BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering										
	% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/GA(%)	Diagnostic			12.39%	22,697				Diagnostic
A.1.1.2	O-7	Business/GA(%)	Diagnostic			17.69%	458				Diagnostic
A.1.1.3	O-7	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/GA(%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/GA(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/GA(%)	Diagnostic			26.03%	3,123				Diagnostic
A.1.2.2	O-7	Business/GA(%)	Diagnostic			58.24%	273				Diagnostic
A.1.2.3	O-7	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/GA(%)	Diagnostic			50.00%	2				Diagnostic
A.1.2.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/GA(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/GA(%)	Diagnostic			44.88%	508				Diagnostic
A.1.3.2	O-7	Business/GA(%)	Diagnostic			62.57%	334				Diagnostic
A.1.3.3	O-7	Design (Specials)/GA(%)	Diagnostic			26.81%	138				Diagnostic
A.1.3.4	O-7	PBX/GA(%)	Diagnostic			44.83%	29				Diagnostic
A.1.3.5	O-7	Centrex/GA(%)	Diagnostic			51.65%	91				Diagnostic
A.1.3.6	O-7	ISDN/GA(%)	Diagnostic			45.45%	22				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/GA(%)	>= 97% w in 1 hr			96.67%	2,820				NO
A.1.4.2	O-8	Business/GA(%)	>= 97% w in 1 hr			95.06%	81				NO
A.1.4.3	O-8	Design (Specials)/GA(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/GA(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/GA(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/GA(%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/GA(%)	>= 85% w in 10 hrs			87.76%	833				YES
A.1.7.2	O-8	Business/GA(%)	>= 85% w in 10 hrs			95.03%	161				YES
A.1.7.3	O-8	Design (Specials)/GA(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/GA(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.7.5	O-8	Centrex/GA(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/GA(%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/GA(%)	>= 85% w in 24 hrs			99.16%	239				YES
A.1.8.2	O-8	Business/GA(%)	>= 85% w in 24 hrs			99.08%	218				YES
A.1.8.3	O-8	Design (Specials)/GA(%)	>= 85% w in 24 hrs			94.59%	37				YES
A.1.8.4	O-8	PBX/GA(%)	>= 85% w in 24 hrs			76.92%	13				NO
A.1.8.5	O-8	Centrex/GA(%)	>= 85% w in 24 hrs			94.00%	50				YES
A.1.8.6	O-8	ISDN/GA(%)	>= 85% w in 24 hrs			90.91%	11				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/GA(%)	>= 95% w in 3 hrs			99.56%	19,760				YES
A.1.9.2	O-9	Business/GA(%)	>= 95% w in 3 hrs			99.73%	367				YES
A.1.9.3	O-9	Design (Specials)/GA(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/GA(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/GA(%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/GA(%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/GA(%)	>= 85% w in 10 hrs			82.64%	2,580				NO
A.1.12.2	O-9	Business/GA(%)	>= 85% w in 10 hrs			88.36%	146				YES

BellSouth Monthly State Summary

Georgia, May 2002

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A.1.12.3	O-9	Design (Specials)/GA(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/GA(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/GA(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/GA(%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/GA(%)	>= 85% w in 36 hrs			99.63%	273				YES
A.1.13.2	O-9	Business/GA(%)	>= 85% w in 36 hrs			99.16%	119				YES
A.1.13.3	O-9	Design (Specials)/GA(%)	>= 85% w in 36 hrs			96.59%	88				YES
A.1.13.4	O-9	PBX/GA(%)	>= 85% w in 36 hrs			88.24%	17				YES
A.1.13.5	O-9	Centrex/GA(%)	>= 85% w in 36 hrs			100.00%	34				YES
A.1.13.6	O-9	ISDN/GA(%)	>= 85% w in 36 hrs			100.00%	12				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/GA(%)	>= 95%			96.84%	918				YES
A.1.14.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.10%	21,779				YES
A.1.14.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	31				YES
A.1.14.2.2	O-11	Business/TAG/GA(%)	>= 95%			96.72%	427				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/GA(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/GA(%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/GA(%)	>= 95%			97.20%	107				YES
A.1.15.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.87%	3,016				YES
A.1.15.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	23				YES
A.1.15.2.2	O-11	Business/TAG/GA(%)	>= 95%			100.00%	250				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	2				YES
A.1.15.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/GA(%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/GA(%)	>= 95%			97.44%	508				YES
A.1.16.2	O-11	Business/GA(%)	>= 95%			96.71%	334				YES
A.1.16.3	O-11	Design (Specials)/GA(%)	>= 95%			86.23%	138				NO
A.1.16.4	O-11	PBX/GA(%)	>= 95%			96.55%	29				YES
A.1.16.5	O-11	Centrex/GA(%)	>= 95%			87.91%	91				NO
A.1.16.6	O-11	ISDN/GA(%)	>= 95%			100.00%	22				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/GA(%)	>= 95%			99.78%	889				YES
A.1.17.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.71%	21,584				YES
A.1.17.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	31				YES
A.1.17.2.2	O-11	Business/TAG/GA(%)	>= 95%			99.03%	413				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/GA(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/GA(%)	>= 95%								

BellSouth Monthly State Summary

Georgia, May 2002

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/GA(%)		>= 95%			89.42%	104				NO
A.1.18.1.2	O-11	Residence/TAG/GA(%)		>= 95%			93.43%	3,012				NO
A.1.18.2.1	O-11	Business/EDI/GA(%)		>= 95%			100.00%	23				YES
A.1.18.2.2	O-11	Business/TAG/GA(%)		>= 95%			89.20%	250				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/GA(%)		>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/GA(%)		>= 95%								
A.1.18.4.1	O-11	PBX/EDI/GA(%)		>= 95%								
A.1.18.4.2	O-11	PBX/TAG/GA(%)		>= 95%			100.00%	2				YES
A.1.18.5.1	O-11	Centrex/EDI/GA(%)		>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/GA(%)		>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/GA(%)		>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/GA(%)		>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/GA(%)		>= 95%			91.31%	495				NO
A.1.19.2	O-11	Business/GA(%)		>= 95%			89.78%	323				NO
A.1.19.3	O-11	Design (Specials)/GA(%)		>= 95%			97.48%	119				YES
A.1.19.4	O-11	PBX/GA(%)		>= 95%			96.43%	28				YES
A.1.19.5	O-11	Centrex/GA(%)		>= 95%			96.25%	80				YES
A.1.19.6	O-11	ISDN/GA(%)		>= 95%			100.00%	22				YES
	Resale - Provisioning											
		Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA(days)		Res	6.06	21,974	5.14	723	4.359	0.16477	5.5748	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA(days)		Res	0.78	392,800	0.62	14,529	1.058	0.00894	18.3828	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA(days)		Res	5.85	52	4.00	1	4.846	4.89190	0.3774	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/GA(days)		Res	0.33	1			0.000			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/GA(days)		Bus	3.44	20,361	7.60	150	7.409	0.60718	-6.8532	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA(days)		Bus	1.22	30,485	1.03	624	3.616	0.14623	1.2665	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA(days)		Bus	12.88	114	12.00	1	16.717	16.78991	0.0524	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA(days)		Bus	2.79	13	0.33	1	5.897	6.11913	0.4023	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA(days)		Design	19.99	1,718	14.33	3	20.528	11.86247	0.4771	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)		Design	11.11	418	3.80	10	12.133	3.88229	1.8837	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA(days)		Design	21.23	30			14.757			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)		Design	18.00	3			12.530			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA(days)		PBX	12.12	26	3.00	1	14.711	14.99167	0.6080	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA(days)		PBX	2.71	133	1.92	13	4.626	1.34412	0.5868	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA(days)		PBX	23.11	3	5.00	1	20.479	23.64657	0.7659	YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA(days)		PBX	1.17	22			0.991			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA(days)		Centrex	20.00	1,829	7.00	2	24.236	17.14662	0.7580	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA(days)		Centrex	2.17	3,124	1.11	19	3.457	0.79561	1.3435	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA(days)		Centrex	16.15	73			17.225			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA(days)		Centrex	5.40	176	2.44	6	11.440	4.74933	0.6226	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA(days)		ISDN	18.90	504	9.40	5	20.428	9.18110	1.0347	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA(days)		ISDN	3.67	631	4.74	9	8.400	2.82002	-0.3781	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA(days)		ISDN	11.67	3			2.517			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA(days)		ISDN	2.80	421	3.89	6	7.200	2.96037	-0.3671	YES
		Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA(days)		Res	6.46	138	4.67	3	6.681	3.89870	0.4591	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA(days)		Res	3.00	2	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA(days)		Res	14.93	14	0.00	0	7.405			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/GA(days)		Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/GA(days)		Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/GA(days)		Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/GA(days)		Bus	8.71	34	11.00	1	7.799	7.91257	-0.2899	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/GA(days)		Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/GA(days)		Bus	9.64	11	18.00	2	14.264	10.96463	-0.7628	YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/GA(days)		Bus	0.00	0	0.00	0				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/GA(days)	Design	11.00	3	0.00	0	7.810			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/GA(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/GA(days)	Design	3.50	8	0.00	0	4.690			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/GA(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/GA(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/GA(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/GA(days)	Centrex	6.00	6	0.00	0	4.561			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/GA(days)	ISDN	4.50	4	0.00	0	3.109			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/GA(days)	ISDN	2.33	3	0.00	0	0.577			YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/GA(days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/GA(%)	Res	0.47%	445,498	0.34%	16,274		0.00054	2.2533	YES
A.2.4.2	P-2	Business/GA(%)	Bus	1.39%	52,146	0.68%	590		0.00485	1.4754	YES
A.2.4.3	P-2	Design (Specials)/GA(%)	Design	11.49%	2,637						
A.2.4.4	P-2	PBX/GA(%)	PBX	5.51%	236	0.00%	3		0.13255	0.4156	YES
A.2.4.5	P-2	Centrex/GA(%)	Centrex	1.72%	5,122	0.00%	6		0.05308	0.3237	YES
A.2.4.6	P-2	ISDN/GA(%)	ISDN	7.33%	1,733	0.00%	3		0.15059	0.4866	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/GA(%)	Diagnostic			0.15%	685				Diagnostic
A.2.5.2	P-2	Business/GA(%)	Diagnostic			0.26%	392				Diagnostic
A.2.5.3	P-2	Design (Specials)/GA(%)	Diagnostic			4.17%	24				Diagnostic
A.2.5.4	P-2	PBX/GA(%)	Diagnostic			0.00%	19				Diagnostic
A.2.5.5	P-2	Centrex/GA(%)	Diagnostic			0.00%	28				Diagnostic
A.2.5.6	P-2	ISDN/GA(%)	Diagnostic			3.13%	32				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/GA(hours)	>= 48 hrs			155.68	43				YES
A.2.7.2	P-2	Business/GA(hours)	>= 48 hrs			110.65	4				YES
A.2.7.3	P-2	Design (Specials)/GA(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/GA(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/GA(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/GA(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/GA(hours)	Diagnostic			168.83	1				Diagnostic
A.2.8.2	P-2	Business/GA(hours)	Diagnostic			158.52	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/GA(hours)	Diagnostic			160.26	3				Diagnostic
A.2.8.4	P-2	PBX/GA(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/GA(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/GA(hours)	Diagnostic			464.08	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/GA(%)	95% >= 48 hrs			100.00%	43				YES
A.2.9.2	P-2	Business/GA(%)	95% >= 48 hrs			100.00%	4				YES
A.2.9.3	P-2	Design (Specials)/GA(%)	95% >= 48 hrs								

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.9.4	P-2	PBX/GA(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/GA(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/GA(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.2	P-2	Business/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/GA(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.4	P-2	PBX/GA(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/GA(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/GA(%)	Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA(%)	Res	5.66%	27,063	4.29%	793		0.00832	1.6456	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	0.17%	418,389	0.43%	16,196		0.00033	-7.8999	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA(%)	Res	4.69%	64	0.00%	1		0.21302	0.2201	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res	0.00%	1						
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/GA(%)	Bus	1.77%	20,854	1.43%	210		0.00916	0.3776	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	0.09%	30,906	0.26%	765		0.00112	-1.4957	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA(%)	Bus	6.77%	133	0.00%	2		0.17894	0.3782	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	0.00%	13	0.00%	1		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	4.32%	1,783	12.50%	8		0.07203	-1.1358	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	0.95%	421	0.00%	14		0.02635	0.3605	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	0.00%	30						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	3						
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA(%)	PBX	3.57%	28	0.00%	2		0.13583	0.2629	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	2.14%	140	0.00%	14		0.04059	0.5279	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	5	0.00%	2		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	0.00%	25	0.00%	2		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	2.28%	1,846	50.00%	4		0.07464	-6.3943	NO
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	0.13%	3,158	0.00%	24		0.00729	0.1738	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	3.66%	82						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	0.00%	193	0.00%	8		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	3.61%	527	0.00%	7		0.07093	0.5083	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	633	0.00%	12		0.00000		YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	3						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	421	0.00%	6		0.00000		YES
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA(%)	Res	11.91%	28,087	10.73%	913		0.01089	1.0824	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	3.97%	406,223	4.14%	17,138		0.00152	-1.0870	YES
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA(%)	Res	10.67%	75	0.00%	1		0.31074	0.3433	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res	8.33%	12						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/GA(%)	Bus	12.03%	27,402	7.87%	127		0.02894	1.4370	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	7.32%	23,252	5.58%	717		0.00988	1.7667	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA(%)	Bus	19.35%	124						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	12.50%	8	0.00%	3		0.22390	0.5583	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	7.79%	1,913	19.23%	26		0.05291	-2.1624	NO
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	3.23%	279	0.00%	18		0.04297	0.7508	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	2.70%	37						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	2	0.00%	1		0.00000		YES
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA(%)	PBX	1.89%	53	0.00%	2		0.09801	0.1925	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	1.18%	170	4.00%	25		0.02310	-1.2225	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	2	33.33%	3		0.00000		NO
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	7.14%	28	0.00%	2		0.18850	0.3789	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	12.27%	1,174	25.00%	8		0.11638	-1.0942	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	8.05%	1,875	18.18%	22		0.05835	-1.7357	NO
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	22.03%	118	0.00%	1		0.41623	0.5294	YES
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	20.31%	128	20.00%	5		0.18341	0.0170	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	8.12%	542	0.00%	5		0.12270	0.6616	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	2.20%	862	0.00%	16		0.03704	0.5950	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	4	0.00%	2		0.00000		YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.90%	111	0.00%	6		0.03960	0.2275	YES
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Res	1.30	27,041	0.73	732	15.133	0.56684	0.9987	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Res	0.86	416,475	0.77	15,560	4.232	0.03456	2.4590	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Res	3.75	63	0.02	1	15.177	15.29716	0.2440	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Res	0.53	1			0.000			
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Bus	2.22	20,791	0.23	81	17.789	1.98035	1.0042	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Bus	3.32	30,739	1.37	514	22.959	1.02111	1.9124	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Bus	3.25	131	0.02	1	16.782	16.84625	0.1922	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Bus	14.49	13			33.603			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Design	205.54	1,733			402.717			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Design	8.98	419			50.479			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Design	182.94	30			376.184			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Design	44.77	3			77.048			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	PBX	110.17	28			216.248			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	PBX	37.40	139	47.96	2	111.810	79.62848	-0.1326	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	PBX	71.29	5			157.762			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	PBX	0.66	25			0.332			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Centrex	13.34	1,835			61.442			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Centrex	2.01	3,156	0.36	6	16.342	6.67802	0.2461	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Centrex	27.53	81			154.702			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Centrex	8.23	193			50.811			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	ISDN	173.13	525			488.454			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN	16.52	632	0.43	2	77.456	54.85635	0.2934	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN	47.04	3			40.679			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN	20.60	421	0.42	1	120.501	120.64353	0.1673	YES
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Diagnostic			13.59	61				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			9.16	624				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Diagnostic			31.51	129				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			17.20	250				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Diagnostic			0.02	1				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			0.02	1				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Diagnostic			322.06	8				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			51.65	14				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	Diagnostic			67.28	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			29.70	12				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	Diagnostic			10.94	2				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			15.38	2				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Diagnostic			20.42	4				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			12.00	18				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			21.27	8				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			49.44	7				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			40.09	10				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			18.68	5				Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.27	483				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.61	11,758				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			3.32	15				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.62	178				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			3.69	59				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.33	1,833				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			8.02	11				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.00	137				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.91	26				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.63	75				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			8.13	9				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.71	37				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.19	1				Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic			14.80	2				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.82	8				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic			10.96	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.33	5				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			0.33	2				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.51	13				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.69	4				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			0.84	5				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.78	3				Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.34	461				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.84	4,863				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			3.32	15				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.69	126				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			3.53	51				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.35	1,636				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			5.82	10				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.80	120				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.87	25				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.52	71				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			7.53	8				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.74	34				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.19	1				Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic			14.80	2				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.25	7				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.33	5				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			0.33	2				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.89	10				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.69	4				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			1.60	2				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.78	3				Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/GA(%)	Diagnostic			4.58%	743				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/GA(%)	Diagnostic			9.15%	14,666				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/GA(%)	Diagnostic			4.86%	144				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/GA(%)	Diagnostic			5.91%	626				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/GA(%)	Diagnostic			33.33%	3				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/GA(%)	Diagnostic			9.09%	11				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/GA(%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/GA(%)	Diagnostic			14.29%	14				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/GA(%)	Diagnostic			100.00%	2				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/GA(%)	Diagnostic			8.00%	25				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/GA(%)	Diagnostic			80.00%	5				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/GA(%)	Diagnostic			0.00%	15				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/GA(%)	>= 95%			90.77%	195				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/GA(%)	>= 95%			98.82%	170				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	14				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/GA(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/GA(%)	>= 95%			88.82%	170				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/GA(%)	>= 95%			96.11%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/GA(%)	>= 95%			77.78%	18				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			92.59%	27				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			80.49%	41				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			91.43%	140				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	2				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			92.31%	13				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/GA(%)	Res	6.78%	59,972	2.33%	1,547		0.00647	6.8800	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/GA(%)	Res	1.20%	34,619	1.43%	489		0.00497	-0.4568	YES
A.3.1.2.1	M&R-1	Business/Dispatch/GA(%)	Bus	6.28%	8,962	3.83%	183		0.01812	1.3560	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/GA(%)	Bus	4.68%	6,255	0.76%	131		0.01865	2.1019	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/GA(%)	Design	1.03%	1,646	1.18%	85		0.01125	-0.1278	YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/GA(%)	Design	0.20%	2,519	0.00%	53		0.00618	0.3213	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/GA(%)	PBX	2.65%	264	0.00%	4		0.08094	0.3276	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/GA(%)	PBX	0.33%	598	0.00%	16		0.01463	0.2287	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/GA(%)	Centrex	6.86%	1,865	0.00%	16		0.06348	1.0812	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/GA(%)	Centrex	6.11%	1,309	0.00%	10		0.07604	0.8037	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/GA(%)	ISDN	8.17%	355	0.00%	3		0.15880	0.5144	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/GA(%)	ISDN	1.71%	700	0.00%	3		0.07510	0.2283	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/GA(%)	Res	2.42%	2,478,872	2.53%	61,076		0.00064	-1.7829	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/GA(%)	Res	1.40%	2,478,872	0.80%	61,076		0.00048	12.3114	YES
A.3.2.2.1	M&R-2	Business/Dispatch/GA(%)	Bus	1.35%	662,540	1.36%	13,459		0.00101	-0.0692	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/GA(%)	Bus	0.94%	662,540	0.97%	13,459		0.00085	-0.3455	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/GA(%)	Design	1.43%	115,208	1.71%	4,981		0.00173	-1.6057	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/GA(%)	Design	2.19%	115,208	1.06%	4,981		0.00214	5.2451	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/GA(%)	PBX	0.17%	157,286	0.20%	2,033		0.00091	-0.3161	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/GA(%)	PBX	0.38%	157,286	0.79%	2,033		0.00138	-2.9558	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/GA(%)	Centrex	0.54%	344,820	0.84%	1,913		0.00169	-1.7527	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/GA(%)	Centrex	0.38%	344,820	0.52%	1,913		0.00141	-1.0132	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/GA(%)	ISDN	0.12%	293,958	0.20%	1,484		0.00090	-0.9000	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/GA(%)	ISDN	0.24%	293,958	0.20%	1,484		0.00127	0.2833	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/GA(hours)	Res	22.36	59,972	11.91	1,547	27.318	0.70346	14.8557	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/GA(hours)	Res	6.78	34,619	3.67	489	14.344	0.65322	4.7547	YES
A.3.3.2.1	M&R-3	Business/Dispatch/GA(hours)	Bus	11.45	8,962	9.63	183	17.585	1.31311	1.3839	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/GA(hours)	Bus	4.82	6,255	3.90	131	12.342	1.08957	0.8457	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/GA(hours)	Design	6.33	1,646	3.59	85	50.985	5.67108	0.4844	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/GA(hours)	Design	1.81	2,519	2.00	53	5.097	0.70746	-0.2680	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/GA(hours)	PBX	6.01	264	2.32	4	6.139	3.09247	1.1935	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/GA(hours)	PBX	1.91	598	6.40	16	2.782	0.70487	-6.3679	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/GA(hours)	Centrex	12.36	1,865	5.81	16	20.774	5.21571	1.2548	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/GA(hours)	Centrex	5.88	1,309	4.10	10	14.167	4.49704	0.3961	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/GA(hours)	ISDN	12.68	355	9.58	3	19.690	11.41585	0.2717	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/GA(hours)	ISDN	3.59	700	2.57	3	10.269	5.94133	0.1705	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/GA(%)	Res	18.40%	59,972	11.83%	1,547		0.00998	6.5840	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/GA(%)	Res	14.70%	34,619	16.16%	489		0.01613	-0.9007	YES
A.3.4.2.1	M&R-4	Business/Dispatch/GA(%)	Bus	15.05%	8,962	12.02%	183		0.02670	1.1350	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/GA(%)	Bus	13.86%	6,255	10.69%	131		0.03050	1.0405	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/GA(%)	Design	21.63%	1,646	16.47%	85		0.04579	1.1262	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/GA(%)	Design	19.02%	2,519	18.87%	53		0.05447	0.0271	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/GA(%)	PBX	12.12%	264	25.00%	4		0.16442	-0.7833	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/GA(%)	PBX	12.04%	598	25.00%	16		0.08244	-1.5721	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/GA(%)	Centrex	12.92%	1,865	12.50%	16		0.08422	0.0501	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/GA(%)	Centrex	12.76%	1,309	0.00%	10		0.10590	1.2047	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/GA(%)	ISDN	16.90%	355	33.33%	3		0.21728	-0.7562	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/GA(%)	ISDN	14.00%	700	33.33%	3		0.20076	-0.9630	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/GA(%)	Res	26.60%	39,180	9.40%	1,213		0.01288	13.3505	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/GA(%)	Res	10.79%	10,234	2.62%	191		0.02266	3.6061	YES
A.3.5.2.1	M&R-5	Business/Dispatch/GA(%)	Bus	9.35%	5,656	6.45%	124		0.02643	1.0976	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/GA(%)	Bus	5.25%	2,383	1.64%	61		0.02891	1.2475	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/GA(%)	Design	1.03%	1,646	1.18%	85		0.01125	-0.1278	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/GA(%)	Design	0.20%	2,519	0.00%	53		0.00618	0.3213	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/GA(%)	PBX	3.57%	224	0.00%	3		0.10786	0.3311	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/GA(%)	PBX	0.00%	552	0.00%	12		0.00000		YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/GA(%)	Centrex	11.95%	1,155	0.00%	12		0.09412	1.2695	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/GA(%)	Centrex	2.74%	658	0.00%	9		0.05474	0.4997	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/GA(%)	ISDN	11.49%	322	0.00%	3		0.18498	0.6212	YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/GA(%)	ISDN	1.55%	647	0.00%	3		0.07139	0.2165	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	GA(%)	BST - State	98.72%	$376,949,555	99.80%	$4,732,394		0.00005	-208.8673	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	3.47	1	3.16	1,855				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			20.33%	84,874				Diagnostic
B.1.1.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			42.41%	665				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			16.30%	92				Diagnostic
B.1.1.7	O-7	Line Sharing/GA(%)	Diagnostic			22.27%	476				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			34.74%	426				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			9.86%	142				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			46.38%	69				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			60.00%	10				Diagnostic
B.1.1.14	O-7	Other Design/GA(%)	Diagnostic			28.25%	223				Diagnostic
B.1.1.15	O-7	Other Non-Design/GA(%)	Diagnostic			26.03%	4,191				Diagnostic
B.1.1.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/GA(%)	Diagnostic			7.22%	2,147				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			41.71%	15,715				Diagnostic
B.1.2.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			10.45%	67				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			8.76%	331				Diagnostic
B.1.2.7	O-7	Line Sharing/GA(%)	Diagnostic			34.67%	150				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			29.89%	184				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			14.71%	68				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			33.03%	330				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			23.85%	109				Diagnostic
B.1.2.14	O-7	Other Design/GA(%)	Diagnostic			25.12%	215				Diagnostic
B.1.2.15	O-7	Other Non-Design/GA(%)	Diagnostic			15.41%	1,155				Diagnostic
B.1.2.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/GA(%)	Diagnostic			22.96%	1,398				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/GA(%)	Diagnostic			66.67%	3				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic			66.67%	6				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			45.97%	979				Diagnostic
B.1.3.4	O-7	Combo Other/GA(%)	Diagnostic			45.16%	93				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			42.08%	183				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			29.41%	34				Diagnostic
B.1.3.7	O-7	Line Sharing/GA(%)	Diagnostic			32.94%	85				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			46.49%	114				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			21.38%	669				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic			33.33%	3				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			68.18%	22				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			53.33%	15				Diagnostic
B.1.3.14	O-7	Other Design/GA(%)	Diagnostic			30.30%	439				Diagnostic
B.1.3.15	O-7	Other Non-Design/GA(%)	Diagnostic			26.86%	2,748				Diagnostic
B.1.3.16	O-7	INP Standalone/GA(%)	Diagnostic			26.09%	46				Diagnostic
B.1.3.17	O-13	LNP Standalone/GA(%)	Diagnostic			26.62%	680				Diagnostic
	Reject Interval - Mechanized										

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.4.1	O-8	Switch Ports/GA(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/GA(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/GA(%)	>= 97% w in 1 hr			94.64%	17,303				NO
B.1.4.4	O-8	Combo Other/GA(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 97% w in 1 hr			98.23%	282				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 97% w in 1 hr			73.33%	15				NO
B.1.4.7	O-8	Line Sharing/GA(%)	>= 97% w in 1 hr			43.86%	114				NO
B.1.4.8	O-8	2W Analog Loop Design/GA(%)	>= 97% w in 1 hr			87.84%	148				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 97% w in 1 hr			57.14%	14				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 97% w in 1 hr			96.88%	32				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 97% w in 1 hr			100.00%	6				YES
B.1.4.14	O-8	Other Design/GA(%)	>= 97% w in 1 hr			70.77%	65				NO
B.1.4.15	O-8	Other Non-Design/GA(%)	>= 97% w in 1 hr			51.11%	1,170				NO
B.1.4.16	O-8	INP Standalone/GA(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/GA(%)	>= 97% w in 1 hr			94.84%	155				NO
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/GA(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			86.55%	6,669				YES
B.1.7.4	O-8	Combo Other/GA(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs			100.00%	7				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			81.25%	32				NO
B.1.7.7	O-8	Line Sharing/GA(%)	>= 85% w in 10 hrs			83.93%	56				NO
B.1.7.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			78.18%	55				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			100.00%	10				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			83.05%	118				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			80.77%	26				NO
B.1.7.14	O-8	Other Design/GA(%)	>= 85% w in 10 hrs			90.74%	54				YES
B.1.7.15	O-8	Other Non-Design/GA(%)	>= 85% w in 10 hrs			93.55%	186				YES
B.1.7.16	O-8	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/GA(%)	>= 85% w in 10 hrs			93.01%	329				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/GA(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 24 hrs			95.66%	461				YES
B.1.8.4	O-8	Combo Other/GA(%)	>= 85% w in 24 hrs			100.00%	43				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 24 hrs			98.70%	77				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 24 hrs			100.00%	11				YES
B.1.8.7	O-8	Line Sharing/GA(%)	>= 85% w in 24 hrs			100.00%	29				YES
B.1.8.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 24 hrs			100.00%	55				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	147				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 24 hrs			100.00%	16				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.14	O-8	Other Design/GA(%)	>= 85% w in 24 hrs			98.59%	142				YES
B.1.8.15	O-8	Other Non-Design/GA(%)	>= 85% w in 24 hrs			99.49%	780				YES
B.1.8.16	O-8	INP Standalone/GA(%)	>= 85% w in 24 hrs			100.00%	12				YES
B.1.8.17	O-14	LNP Standalone/GA(%)	>= 85% w in 24 hrs			98.40%	187				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/GA(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/GA(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/GA(%)	>= 95% w in 3 hrs			98.96%	65,540				YES
B.1.9.4	O-9	Combo Other/GA(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 3 hrs			90.84%	371				NO

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 95% w in 3 hrs			91.30%	69				NO
B.1.9.7	O-9	Line Sharing/GA(%)	>= 95% w in 3 hrs			96.97%	396				YES
B.1.9.8	O-9	2W Analog Loop Design/GA(%)	>= 95% w in 3 hrs			100.00%	257				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 95% w in 3 hrs			97.64%	127				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 95% w in 3 hrs			96.77%	31				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.14	O-9	Other Design/GA(%)	>= 95% w in 3 hrs			98.70%	154				YES
B.1.9.15	O-9	Other Non-Design/GA(%)	>= 95% w in 3 hrs			96.84%	3,385				YES
B.1.9.16	O-9	INP Standalone/GA(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/GA(%)	>= 95% w in 3 hrs			98.79%	1,976				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/GA(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			90.53%	9,658				YES
B.1.12.4	O-9	Combo Other/GA(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs			94.23%	52				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			91.32%	334				YES
B.1.12.7	O-9	Line Sharing/GA(%)	>= 85% w in 10 hrs			93.58%	109				YES
B.1.12.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			82.09%	134				NO
B.1.12.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			90.00%	60				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			83.41%	223				NO
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			92.86%	84				YES
B.1.12.14	O-9	Other Design/GA(%)	>= 85% w in 10 hrs			92.50%	160				YES
B.1.12.15	O-9	Other Non-Design/GA(%)	>= 85% w in 10 hrs			94.53%	1,043				YES
B.1.12.16	O-9	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/GA(%)	>= 85% w in 10 hrs			92.99%	1,113				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/GA(%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 36 hrs			97.63%	507				YES
B.1.13.4	O-9	Combo Other/GA(%)	>= 85% w in 36 hrs			100.00%	59				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 36 hrs			100.00%	118				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 36 hrs			100.00%	25				YES
B.1.13.7	O-9	Line Sharing/GA(%)	>= 85% w in 36 hrs			100.00%	57				YES
B.1.13.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 36 hrs			100.00%	60				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	491				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 36 hrs			90.00%	10				YES
B.1.13.14	O-9	Other Design/GA(%)	>= 85% w in 36 hrs			98.70%	307				YES
B.1.13.15	O-9	Other Non-Design/GA(%)	>= 85% w in 36 hrs			99.76%	2,052				YES
B.1.13.16	O-9	INP Standalone/GA(%)	>= 85% w in 36 hrs			100.00%	22				YES
B.1.13.17	O-15	LNP Standalone/GA(%)	>= 85% w in 36 hrs			99.58%	474				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			96.57%	70,113				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			98.51%	14,761				YES
B.1.14.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			95.26%	464				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			87.06%	201				NO

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			80.00%	10				NO
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			91.46%	82				NO
B.1.14.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			96.31%	352				YES
B.1.14.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			93.55%	124				NO
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			91.09%	359				NO
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	67				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			94.74%	19				NO
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			98.37%	123				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			90.91%	66				NO
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	3				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			80.00%	10				NO
B.1.14.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			93.26%	178				NO
B.1.14.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	45				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			96.96%	3,025				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			96.83%	1,166				YES
B.1.14.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			99.48%	1,926				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			95.93%	221				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			96.08%	11,029				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.83%	4,686				YES
B.1.15.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			83.67%	49				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			66.67%	18				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			93.10%	29				NO
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			100.00%	302				YES
B.1.15.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			96.05%	76				YES
B.1.15.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			100.00%	74				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			93.04%	158				NO
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	26				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			100.00%	68				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			100.00%	325				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	5				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	109				YES
B.1.15.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			95.83%	192				YES
B.1.15.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	23				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			96.99%	697				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			99.13%	458				YES
B.1.15.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			100.00%	1,196				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.50%	202				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	3				YES
B.1.16.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			100.00%	6				YES
B.1.16.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			94.59%	979				NO
B.1.16.4	O-11	Combo Other/GA(%)	>= 95%			98.92%	93				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			97.81%	183				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			100.00%	34				YES
B.1.16.7	O-11	Line Sharing/GA(%)	>= 95%			97.65%	85				YES
B.1.16.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			96.49%	114				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			90.43%	669				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			66.67%	3				NO
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			95.45%	22				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			100.00%	15				YES
B.1.16.14	O-11	Other Design/GA(%)	>= 95%			96.13%	439				YES
B.1.16.15	O-11	Other Non-Design/GA(%)	>= 95%			96.65%	2,748				YES
B.1.16.16	O-11	INP Standalone/GA(%)	>= 95%			73.91%	46				NO
B.1.16.17	O-11	LNP Standalone/GA(%)	>= 95%			94.26%	680				NO
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			99.42%	67,710				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.45%	14,541				YES
B.1.17.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			92.08%	442				NO
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			97.14%	175				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	8				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			88.00%	75				NO
B.1.17.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			89.09%	339				NO
B.1.17.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			91.38%	116				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			97.25%	327				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			97.01%	67				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	18				YES
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			98.35%	121				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			96.67%	60				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	3				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			87.50%	8				NO
B.1.17.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			96.99%	166				YES
B.1.17.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			97.78%	45				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			88.00%	2,933				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			96.10%	1,129				YES
B.1.17.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			60.65%	1,916				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			70.75%	212				NO
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B.1.18.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			96.80%	10,597				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			92.50%	4,678				NO
B.1.18.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			92.68%	41				NO
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			83.33%	12				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			96.30%	27				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			90.40%	302				NO
B.1.18.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			97.26%	73				YES
B.1.18.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			87.84%	74				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			93.20%	147				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			88.46%	26				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			97.06%	68				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			72.92%	325				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	5				YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			55.96%	109				NO
B.1.18.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			98.91%	184				YES
B.1.18.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			91.30%	23				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			98.96%	676				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			98.46%	454				YES
B.1.18.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			76.42%	1,196				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			64.18%	201				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	3				YES
B.1.19.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			66.67%	6				NO
B.1.19.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			90.60%	926				NO
B.1.19.4	O-11	Combo Other/GA(%)	>= 95%			77.17%	92				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			92.18%	179				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			97.06%	34				YES
B.1.19.7	O-11	Line Sharing/GA(%)	>= 95%			89.16%	83				NO
B.1.19.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			90.00%	110				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			94.88%	605				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			100.00%	2				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			80.95%	21				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			80.00%	15				NO
B.1.19.14	O-11	Other Design/GA(%)	>= 95%			91.00%	422				NO
B.1.19.15	O-11	Other Non-Design/GA(%)	>= 95%			96.08%	2,656				YES
B.1.19.16	O-11	INP Standalone/GA(%)	>= 95%			100.00%	34				YES
B.1.19.17	O-11	LNP Standalone/GA(%)	>= 95%			94.23%	641				NO
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/GA(days)	R&B (POTS)	4.80	42,335			6.163			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.81	423,285			1.412			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.68	166			14.469			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.62	14			5.703			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	17.78	1,797	30.00	1	14.980	14.98427	-0.8154	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	R&B	5.47	44,446	4.81	772	8.398	0.30488	2.1592	YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	0.82	427,110	0.70	15,692	1.462	0.01189	10.4373	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.33	257,547	0.33	9,655	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	1.57	169,563	1.29	6,037	2.113	0.02768	10.2252	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	12.42	242	5.42	12	15.558	4.60117	1.5221	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.76	621	6.25	4	6.781	3.40163	-1.0252	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	77			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	3.11	544	6.25	4	7.180	3.60323	-0.8724	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	6.12	46,412	11.82	310	9.803	0.55865	-10.2152	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp	6.12	46,412			9.803			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	13.43	275			15.636			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp	13.43	275			15.636			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	12.88	295	11.62	150	11.709	1.17420	1.0723	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.56	236			2.637			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.00	15			0.000			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/GA(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/GA(days)	ADSL to Retail	4.07	6,461	5.42	53	3.195	0.44069	-3.0540	NO
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.65	2,287	3.84	262	1.428	0.09317	-1.9601	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	14.97	32			15.745			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail	17.52	27			14.089			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail	13.63	8			13.060			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail	30.60	5			16.041			
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	5.47	44,446	5.06	97	8.398	0.85367	0.4782	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	5.47	44,446			8.398			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	12.42	242			15.558			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	12.42	242			15.558			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	4.80	42,335	3.28	78	6.163	0.69844	2.1787	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.55	166,516	1.00	1	2.043	2.04322	0.2680	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.68	166	6.00	2	14.469	10.29243	0.4544	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	5.67	6			8.066			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	5.47	44,446			8.398			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	5.47	44,446			8.398			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	12.42	242			15.558			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	12.42	242			15.558			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	4.80	42,335			6.163			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.55	166,516			2.043			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.68	166			14.469			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	5.67	6			8.066			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	5.47	44,446	5.35	40	8.398	1.32851	0.0904	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	5.47	44,446			8.398			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	12.42	242	12.00	1	15.558	15.58995	0.0269	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	12.42	242			15.558			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	4.80	42,335	4.90	51	6.163	0.86348	-0.1187	YES
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.55	166,516	5.00	12	2.043	0.58985	-5.8530	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.68	166	7.80	5	14.469	6.56737	0.4380	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	5.67	6	6.00	1	8.066	8.71270	-0.0383	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	20.77	1,966			21.222			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	11.60	481			12.615			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	20.82	33			14.367			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	35.40	15			14.451			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	5.47	44,446	6.00	5	8.398	3.75612	-0.1411	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	0.82	427,110			1.462			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	12.42	242			15.558			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.76	621			6.781			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	4.80	42,335			6.163			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.81	423,285	1.00	1	1.412	1.41214	-0.1338	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.68	166			14.469			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.62	14			5.703			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	4.80	42,335	0.56	3	6.163	3.55822	1.1927	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.81	423,285	0.74	2,620	1.412	0.02767	2.6694	YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.68	166			14.469			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.62	14	0.47	5	5.703	2.97134	0.7244	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Digital Loop < DS1	5.02	7,140	8.88	250	5.849	0.37634	-10.2646	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	4.33	3,401			4.336			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop < DS1	8.56	18			9.847			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	10.20	30			13.016			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	25.90	253	6.01	158	24.751	2.50976	7.9265	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	5.83	306			10.951			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	11.67	3			2.517			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	2.86	407			7.315			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA(days)	14 days			15.50	2				NO
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)	7 days			4.73	103				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA(days)	R&B (POTS)	6.90	172			6.950			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA(days)	R&B (POTS)	3.00	2			0.000			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA(days)	R&B (POTS)	12.60	25			11.030			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice	6.17	6	0.00	0	9.766			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/GA(days)	R&B	6.83	180	11.00	1	6.850	6.86922	-0.6074	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA(days)	R&B	3.00	2	0.00	0	0.000			YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/GA(days)	R&B	12.19	26	1.00	1	11.006	11.21517	0.9980	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/GA(days)	R&B&D - Disp	6.89	185	0.00	0	6.834			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA(days)	R&B&D - Disp	3.00	2	0.00	0	0.000			YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/GA(days)	R&B&D - Disp	10.81	31	0.00	0	10.741			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA(days)	ADSL to Retail	16.56	62	0.00	0	14.824			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/GA(days)	ADSL to Retail	4.92	24	0.00	0	7.089			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/GA(days)	ISDN - BRI	4.50	4	0.00	0	3.109			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/GA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/GA(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/GA(days)	ISDN - BRI	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/GA(days)	ADSL to Retail	16.56	62	0.00	0	14.824			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/GA(days)	ADSL to Retail	4.92	24	0.00	0	7.089			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/GA(days)	R&B - Disp	6.83	180	0.00	0	6.850			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA(days)	R&B - Disp	3.00	2	0.00	0	0.000			YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/GA(days)	R&B - Disp	12.19	26	0.00	0	11.006			YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	6.90	172	0.00	0	6.950			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0	0.000			YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	12.60	25	0.00	0	11.030			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/GA(days)	R&B - Disp	6.83	180			6.850			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	3.00	2			0.000			
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA(days)	R&B - Disp	12.19	26			11.006			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	6.90	172			6.950			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	3.00	2			0.000			
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	12.60	25			11.030			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)	R&B - Disp	6.83	180	0.00	0	6.850			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	3.00	2	0.00	0	0.000			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)	R&B - Disp	12.19	26	0.00	0	11.006			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	6.90	172	0.00	0	6.950			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0	0.000			YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	12.60	25	0.00	0	11.030			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/GA(days)	Design	9.00	5			6.519			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/GA(days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/GA(days)	Design	3.30	10			4.165			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/GA(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/GA(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/GA(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/GA(days)	R&B	6.83	180	0.00	0	6.850			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)	R&B	3.00	2	0.00	0	0.000			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)	R&B	12.19	26	0.00	0	11.006			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/GA(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/GA(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	6.90	172	0.00	0	6.950			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	3.00	2	0.00	0	0.000			YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	12.60	25	0.00	0	11.030			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	6.90	172	0.00	0	6.950			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	3.00	2	0.00	0	0.000			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	12.60	25	0.00	0	11.030			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/GA(days)	Digital Loop < DS1	15.63	67	0.00	0	14.652			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/GA(days)	Digital Loop < DS1	4.69	26	0.00	0	6.846			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/GA(days)	Digital Loop < DS1	0.00	0						

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/GA(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/GA(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/GA(days)	Digital Loop >= DS1	0.00	0	3.00	1				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA(days)	Digital Loop >= DS1	2.33	3	0.00	0	0.577			YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/GA(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA(days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/GA(%)	R&B (POTS)	0.56%	497,644						
B.2.5.2	P-2	Local Interoffice Transport/GA(%)	DS1/ DS3 - Interoffice	35.90%	2,139						
B.2.5.3	P-2	Loop + Port Combinations/GA(%)	R&B	0.59%	504,233	0.14%	61,215		0.00033	13.5844	YES
B.2.5.4	P-2	Combo Other/GA(%)	R&B&D - Disp	6.21%	53,529						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	ADSL to Retail	12.37%	12,161						
B.2.5.6	P-2	UNE ISDN/GA(%)	ISDN - BRI	10.43%	681	23.81%	168		0.02633	-5.0840	NO
B.2.5.7	P-2	Line Sharing/GA(%)	ADSL to Retail	12.37%	12,161	0.00%	3		0.19009	0.6506	YES
B.2.5.8	P-2	2W Analog Loop Design/GA(%)	R&B - Disp	0.59%	504,233	9.04%	177		0.00574	-14.7348	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)	R&B (POTS) excl SB Or	1.16%	240,881	10.29%	136		0.00920	-9.9193	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA(%)	R&B - Disp	0.59%	504,233						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.16%	240,881						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)	R&B - Disp	0.59%	504,233	3.27%	153		0.00617	-4.3466	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.16%	240,881	4.49%	89		0.01138	-2.9268	NO
B.2.5.14	P-2	Other Design/GA(%)	Design	12.20%	3,139						
B.2.5.15	P-2	Other Non-Design/GA(%)	R&B	0.59%	504,233						
B.2.5.16	P-2	INP (Standalone)/GA(%)	R&B (POTS)	0.56%	497,644						
B.2.5.17	P-2	LNP (Standalone)/GA(%)	R&B (POTS)	0.56%	497,644	0.00%	2,267		0.00158	3.5773	YES
B.2.5.18	P-2	Digital Loop < DS1/GA(%)	Digital Loop < DS1	12.52%	13,671	23.81%	168		0.02569	-4.3931	NO
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)	Digital Loop >= DS1	8.21%	1,145	72.19%	169		0.02262	-28.2834	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			1.67%	1,261				Diagnostic
B.2.6.4	P-2	Combo Other/GA(%)	Diagnostic			40.00%	390				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			4.00%	200				Diagnostic
B.2.6.6	P-2	UNE ISDN/GA(%)	Diagnostic			9.09%	11				Diagnostic
B.2.6.7	P-2	Line Sharing/GA(%)	Diagnostic			0.00%	357				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			5.00%	20				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			2.33%	43				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			0.00%	14				Diagnostic
B.2.6.14	P-2	Other Design/GA(%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/GA(%)	Diagnostic			0.00%	7				Diagnostic
B.2.6.16	P-2	INP (Standalone)/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/GA(%)	Diagnostic			0.00%	391				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			3.02%	199				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			38.55%	83				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B.2.8.1	P-2	Switch Ports/GA(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/GA(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/GA(hours)	>= 48 hrs			208.03	75				YES
B.2.8.4	P-2	Combo Other/GA(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/GA(hours)	>= 48 hrs			326.01	40				YES
B.2.8.7	P-2	Line Sharing/GA(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/GA(hours)	>= 48 hrs			135.74	14				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/GA(hours)	>= 48 hrs			179.09	14				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/GA(hours)	>= 48 hrs								

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	>= 48 hrs			153.74	5				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	>= 48 hrs			226.60	4				YES
B.2.8.14	P-2	Other Design/GA(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/GA(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/GA(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/GA(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/GA(hours)	>= 48 hrs			326.01	40				YES
B.2.8.19	P-2	Digital Loop >= DS1/GA(hours)	>= 48 hrs			190.20	122				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/GA(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/GA(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/GA(hours)	Diagnostic			211.97	13				Diagnostic
B.2.9.4	P-2	Combo Other/GA(hours)	Diagnostic			328.43	149				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	Diagnostic			196.11	8				Diagnostic
B.2.9.6	P-2	UNE ISDN/GA(hours)	Diagnostic			326.98	1				Diagnostic
B.2.9.7	P-2	Line Sharing/GA(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/GA(hours)	Diagnostic			135.27	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/GA(hours)	Diagnostic			158.63	1				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/GA(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/GA(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/GA(hours)	Diagnostic			316.13	5				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/GA(hours)	Diagnostic			188.22	31				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/GA(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/GA(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/GA(%)	95% >= 48 hrs			98.67%	75				YES
B.2.10.4	P-2	Combo Other/GA(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/GA(%)	95% >= 48 hrs			100.00%	40				YES
B.2.10.7	P-2	Line Sharing/GA(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/GA(%)	95% >= 48 hrs			100.00%	14				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/GA(%)	95% >= 48 hrs			100.00%	14				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/GA(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/GA(%)	95% >= 48 hrs			100.00%	5				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.14	P-2	Other Design/GA(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/GA(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/GA(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/GA(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/GA(%)	95% >= 48 hrs			100.00%	40				YES
B.2.10.19	P-2	Digital Loop >= DS1/GA(%)	95% >= 48 hrs			100.00%	122				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			100.00%	13				Diagnostic
B.2.11.4	P-2	Combo Other/GA(%)	Diagnostic			99.33%	149				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			87.50%	8				Diagnostic
B.2.11.6	P-2	UNE ISDN/GA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.7	P-2	Line Sharing/GA(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			100.00%	1				Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/GA(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			100.00%	5				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			100.00%	31				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/GA(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/GA(%)	>= 95% w in 15 min			99.87%	749				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.00%	87				YES
B.2.13.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			3.85%	26				YES
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	119				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/GA(%)	>= 95% w in 15 min			100.00%	87				YES
B.2.14.2	P-7A	Time-Specific SL2/GA(%)	>= 95% w in 15 min			96.15%	26				YES
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)	>= 95% w in 15 min			100.00%	119				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.00%	87				YES
B.2.15.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			0.00%	26				YES
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	119				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/GA(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/GA(minutes)	Diagnostic			114.22	6				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)	<= 5%			1.91%	366				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/GA(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/GA(%)	<= 5%			2.33%	301				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)	<= 5%			2.17%	46				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.97%	47,917						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.17%	449,295						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	6.09%	197						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	14						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	0.95%	1,797	0.00%	1		0.09683	0.0977	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	3.91%	50,058	2.85%	1,335		0.00538	1.9810	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	0.17%	453,158	0.08%	61,075		0.00017	5.1289	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	257,732	0.00%	9,692		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	0.38%	195,426	0.09%	51,383		0.00031	9.5786	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	5.28%	284	6.25%	16		0.05747	-0.1685	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	641	0.00%	5		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	88						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	0.00%	553	0.00%	5		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	3.92%	52,101	0.00%	379		0.01000	3.9157	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	3.92%	52,101						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	4.73%	317						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	4.73%	317						

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	4.17%	9,216	0.00%	184		0.01488	2.8006	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	3,242						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	8.70%	23						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	15						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	5.35%	318	1.11%	180		0.02098	2.0183	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	336						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	14						
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	4.17%	9,216	2.99%	67		0.02450	0.4823	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	3,242	0.00%	291		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	8.70%	23						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	15						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.91%	50,058	0.55%	183		0.01436	2.3438	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.91%	50,058						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.28%	284	0.00%	3		0.12981	0.4069	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.28%	284						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.97%	47,917	0.00%	173		0.01487	2.6686	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.39%	192,352	0.00%	1		0.06207	0.0623	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	6.09%	197	0.00%	3		0.13913	0.4378	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.91%	50,058						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.91%	50,058						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.28%	284						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.28%	284						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.97%	47,917						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.39%	192,352						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	6.09%	197						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.91%	50,058	0.00%	130		0.01703	2.2974	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.91%	50,058						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.28%	284	0.00%	2		0.15871	0.3328	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.28%	284						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.97%	47,917	0.00%	79		0.02198	1.8051	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.39%	192,352	0.00%	17		0.01506	0.2569	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	6.09%	197	0.00%	7		0.09199	0.6622	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6	0.00%	1		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	4.01%	2,043						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	1.43%	489						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	0.00%	33						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	15						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	3.91%	50,058	0.00%	6		0.07915	0.4942	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.17%	453,158						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	5.28%	284						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	641						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.97%	47,917						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.17%	449,295	0.00%	1		0.04066	0.0407	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	6.09%	197						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	14						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.97%	47,917	0.00%	7		0.07378	0.5377	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.17%	449,295	0.34%	2,628		0.00080	-2.2236	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	6.09%	197	0.00%	1		0.23978	0.2540	YES
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	14	0.00%	16		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	4.23%	9,893	0.57%	353		0.01090	3.3577	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.03%	3,971						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	8.70%	23						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	30						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	4.58%	262	2.56%	234		0.01880	1.0722	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.32%	309						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	3						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	407						

BellSouth Monthly State Summary

Georgia, May 2002

% Provisioning Troubles within 30 Days

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	11.97%	55,489						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.15%	429,475						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	16.08%	199						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	10.00%	20						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	8.31%	2,071	0.00%	11		0.08343	0.9955	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3	0.00%	1						
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	11.97%	56,986	11.17%	1,405		0.00877	0.9072	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	4.16%	432,286	2.58%	53,097		0.00092	17.2874	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	4.67%	254,517	3.25%	9,345		0.00222	6.3607	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	3.45%	177,769	2.43%	43,752		0.00097	10.4228	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	18.24%	318	13.33%	15		0.10203	0.4808	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	10.92%	284						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	16.67%	54						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	9.57%	230						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	11.80%	59,171	13.21%	371		0.01680	-0.8390	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	11.80%	59,171						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	16.39%	360						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	16.39%	360						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	5.27%	9,700	5.16%	213		0.01547	0.0670	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	3.51%	3,308						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	20.83%	24						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	29.41%	17						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	10.06%	338	10.06%	159		0.02893	-0.0013	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	2.58%	542						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	5.27%	9,700	35.16%	91		0.02353	-12.7071	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	3.51%	3,308	13.11%	328		0.01065	-9.0183	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	20.83%	24						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	29.41%	17						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.97%	56,986	8.28%	157		0.02594	1.4222	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.97%	56,986						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	18.24%	318	0.00%	1		0.38677	0.4716	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	18.24%	318						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	11.97%	55,489	10.18%	167		0.02516	0.7123	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.43%	175,859	50.00%	2		0.12878	-3.6160	NO
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	16.08%	199	0.00%	2		0.26106	0.6160	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	8						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.97%	56,986						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.97%	56,986						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	18.24%	318						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	18.24%	318						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	11.97%	55,489						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.43%	175,859						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	16.08%	199						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	8						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.97%	56,986	8.41%	107		0.03141	1.1329	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.97%	56,986						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	18.24%	318	0.00%	2		0.27392	0.6659	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	18.24%	318						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	11.97%	55,489	12.66%	79		0.03655	-0.1878	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.43%	175,859	5.88%	17		0.04417	-0.5542	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	16.08%	199	0.00%	4		0.18551	0.8668	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	8						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)	Design	7.32%	2,185	0.00%	1		0.26057	0.2810	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	3.73%	375						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)	Design	2.38%	42						

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	5						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	11.97%	56,986	50.00%	2		0.22953	-1.6568	NO
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	4.16%	432,286	0.00%	2		0.14127	0.2948	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	18.24%	318						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	10.92%	284						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	11.97%	55,489						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.15%	429,475						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	16.08%	199						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	10.00%	20						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	11.97%	55,489	0.00%	2		0.22955	0.5215	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.15%	429,475	0.00%	2,966		0.00368	11.2975	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	16.08%	199						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	10.00%	20	0.00%	18		0.09747	1.0260	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	5.58%	10,340	7.26%	358		0.01234	-1.3633	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	3.37%	4,092						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	20.83%	24						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	27.78%	18						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	7.43%	296	16.13%	279		0.02189	-3.9735	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	1.77%	339						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	20.00%	5						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.90%	111						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	1.70	47,832			13.898			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.03	447,214			7.301			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	3.41	194			16.241			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	13.49	14			32.500			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice	95.99	1,699			270.482			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	R&B	2.11	49,962	0.40	1,199	17.957	0.52479	3.2549	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.04	451,074	0.75	59,954	7.600	0.03304	8.8432	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	R&B	1.12	256,101	0.73	8,854	7.391	0.07990	4.8579	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	R&B	0.94	194,973	0.75	51,100	7.864	0.03908	4.7555	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	R&B	10.34	280	0.05	12	84.651	24.95471	0.4122	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	R&B	3.37	641			28.454			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	R&B	2.45	88			10.530			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	R&B	3.51	553			30.349			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	R&B&D - Disp	10.70	51,953			98.802			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	R&B&D - Disp	10.70	51,953			98.802			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	R&B&D - Disp	28.36	313			150.002			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	R&B&D - Disp	28.36	313			150.002			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	2.46	9,171			16.761			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	1.12	3,242			11.518			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	29.63	23			84.466			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.98	15			0.391			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	ISDN - BRI	11.82	317	8.19	170	45.880	4.36144	0.8320	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	1.71	336			7.814			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	0.80	14			0.297			
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	2.46	9,171			16.761			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	1.12	3,242	0.54	3	11.518	6.65310	0.0861	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	29.63	23			84.466			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.98	15			0.391			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.11	49,962	11.42	164	26.547	2.07640	-4.4814	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.11	49,962			17.957			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	10.34	280	0.02	1	84.651	84.80176	0.1217	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	10.34	280			84.651			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	1.70	47,832	0.08	132	13.898	1.21132	1.3385	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.91	191,901			7.388			

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	3.41	194	0.02	2	16.241	11.54297	0.2944	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	30.53	6			46.226			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.11	49,962			17.957			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.11	49,962			17.957			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	10.34	280			84.651			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	10.34	280			84.651			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	1.70	47,832			13.898			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.91	191,901			7.388			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	3.41	194			16.241			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	30.53	6			46.226			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.11	49,962	9.02	129	23.156	2.04143	-3.3848	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.11	49,962			17.957			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	10.34	280	7.12	2	84.651	60.07050	0.0537	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	10.34	280			84.651			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	1.70	47,832	0.09	69	13.898	1.67432	0.9610	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.91	191,901	0.04	15	7.388	1.90771	0.4581	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	3.41	194	0.51	4	16.241	8.20365	0.3538	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	30.53	6	0.03	1	46.226	49.93005	0.6107	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Design	226.25	1,991			445.435			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Design	30.23	486			103.104			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Design	181.29	33			360.477			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Design	562.91	15			331.846			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	R&B	2.11	49,962			17.957			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.04	451,074			7.600			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B	10.34	280			84.651			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B	3.37	641			28.454			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	1.70	47,832			13.898			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.03	447,214			7.301			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	3.41	194			16.241			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	13.49	14			32.500			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	1.70	47,832	0.02	2	13.898	9.82750	0.1714	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.03	447,214	0.75	2,258	7.301	0.15403	1.7823	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	3.41	194			16.241			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	13.49	14	0.50	5	32.500	16.93192	0.7676	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	6.20	9,837	8.19	170	47.633	3.68473	-0.5393	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	1.13	3,971			10.658			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	29.63	23			84.466			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	0.88	30			0.359			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	370.70	261	25.26	148	653.438	67.23799	5.1376	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	35.49	308			110.603			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	47.04	3			40.679			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	21.28	407			122.503			
	Average Completion Notice Interval - Non-Mechanized										
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	Diagnostic			20.65	1				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	Diagnostic			12.60	136				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			11.80	1,106				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	Diagnostic			10.64	816				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	Diagnostic			15.07	290				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	Diagnostic			9.42	4				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.01	5				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	Diagnostic			14.01	5				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	Diagnostic			56.18	379				Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	Diagnostic			19.03	183				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			105.22	10				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	Diagnostic			2.27	67				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			0.97	288				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			40.94	17				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			59.78	2				Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			22.67	41				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			14.55	1				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			22.58	1				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			32.18	1				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			21.75	10				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			31.76	2				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			7.19	3				Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			20.02	6				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic			8.23	5				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			2.34	373				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			0.53	11				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			24.04	182				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			93.95	86				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.85	398				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.73	10,760				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			4.95	7				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.96	27				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.18	17				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.91	1				Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.79	1				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.80	1,512				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.41	43				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			3.63	127				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.58	3,152				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			4.53	2				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.19	86				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.01	28				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.05	19				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.06	36				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.16	39				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.12	10				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.16	1				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.91	1				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			1.79	1				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.74	718				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.27	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			12.19	86				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.79	38				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.60	45				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.08	79				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.88	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			12.31	68				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			5.83	32				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.53	2				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			7.77	4				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.40	13				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.01	7				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.78	7				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.99	1				Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.62	3				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.11	2				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			8.98	2				Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.89	3				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			2.00	1				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.93	339				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.31	3				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			5.86	32				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.36	27				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.71	368				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.89	7,159				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			4.95	7				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.10	23				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.18	17				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.91	1				Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.79	1				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.80	1,512				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.54	40				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	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
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			3.65	120				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.58	2,833				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			4.53	2				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.57	66				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.20	24				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.05	19				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	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
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	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
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.06	33				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.28	37				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.12	10				Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.16	1				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.91	1				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			1.79	1				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.73	707				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.27	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			12.57	66				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.85	34				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	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
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			5.12	35				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.01	72				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.88	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			12.64	62				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.22	27				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.53	2				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			8.69	3				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.40	13				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.01	7				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.78	7				Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.99	1				Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	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
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	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
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.62	3				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.11	2				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			8.98	2				Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.89	3				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			2.00	1				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.91	328				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.31	3				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.27	27				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.63	25				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/GA(%)	>= 95% w in 15 min	*Under Commission Review*							
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/GA(%)	Diagnostic			11.90%	840				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)	Diagnostic			18.82%	16,320				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)	Diagnostic			1.62%	309				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	Diagnostic			1.90%	105				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/GA(%)	Diagnostic			4.61%	152				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/GA(%)	Diagnostic			0.00%	49				Diagnostic

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic			0.77%	260				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic			8.08%	99				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/GA(%)	Diagnostic			13.48%	89				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/GA(%)	Diagnostic			36.07%	61				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/GA(%)	Diagnostic			37.29%	59				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic			33.33%	15				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	5				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/GA(%)	Diagnostic			25.00%	4				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			27.19%	2,626				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic			3.19%	251				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/GA(%)	Diagnostic			12.72%	173				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% of requests			100.00%	176				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%			100.00%	120				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			67.07%	82				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	23				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	5				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA(%)	>= 95%			96.00%	175				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	150				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%			97.90%	143				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			98.73%	79				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)	6.72%	68,934	0.00%	0				YES
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.74%	40,874	0.00%	0				YES
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.39%	1,025	0.00%	1		0.06238	0.0626	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.27%	730	0.00%	4		0.02621	0.1045	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	6.74%	71,121	3.51%	3,762		0.00419	7.7050	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.89%	42,594	0.77%	1,170		0.00403	2.7690	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	6.58%	73,064	1.16%	173		0.01888	2.8755	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	6.58%	73,064	0.00%	100		0.02482	2.6531	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	46.01%	2,045	3.03%	33		0.08746	4.9148	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	1.54%	6,947	0.00%	12		0.03558	0.4329	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	11.11%	261	0.00%	70		0.04230	2.6267	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	3.40%	353	0.00%	27		0.03618	0.9395	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	46.01%	2,045	13.79%	29		0.09321	3.4570	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	1.54%	6,947	7.84%	51		0.01731	-3.6418	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	6.74%	71,121	2.36%	296		0.01460	2.9964	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	6.74%	71,121	0.75%	133		0.02176	2.7521	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	6.69%	68,719	4.68%	363		0.01315	1.5241	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	1.74%	33,374	3.57%	28		0.02471	-0.7421	YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.1.10.1	M&R-1	Other Design/Dispatch/GA(%)	Design	0.87%	1,943	0.00%	2		0.06589	0.1328	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)	Design	0.18%	3,406	0.00%	2		0.02966	0.0594	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)	R&B	6.74%	71,121	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.89%	42,594	0.00%	2		0.09617	0.1960	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	6.72%	68,934						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.74%	40,874						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA(%)	R&B (POTS)	2.19%	3,141,412	0.00%	1		0.14813	0.1481	YES
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.30%	3,141,412	0.00%	1		0.11407	0.1141	YES
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	2.24%	45,754	0.37%	273		0.00909	2.0625	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	1.60%	45,754	1.47%	273		0.00767	0.1699	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA(%)	R&B	1.99%	3,569,344	1.21%	311,779		0.00026	29.8137	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.19%	3,569,344	0.38%	311,779		0.00020	40.1001	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA(%)	R&B&D - Disp	1.69%	4,318,284	4.29%	4,030		0.00205	-12.6872	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	1.69%	4,318,284	2.48%	4,030		0.00205	-3.8509	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	1.36%	149,887	0.86%	3,848		0.00191	2.6574	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	4.63%	149,887	0.31%	3,848		0.00351	12.2993	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	4.45%	5,861	1.39%	5,041		0.00405	7.5600	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	6.02%	5,861	0.54%	5,041		0.00471	11.6398	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/GA(%)	ADSL to Retail	1.36%	149,887	1.21%	2,393		0.00241	0.6336	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	4.63%	149,887	2.13%	2,393		0.00444	5.6439	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	1.99%	3,569,344	0.94%	31,538		0.00080	13.2021	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	1.99%	3,569,344	0.42%	31,538		0.00080	19.6758	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	2.19%	3,141,412	1.13%	32,063		0.00083	12.7124	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	1.06%	3,141,412	0.09%	32,063		0.00058	16.8534	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA(%)	Design	0.26%	748,940	1.12%	178		0.00382	-2.2633	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA(%)	Design	0.45%	748,940	1.12%	178		0.00506	-1.3230	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA(%)	R&B	1.99%	3,569,344	0.00%	1,171		0.00413	4.8296	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.19%	3,569,344	0.17%	1,171		0.00319	3.2026	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	2.19%	3,141,412						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.30%	3,141,412						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA(hours)	R&B (POTS)	20.94	68,934	0.00	0	26.513			YES
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA(hours)	R&B (POTS)	6.48	40,874	0.00	0	14.074			YES
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA(hours)	DS1/DS3	3.66	1,025	0.98	1	3.517	3.51917	0.7615	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA(hours)	DS1/DS3	1.48	730	3.76	4	2.188	1.09686	-2.0751	NO
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA(hours)	R&B	20.69	71,121	11.76	3,762	26.392	0.44153	20.2105	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA(hours)	R&B	6.45	42,594	3.96	1,170	14.068	0.41689	5.9778	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA(hours)	R&B&D - Disp	20.30	73,064	4.52	173	27.243	2.07367	7.6103	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA(hours)	R&B&D - Disp	20.30	73,064	1.47	100	27.243	2.72613	6.9064	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	ADSL to Retail	44.06	2,045	8.84	33	143.775	25.22909	1.3961	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	ADSL to Retail	2.65	6,947	2.13	12	52.915	15.28853	0.0335	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA(hours)	ISDN - BRI	15.71	261	4.03	70	22.134	2.97926	3.9201	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA(hours)	ISDN - BRI	6.04	353	2.83	27	13.957	2.78695	1.1507	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA(hours)	ADSL to Retail	44.06	2,045	23.14	29	143.775	26.88693	0.7782	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA(hours)	ADSL to Retail	2.65	6,947	6.88	51	52.915	7.43678	-0.5694	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA(hours)	R&B - Disp	20.69	71,121	5.10	296	26.392	1.53721	10.1366	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA(hours)	R&B - Disp	20.69	71,121	2.42	133	26.392	2.29064	7.9734	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA(hours)	R&B (POTS) excl SB FT	20.94	68,719	9.39	363	26.534	1.39636	8.2735	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	R&B (POTS) excl SB FT	7.08	33,374	7.36	28	13.927	2.63310	-0.1048	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA(hours)	Design	6.03	1,943	7.22	2	46.943	33.21047	-0.0356	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA(hours)	Design	1.79	3,406	1.37	2	4.575	3.23570	0.1319	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA(hours)	R&B	20.69	71,121	0.00	0	26.392			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA(hours)	R&B	6.45	42,594	3.00	2	14.068	9.94776	0.3467	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)	R&B (POTS)	20.94	68,934			26.513			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)	R&B (POTS)	6.48	40,874			14.074			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)	R&B (POTS)	17.96%	68,934	0.00%	0				YES
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	14.57%	40,874	0.00%	0				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	18.05%	1,025	0.00%	1		0.38478	0.4691	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	13.56%	730	25.00%	4		0.17166	-0.6663	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)	R&B	17.83%	71,121	12.28%	3,762		0.00640	8.6702	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	14.59%	42,594	11.28%	1,170		0.01046	3.1653	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)	R&B&D - Disp	17.89%	73,064	24.86%	173		0.02917	-2.3871	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	17.89%	73,064	20.00%	100		0.03835	-0.5498	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	24.55%	2,045	6.06%	33		0.07552	2.4480	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	27.29%	6,947	0.00%	12		0.12870	2.1205	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	17.62%	261	11.43%	70		0.05129	1.2081	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	21.53%	353	11.11%	27		0.08207	1.2695	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)	ADSL to Retail	24.55%	2,045	55.17%	29		0.08048	-3.8052	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	27.29%	6,947	25.49%	51		0.06261	0.2879	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	17.83%	71,121	10.47%	296		0.02230	3.3011	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	17.83%	71,121	3.76%	133		0.03322	4.2361	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	17.94%	68,719	9.64%	363		0.02019	4.1114	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	14.25%	33,374	3.57%	28		0.06609	1.6159	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)	Design	20.02%	1,943	0.00%	2		0.28310	0.7072	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)	Design	16.35%	3,406	50.00%	2		0.26160	-1.2862	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)	R&B	17.83%	71,121	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)	R&B	14.59%	42,594	0.00%	2		0.24964	0.5846	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	17.96%	68,934						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	14.57%	40,874						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA(%)	R&B (POTS)	24.42%	44,836	0.00%	0				YES
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	9.74%	12,617	0.00%	0				YES
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.39%	1,025	0.00%	1		0.06238	0.0626	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.27%	730	0.00%	4		0.02621	0.1045	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)	R&B	24.07%	46,240	9.97%	2,728		0.00842	16.7431	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	9.24%	13,587	2.21%	543		0.01268	5.5492	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)	R&B&D - Disp	23.14%	48,183	1.16%	173		0.03212	6.8439	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	23.14%	48,183	0.00%	100		0.04222	5.4811	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	46.01%	2,045	3.03%	33		0.08746	4.9148	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	1.54%	6,947	0.00%	12		0.03558	0.4329	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	16.23%	228	0.00%	70		0.05038	3.2210	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	3.33%	300	0.00%	27		0.03607	0.9242	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)	ADSL to Retail	46.01%	2,045	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	1.54%	6,947	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	24.07%	46,240	2.36%	296		0.02493	8.7084	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	24.07%	46,240	0.75%	133		0.03713	6.2821	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	24.41%	44,820	8.00%	25		0.08594	1.9099	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	9.76%	12,580	0.00%	3		0.17137	0.5696	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)	Design	0.87%	1,943	0.00%	2		0.06589	0.1328	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)	Design	0.18%	3,406	0.00%	2		0.02966	0.0594	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)	R&B	24.07%	46,240	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)	R&B	9.24%	13,587	0.00%	1		0.28966	0.3191	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	24.42%	44,836						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	9.74%	12,617						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	GA(%)	BST - State	98.72%	$376,949,555	99.95%	$7,662,809		0.00004	-298.9648	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	3.47	1	3.78	1,535				NO

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/GA(%)	Diagnostic			40.74%	216				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			93.18%	88				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			100.00%	171				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/GA(%)	>= 95%			100.00%	189				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	25.06	86	21.60	48	11.171	2.01263	1.7162	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/GA(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	92	0.00%	55		0.00000		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	1.16%	86	0.00%	56		0.01841	0.6317	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	2,799	0.00%	6,071		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/GA(hours)	Parity w Retail	289.67	81	56.90	56	409.678	71.19770	3.2693	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/GA(days)	Diagnostic			23.46	44				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			0.00%	48				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	115				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	59				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	12				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	20				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%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	224	0.00%	2		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	362,510	0.00%	128,830		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.06%	362,510	0.00%	128,830		0.00008	7.4712	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	0.00	0	0.00	0				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA(hours)	Parity w Retail	0.73	224	2.94	2	1.324	0.94029	-2.3478	NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	4.91%	224	0.00%	2		0.15348	0.3200	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	224	0.00%	2		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	GA(%)	BST - State	98.72%	$376,949,555	99.48%	$4,575,126		0.00005	-143.6230	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.96	1	4.92	7,595				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	GA	>0.5% dif 2 consec. Hrs			0					YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			99.64%					YES
D.1.1.2	OSS-2	LENS/Region(%)	>= 99.5%			99.85%					YES
D.1.1.3	OSS-2	LEO/Region(%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region(%)	>= 99.5%			99.99%					YES
D.1.1.6	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.9	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.1.10	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region(%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region(%)	>= 99.5%			99.96%					YES
D.1.2.4	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	RSAG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	DOE/Region(%)	>= 99.5%			99.99%					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	2.87	1,710,355	1.20	405,644				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.94	10,551	1.20	405,644				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	2.99	4,727,745	1.10	227,755				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.77	852,928	1.10	227,755				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2.95	878,134	0.88	79,193				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.60	303,957	0.88	79,193				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.71	1,570,800	0.53	796				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.57	320,525	0.53	796				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	3.21	4,906,306	2.12	1,444,660				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.87	594,420	2.12	1,444,660				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.63	62,923				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	7.28	5,455	0.63	62,923				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.60	10,251,055	0.04	127,477				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	7.28	5,455	0.04	127,477				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	2.87	1,710,355	1.60	391,221				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.94	10,551	1.60	391,221				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	2.99	4,727,745	3.05	98,992				NO
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.77	852,928	3.05	98,992				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.76	162				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.76	162				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	2.95	878,134	1.86	18,664				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.60	303,957	1.86	18,664				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.71	1,570,800	1.74	257,461				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.57	320,525	1.74	257,461				YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	3.21	4,906,306	2.51	429,742				YES
D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.87	594,420	2.51	429,742				YES
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 State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.96%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.91%					YES
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	95.12%	1,531,566	94.99%	115,940		0.00066	2.0340	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.16%	44,805	4.59%	959		0.00571	-2.4960	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.03%	32,864	3.36%	33,013		0.00153	4.3691	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.60%	1,531,539	99.60%	118,455		0.00019	0.3902	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	78.49%	1,134,176	66.19%	68,372		0.00162	76.0102	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.68%	109,144	99.19%	6,261		0.00073	6.8108	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.04%	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	31.23%	6,631	24.50%	151		0.03814	1.7642	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	13.82%	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.85%	213,326	99.88%	17,941		0.00030	-0.8960	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.01%	62,771	83.00%	4,329		0.00576	1.7539	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	99.05%	1,531,566	99.46%	115,940		0.00030	-13.8678	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	79.20%	44,805	85.30%	959		0.01325	-4.6024	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	76.65%	32,864	88.18%	33,013		0.00330	-34.9788	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.79%	1,531,539	99.84%	118,455		0.00014	-3.4019	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	90.04%	1,134,176	80.25%	68,372		0.00118	83.0395	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.81%	109,144	99.63%	6,261		0.00057	3.1191	NO
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.04%	7,267	31.69%	628		0.01868	-1.9499	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	97.81%	6,631	97.35%	151		0.01204	0.3841	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	13.82%	68,436	19.61%	6,793		0.00439	-13.1884	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.98%	213,326	100.00%	17,941		0.00011	-1.8266	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.39%	62,771	99.21%	4,329		0.00123	1.3876	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	0.95%	1,531,566	0.54%	115,940		0.00030	13.8678	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	20.80%	44,805	14.70%	959		0.01325	4.6024	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	23.35%	32,864	11.82%	33,013		0.00330	34.9788	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.21%	1,531,539	0.16%	118,455		0.00014	3.4019	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	9.96%	1,134,176	19.75%	68,372		0.00118	-83.0395	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.19%	109,144	0.37%	6,261		0.00057	-3.1191	NO
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.96%	7,267	68.31%	628		0.01868	1.9499	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	2.19%	6,631	2.65%	151		0.01204	-0.3841	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	86.18%	68,436	80.39%	6,793		0.00439	13.1884	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.02%	213,326	0.00%	17,941		0.00011	1.8266	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.61%	62,771	0.79%	4,329		0.00123	-1.3876	YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/GA(calendar days)	<= 10 days			5	2				YES
E.1.1.2	C-1	Physical Caged/GA(calendar days)	<= 20 days			13	8				YES
E.1.1.3	C-1	Physical Cageless/GA(calendar days)	<= 20 days			13	8				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA(calendar days)	<= 50 days			41	4				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			84	9				YES
E.1.2.4	C-2	Physical Cageless/GA(calendar days)	<= 60 days			57	2				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%	4				YES
E.1.3.2	C-3	Physical/GA(%)	< 5% missed			0.00%	11				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			84.50%	371,918				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			84.50%	371,918				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.74%	190,895				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			69.54%	5,979				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			82.57%	175,044				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			76.58%	410,373				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			76.58%	410,373				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.88%	207,309				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			51.58%	8,061				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			74.12%	195,003				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			89.75%	10,881				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			89.75%	10,881				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/GA(%)	>= 95% w in 3 bus days			66.67%	3				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min			97.90%	10,367				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 5 bus days			96.77%	31				YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days			83.33%	6				NO
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	194.86	6,278,471	35.16	35,479				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	64.68	1,522,154	25.99	88,118				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	GA(seconds)	PBD			2.24					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	GA(%)	PBD			93.70%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	GA(seconds)	PBD			5.79					PBD
	% Answered in 12 seconds										

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2	GA(%)	PBD			84.60%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	GA(hours)	PBD			0.65	3,073				PBD
	% Accuracy										
F.8.2	E-2	GA(%)	PBD			93.46%	495,410				PBD
	% Timeliness										
F.8.3	E-1	GA(%)	PBD			99.97%	3,073				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	95.22%	3,810	100.00%	24,397		0.00372	-12.8574	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	94.93%	28,227	97.64%	492,390,383		0.00131	-20.7307	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	97.21%	28,227	99.95%	492,390,383		0.00098	-27.9433	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	4.34	28,227	2.52	492,390,383				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/GA(%)	Parity w Retail	77.51%	$15,267,753	97.80%	$397,156		0.00142	-143.4017	YES
F.9.5.2	B-7	UNE/GA(%)	>= 90%			99.11%	$590,168				YES
F.9.5.3	B-7	Interconnection/GA(%)	>= 90%			99.53%	$17,330				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/GA(%)	Parity w Retail	90.83%	$21,553,766	98.37%	$438,894		0.00145	-51.8608	YES
F.9.6.2	B-8	UNE/GA(%)	>= 90%			97.59%	$1,078,398				YES
F.9.6.3	B-8	Interconnection/GA(%)	>= 90%			94.37%	$278,715				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	GA(%)	>= 95% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	GA(average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	GA(%)	>= 95% w in 30 days								
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	GA(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	GA(average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	GA(%)	>= 97% w in 15 min			100.00%	15				YES
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	3				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	2				YES
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			100.00%	1				YES

BellSouth Monthly State Summary

Georgia, May 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	111,412				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	391,591				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	111,412				YES
F.12.2.2	O-2	TAG/Region(%)	100%			99.99%	391,615				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/GA(hours)	PBD	1.06	21	1.06	21				PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.10	27	0.10	27				PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	4.15	18	3.29	18				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			100.00%	519				YES
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			99.79%	483				YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 95%			97.87%	141				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%			100.00%	94				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	154	2	123	2				YES