recurring Charge Completeness												
F.9.6.1	B-8	Resale/GA(%)	Parity w Retail	86.00%	$22,402,960	98.18%	$558,760		0.00126	-96.9913	YES	NO	YES
F.9.6.2	B-8	UNE/GA(%)	>= 90%			94.58%	$1,380,802				YES	NO	YES
F.9.6.3	B-8	Interconnection/GA(%)	>= 90%			77.58%	$229,439				NO	NO	NO
	General - Change Management												
	% Software Release Notices Sent On Time												
F.10.1	CM-1	GA(%)	>= 95% w in 30 days			100.00%	1				YES	NO	
	Average Software Release Notice Delay Days												
F.10.2	CM-2	GA(average)	>= 22 days prior to release									YES	
	% Change Management Documentation Sent On Time												
F.10.3	CM-3A	GA(%)	>= 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	GA(%)	>= 95% w in 5 days			100.00%	1				YES		
	Average Documentation Release Delay Days												
F.10.5	CM-4	GA(average)	>= 22 days prior to release			24	2				YES		NO
	% CLEC Interface Outages Sent within 15 Minutes												
F.10.6	CM-5	GA(%)	>= 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

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			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/GA(hours)	PBD	3.29	21	3.29	21				PBD	PBD	PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.10	24	0.10	24				PBD	PBD	PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	4.03	21	3.52	21				PBD	PBD	PBD
		% Update Accuracy											
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			100.00%	358				YES	YES	YES
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			98.50%	267				YES	YES	YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 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	36	34	32
Reports not at Parity	8	8	11
Diagnostic Reports	9	9	9
Opportunities at parity	44	42	43
% at Parity	81.82%	80.95%	74.42%

Total

Reports at Parity	788	802	770
Reports not at Parity	138	143	145
Diagnostic Reports	917	917	917
Opportunities at parity	926	945	915
% at Parity	85.10%	84.87%	84.15%