TENNESSEE

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
	Resale - Ordering																		
	% Rejected Service Requests - Mechanized																		
A.1.1.1	O-7	Residence/TN (%)	Diagnostic			8.78%	12,395				Diagnostic			7.52%	13,004				Diagnostic
A.1.1.2	O-7	Business/TN (%)	Diagnostic			23.72%	253				Diagnostic			22.77%	202				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/TN (%)	Diagnostic			0.00%	2				Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/TN (%)	Diagnostic								Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized																		
A.1.2.1	O-7	Residence/TN (%)	Diagnostic			27.30%	1,414				Diagnostic			23.31%	1,497				Diagnostic
A.1.2.2	O-7	Business/TN (%)	Diagnostic			37.62%	101				Diagnostic			49.62%	131				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/TN (%)	Diagnostic			50.00%	2				Diagnostic			75.00%	4				Diagnostic
A.1.2.5	O-7	Centrex/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/TN (%)	Diagnostic								Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized																		
A.1.3.1	O-7	Residence/TN (%)	Diagnostic			43.21%	81				Diagnostic			40.20%	102				Diagnostic
A.1.3.2	O-7	Business/TN (%)	Diagnostic			43.48%	46				Diagnostic			53.21%	109				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)	Diagnostic			52.38%	21				Diagnostic			33.90%	59				Diagnostic
A.1.3.4	O-7	PBX/TN (%)	Diagnostic			36.36%	11				Diagnostic			45.45%	11				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)	Diagnostic			87.50%	8				Diagnostic			66.67%	6				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)	Diagnostic			29.41%	17				Diagnostic			46.88%	32				Diagnostic
	Reject Interval - Mechanized																		
A.1.4.1	O-8	Residence/TN (%)	>= 97% w in 1 hr			98.08%	1,093				YES			97.04%	981				YES
A.1.4.2	O-8	Business/TN (%)	>= 97% w in 1 hr			96.72%	61				NO			93.48%	46				NO
A.1.4.3	O-8	Design (Specials)/TN (%)	>= 97% w in 1 hr																
A.1.4.4	O-8	PBX/TN (%)	>= 97% w in 1 hr																
A.1.4.5	O-8	Centrex/TN (%)	>= 97% w in 1 hr																
A.1.4.6	O-8	ISDN/TN (%)	>= 97% w in 1 hr																
	Reject Interval - Partially Mechanized - 10 hours																		
A.1.7.1	O-8	Residence/TN (%)	>= 85% w in 10 hrs			97.69%	390				YES			89.77%	352				YES
A.1.7.2	O-8	Business/TN (%)	>= 85% w in 10 hrs			100.00%	38				YES			95.52%	67				YES
A.1.7.3	O-8	Design (Specials)/TN (%)	>= 85% w in 10 hrs																
A.1.7.4	O-8	PBX/TN (%)	>= 85% w in 10 hrs			100.00%	1				YES			33.33%	3				NO
A.1.7.5	O-8	Centrex/TN (%)	>= 85% w in 10 hrs																
A.1.7.6	O-8	ISDN/TN (%)	>= 85% w in 10 hrs																
	Reject Interval - Non-Mechanized																		
A.1.8.1	O-8	Residence/TN (%)	>= 85% w in 24 hrs			100.00%	38				YES			97.73%	44				YES
A.1.8.2	O-8	Business/TN (%)	>= 85% w in 24 hrs			100.00%	21				YES			100.00%	58				YES
A.1.8.3	O-8	Design (Specials)/TN (%)	>= 85% w in 24 hrs			100.00%	11				YES			95.45%	22				YES
A.1.8.4	O-8	PBX/TN (%)	>= 85% w in 24 hrs			100.00%	4				YES			100.00%	5				YES
A.1.8.5	O-8	Centrex/TN (%)	>= 85% w in 24 hrs			100.00%	7				YES			100.00%	4				YES
A.1.8.6	O-8	ISDN/TN (%)	>= 85% w in 24 hrs			100.00%	6				YES			94.12%	17				YES
	FOC Timeliness - Mechanized																		
A.1.9.1	O-9	Residence/TN (%)	>= 95% w in 3 hrs			99.14%	11,289				YES			99.38%	12,025				YES
A.1.9.2	O-9	Business/TN (%)	>= 95% w in 3 hrs			99.49%	195				YES			99.37%	159				YES
A.1.9.3	O-9	Design (Specials)/TN (%)	>= 95% w in 3 hrs																
A.1.9.4	O-9	PBX/TN (%)	>= 95% w in 3 hrs			50.00%	2				NO								
A.1.9.5	O-9	Centrex/TN (%)	>= 95% w in 3 hrs																
A.1.9.6	O-9	ISDN/TN (%)	>= 95% w in 3 hrs																
	FOC Timeliness - Partially Mechanized - 10 hours																		
A.1.12.1	O-9	Residence/TN (%)	>= 85% w in 10 hrs			94.64%	1,139				YES			89.53%	1,270				YES
A.1.12.2	O-9	Business/TN (%)	>= 85% w in 10 hrs			97.14%	70				YES			90.22%	92				YES
A.1.12.3	O-9	Design (Specials)/TN (%)	>= 85% w in 10 hrs																
A.1.12.4	O-9	PBX/TN (%)	>= 85% w in 10 hrs			0.00%	1				NO			100.00%	1				YES
A.1.12.5	O-9	Centrex/TN (%)	>= 85% w in 10 hrs																
A.1.12.6	O-9	ISDN/TN (%)	>= 85% w in 10 hrs																
	FOC Timeliness - Non-Mechanized																		
A.1.13.1	O-9	Residence/TN (%)	>= 85% w in 36 hrs			100.00%	42				YES			100.00%	61				YES
A.1.13.2	O-9	Business/TN (%)	>= 85% w in 36 hrs			95.83%	24				YES			100.00%	53				YES
A.1.13.3	O-9	Design (Specials)/TN (%)	>= 85% w in 36 hrs			100.00%	9				YES			95.00%	40				YES
A.1.13.4	O-9	PBX/TN (%)	>= 85% w in 36 hrs			87.50%	8				YES			100.00%	6				YES
A.1.13.5	O-9	Centrex/TN (%)	>= 85% w in 36 hrs			100.00%	1				YES			100.00%	2				YES
A.1.13.6	O-9	ISDN/TN (%)	>= 85% w in 36 hrs			100.00%	12				YES			88.24%	17				YES
	FOC & Reject Response Completeness - Mechanized																		
A.1.14.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	280				YES			100.00%	296				YES
A.1.14.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.72%	12,115				YES			99.83%	12,708				YES
A.1.14.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	9				YES			100.00%	7				YES
A.1.14.2.2	O-11	Business/TAG/TN (%)	>= 95%			100.00%	244				YES			100.00%	195				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%																
A.1.14.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%																
A.1.14.4.1	O-11	PBX/EDI/TN (%)	>= 95%																
A.1.14.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	2				YES								
A.1.14.5.1	O-11	Centrex/EDI/TN (%)	>= 95%																
A.1.14.5.2	O-11	Centrex/TAG/TN (%)	>= 95%																

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July							June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
	Resale - Ordering																					
	% Rejected Service Requests - Mechanized																					
A.1.1.1	O-7	Residence/TN (%)			6.51%	13,464				Diagnostic			8.18%	12,032				Diagnostic			6.49%	13,461
A.1.1.2	O-7	Business/TN (%)			12.76%	196				Diagnostic			25.79%	221				Diagnostic			18.25%	252
A.1.1.3	O-7	Design (Specials)/TN (%)								Diagnostic								Diagnostic				
A.1.1.4	O-7	PBX/TN (%)			100.00%	1				Diagnostic								Diagnostic				
A.1.1.5	O-7	Centrex/TN (%)								Diagnostic								Diagnostic				
A.1.1.6	O-7	ISDN/TN (%)								Diagnostic								Diagnostic				
	% Rejected Service Requests - Partially Mechanized																					
A.1.2.1	O-7	Residence/TN (%)			24.39%	1,525				Diagnostic			33.80%	1,435				Diagnostic			23.13%	1,336
A.1.2.2	O-7	Business/TN (%)			53.68%	136				Diagnostic			47.17%	159				Diagnostic			50.00%	144
A.1.2.3	O-7	Design (Specials)/TN (%)								Diagnostic								Diagnostic				
A.1.2.4	O-7	PBX/TN (%)			100.00%	1				Diagnostic			0.00%	1				Diagnostic				
A.1.2.5	O-7	Centrex/TN (%)								Diagnostic								Diagnostic				
A.1.2.6	O-7	ISDN/TN (%)								Diagnostic								Diagnostic			0.00%	4
	% Rejected Service Requests - Non-Mechanized																					
A.1.3.1	O-7	Residence/TN (%)			48.89%	135				Diagnostic			58.93%	112				Diagnostic			45.34%	161
A.1.3.2	O-7	Business/TN (%)			44.71%	85				Diagnostic			43.16%	95				Diagnostic			52.46%	183
A.1.3.3	O-7	Design (Specials)/TN (%)			34.78%	23				Diagnostic			37.50%	24				Diagnostic			30.95%	42
A.1.3.4	O-7	PBX/TN (%)			57.14%	7				Diagnostic			75.00%	12				Diagnostic			53.33%	15
A.1.3.5	O-7	Centrex/TN (%)			100.00%	1				Diagnostic			50.00%	4				Diagnostic			44.44%	9
A.1.3.6	O-7	ISDN/TN (%)			50.00%	38				Diagnostic			40.00%	30				Diagnostic			25.49%	51
	Reject Interval - Mechanized																					
A.1.4.1	O-8	Residence/TN (%)			96.37%	882				NO			97.37%	987				YES			96.46%	876
A.1.4.2	O-8	Business/TN (%)			100.00%	25				YES			96.49%	57				NO			95.74%	47
A.1.4.3	O-8	Design (Specials)/TN (%)																				
A.1.4.4	O-8	PBX/TN (%)			0.00%	1				NO												
A.1.4.5	O-8	Centrex/TN (%)																				
A.1.4.6	O-8	ISDN/TN (%)																				
	Reject Interval - Partially Mechanized - 10 hours																					
A.1.7.1	O-8	Residence/TN (%)			93.58%	374				YES			95.95%	494				YES			84.08%	314
A.1.7.2	O-8	Business/TN (%)			97.26%	73				YES			98.68%	76				YES			98.65%	74
A.1.7.3	O-8	Design (Specials)/TN (%)																				
A.1.7.4	O-8	PBX/TN (%)			0.00%	1				NO												
A.1.7.5	O-8	Centrex/TN (%)																				
A.1.7.6	O-8	ISDN/TN (%)																				
	Reject Interval - Non-Mechanized																					
A.1.8.1	O-8	Residence/TN (%)			100.00%	66				YES			100.00%	66				YES			98.67%	75
A.1.8.2	O-8	Business/TN (%)			95.00%	40				YES			100.00%	47				YES			100.00%	101
A.1.8.3	O-8	Design (Specials)/TN (%)			100.00%	8				YES			90.00%	10				YES			100.00%	15
A.1.8.4	O-8	PBX/TN (%)			100.00%	4				YES			100.00%	9				YES			100.00%	8
A.1.8.5	O-8	Centrex/TN (%)			100.00%	1				YES			100.00%	2				YES			100.00%	4
A.1.8.6	O-8	ISDN/TN (%)			100.00%	19				YES			100.00%	12				YES			100.00%	14
	FOC Timeliness - Mechanized																					
A.1.9.1	O-9	Residence/TN (%)			99.67%	12,606				YES			99.08%	11,051				YES			99.11%	12,557
A.1.9.2	O-9	Business/TN (%)			99.42%	171				YES			97.56%	164				YES			98.97%	195
A.1.9.3	O-9	Design (Specials)/TN (%)																				
A.1.9.4	O-9	PBX/TN (%)																				
A.1.9.5	O-9	Centrex/TN (%)																				
A.1.9.6	O-9	ISDN/TN (%)																				
	FOC Timeliness - Partially Mechanized - 10 hours																					
A.1.12.1	O-9	Residence/TN (%)			94.22%	1,229				YES			84.58%	1,219				NO			86.47%	1,131
A.1.12.2	O-9	Business/TN (%)			90.28%	72				YES			95.10%	102				YES			92.94%	85
A.1.12.3	O-9	Design (Specials)/TN (%)																				
A.1.12.4	O-9	PBX/TN (%)																				
A.1.12.5	O-9	Centrex/TN (%)																				
A.1.12.6	O-9	ISDN/TN (%)																			33.33%	3
	FOC Timeliness - Non-Mechanized																					
A.1.13.1	O-9	Residence/TN (%)			98.51%	67				YES			97.87%	47				YES			100.00%	81
A.1.13.2	O-9	Business/TN (%)			100.00%	43				YES			100.00%	55				YES			98.68%	76
A.1.13.3	O-9	Design (Specials)/TN (%)			90.00%	10				YES			100.00%	14				YES			100.00%	23
A.1.13.4	O-9	PBX/TN (%)			100.00%	2				YES			100.00%	3				YES			87.50%	8
A.1.13.5	O-9	Centrex/TN (%)			100.00%	1				YES											66.67%	3
A.1.13.6	O-9	ISDN/TN (%)			100.00%	15				YES			95.24%	21				YES			93.94%	33
	FOC & Reject Response Completeness - Mechanized																					
A.1.14.1.1	O-11	Residence/EDI/TN (%)			100.00%	341				YES			100.00%	225				YES			96.28%	349
A.1.14.1.2	O-11	Residence/TAG/TN (%)			99.95%	13,123				YES			99.84%	11,807				YES			99.47%	13,112
A.1.14.2.1	O-11	Business/EDI/TN (%)			100.00%	13				YES			100.00%	11				YES			100.00%	8
A.1.14.2.2	O-11	Business/TAG/TN (%)			100.00%	183				YES			100.00%	210				YES			95.08%	244
A.1.14.3.1	O-11	Design (Specials)/EDI/TN (%)																				
A.1.14.3.2	O-11	Design (Specials)/TAG/TN (%)																				
A.1.14.4.1	O-11	PBX/EDI/TN (%)																				
A.1.14.4.2	O-11	PBX/TAG/TN (%)			100.00%	1				YES												
A.1.14.5.1	O-11	Centrex/EDI/TN (%)																				
A.1.14.5.2	O-11	Centrex/TAG/TN (%)																				

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
	Resale - Ordering					
	% Rejected Service Requests - Mechanized					
A.1.1.1	O-7	Residence/TN (%)				Diagnostic
A.1.1.2	O-7	Business/TN (%)				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)				Diagnostic
A.1.1.4	O-7	PBX/TN (%)				Diagnostic
A.1.1.5	O-7	Centrex/TN (%)				Diagnostic
A.1.1.6	O-7	ISDN/TN (%)				Diagnostic
	% Rejected Service Requests - Partially Mechanized					
A.1.2.1	O-7	Residence/TN (%)				Diagnostic
A.1.2.2	O-7	Business/TN (%)				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)				Diagnostic
A.1.2.4	O-7	PBX/TN (%)				Diagnostic
A.1.2.5	O-7	Centrex/TN (%)				Diagnostic
A.1.2.6	O-7	ISDN/TN (%)				Diagnostic
	% Rejected Service Requests - Non-Mechanized					
A.1.3.1	O-7	Residence/TN (%)				Diagnostic
A.1.3.2	O-7	Business/TN (%)				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)				Diagnostic
A.1.3.4	O-7	PBX/TN (%)				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)				Diagnostic
	Reject Interval - Mechanized					
A.1.4.1	O-8	Residence/TN (%)				NO
A.1.4.2	O-8	Business/TN (%)				NO
A.1.4.3	O-8	Design (Specials)/TN (%)				
A.1.4.4	O-8	PBX/TN (%)				
A.1.4.5	O-8	Centrex/TN (%)				
A.1.4.6	O-8	ISDN/TN (%)				
	Reject Interval - Partially Mechanized - 10 hours					
A.1.7.1	O-8	Residence/TN (%)				NO
A.1.7.2	O-8	Business/TN (%)				YES
A.1.7.3	O-8	Design (Specials)/TN (%)				
A.1.7.4	O-8	PBX/TN (%)				
A.1.7.5	O-8	Centrex/TN (%)				
A.1.7.6	O-8	ISDN/TN (%)				
	Reject Interval - Non-Mechanized					
A.1.8.1	O-8	Residence/TN (%)				YES
A.1.8.2	O-8	Business/TN (%)				YES
A.1.8.3	O-8	Design (Specials)/TN (%)				YES
A.1.8.4	O-8	PBX/TN (%)				YES
A.1.8.5	O-8	Centrex/TN (%)				YES
A.1.8.6	O-8	ISDN/TN (%)				YES
	FOC Timeliness - Mechanized					
A.1.9.1	O-9	Residence/TN (%)				YES
A.1.9.2	O-9	Business/TN (%)				YES
A.1.9.3	O-9	Design (Specials)/TN (%)				
A.1.9.4	O-9	PBX/TN (%)				
A.1.9.5	O-9	Centrex/TN (%)				
A.1.9.6	O-9	ISDN/TN (%)				
	FOC Timeliness - Partially Mechanized - 10 hours					
A.1.12.1	O-9	Residence/TN (%)				YES
A.1.12.2	O-9	Business/TN (%)				YES
A.1.12.3	O-9	Design (Specials)/TN (%)				
A.1.12.4	O-9	PBX/TN (%)				
A.1.12.5	O-9	Centrex/TN (%)				
A.1.12.6	O-9	ISDN/TN (%)				NO
	FOC Timeliness - Non-Mechanized					
A.1.13.1	O-9	Residence/TN (%)				YES
A.1.13.2	O-9	Business/TN (%)				YES
A.1.13.3	O-9	Design (Specials)/TN (%)				YES
A.1.13.4	O-9	PBX/TN (%)				YES
A.1.13.5	O-9	Centrex/TN (%)				NO
A.1.13.6	O-9	ISDN/TN (%)				YES
	FOC & Reject Response Completeness - Mechanized					
A.1.14.1.1	O-11	Residence/EDI/TN (%)				YES
A.1.14.1.2	O-11	Residence/TAG/TN (%)				YES
A.1.14.2.1	O-11	Business/EDI/TN (%)				YES
A.1.14.2.2	O-11	Business/TAG/TN (%)				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/TN (%)				
A.1.14.3.2	O-11	Design (Specials)/TAG/TN (%)				
A.1.14.4.1	O-11	PBX/EDI/TN (%)				
A.1.14.4.2	O-11	PBX/TAG/TN (%)				
A.1.14.5.1	O-11	Centrex/EDI/TN (%)				
A.1.14.5.2	O-11	Centrex/TAG/TN (%)				

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
A.1.14.6.1	O-11	ISDN/EDI/TN (%)	>= 95%																
A.1.14.6.2	O-11	ISDN/TAG/TN (%)	>= 95%																
		FOC & Reject Response Completeness - Partially Mechanized																	
A.1.15.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	24				YES			100.00%	25				YES
A.1.15.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.86%	1,390				YES			99.93%	1,472				YES
A.1.15.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	6				YES			100.00%	9				YES
A.1.15.2.2	O-11	Business/TAG/TN (%)	>= 95%			98.95%	95				YES			100.00%	122				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%																
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%																
A.1.15.4.1	O-11	PBX/EDI/TN (%)	>= 95%																
A.1.15.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	2				YES			100.00%	4				YES
A.1.15.5.1	O-11	Centrex/EDI/TN (%)	>= 95%																
A.1.15.5.2	O-11	Centrex/TAG/TN (%)	>= 95%																
A.1.15.6.1	O-11	ISDN/EDI/TN (%)	>= 95%																
A.1.15.6.2	O-11	ISDN/TAG/TN (%)	>= 95%																
		FOC & Reject Response Completeness - Non-Mechanized																	
A.1.16.1	O-11	Residence/TN (%)	>= 95%			91.36%	81				NO			96.08%	102				YES
A.1.16.2	O-11	Business/TN (%)	>= 95%			97.83%	46				YES			100.00%	109				YES
A.1.16.3	O-11	Design (Specials)/TN (%)	>= 95%			95.24%	21				YES			94.92%	59				NO
A.1.16.4	O-11	PBX/TN (%)	>= 95%			90.91%	11				NO			90.91%	11				NO
A.1.16.5	O-11	Centrex/TN (%)	>= 95%			100.00%	8				YES			100.00%	6				YES
A.1.16.6	O-11	ISDN/TN (%)	>= 95%			100.00%	17				YES			96.88%	32				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized																	
A.1.17.1.1	O-11	Residence/EDI/TN (%)	>= 95%			100.00%	280				YES			99.32%	296				YES
A.1.17.1.2	O-11	Residence/TAG/TN (%)	>= 95%			99.91%	12,081				YES			99.85%	12,686				YES
A.1.17.2.1	O-11	Business/EDI/TN (%)	>= 95%			100.00%	9				YES			100.00%	7				YES
A.1.17.2.2	O-11	Business/TAG/TN (%)	>= 95%			99.59%	244				YES			98.46%	195				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%																
A.1.17.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%																
A.1.17.4.1	O-11	PBX/EDI/TN (%)	>= 95%																
A.1.17.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	2				YES								
A.1.17.5.1	O-11	Centrex/EDI/TN (%)	>= 95%																
A.1.17.5.2	O-11	Centrex/TAG/TN (%)	>= 95%																
A.1.17.6.1	O-11	ISDN/EDI/TN (%)	>= 95%																
A.1.17.6.2	O-11	ISDN/TAG/TN (%)	>= 95%																
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized																	
A.1.18.1.1	O-11	Residence/EDI/TN (%)	>= 95%			91.67%	24				NO			92.00%	25				NO
A.1.18.1.2	O-11	Residence/TAG/TN (%)	>= 95%			91.64%	1,388				NO			93.88%	1,471				NO
A.1.18.2.1	O-11	Business/EDI/TN (%)	>= 95%			83.33%	6				NO			100.00%	9				YES
A.1.18.2.2	O-11	Business/TAG/TN (%)	>= 95%			91.49%	94				NO			84.43%	122				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/TN (%)	>= 95%																
A.1.18.3.2	O-11	Design (Specials)/TAG/TN (%)	>= 95%																
A.1.18.4.1	O-11	PBX/EDI/TN (%)	>= 95%																
A.1.18.4.2	O-11	PBX/TAG/TN (%)	>= 95%			100.00%	2				YES			100.00%	4				YES
A.1.18.5.1	O-11	Centrex/EDI/TN (%)	>= 95%																
A.1.18.5.2	O-11	Centrex/TAG/TN (%)	>= 95%																
A.1.18.6.1	O-11	ISDN/EDI/TN (%)	>= 95%																
A.1.18.6.2	O-11	ISDN/TAG/TN (%)	>= 95%																
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized																	
A.1.19.1	O-11	Residence/TN (%)	>= 95%			93.24%	74				NO			94.90%	98				NO
A.1.19.2	O-11	Business/TN (%)	>= 95%			97.78%	45				YES			93.58%	109				NO
A.1.19.3	O-11	Design (Specials)/TN (%)	>= 95%			95.00%	20				YES			96.43%	56				YES
A.1.19.4	O-11	PBX/TN (%)	>= 95%			90.00%	10				NO			90.00%	10				NO
A.1.19.5	O-11	Centrex/TN (%)	>= 95%			100.00%	8				YES			100.00%	6				YES
A.1.19.6	O-11	ISDN/TN (%)	>= 95%			100.00%	17				YES			80.65%	31				NO
	Resale - Provisioning																		
		Order Completion Interval																	
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	Res	6.05	10,978	5.13	328	4.322	0.24218	3.7981	YES	5.85	12,345	5.10	307	4.293	0.24806	3.0564	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	Res	1.07	238,761	0.66	7,953	1.169	0.01333	31.1150	YES	0.86	260,560	0.64	8,452	1.101	0.01217	17.7777	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	Res	6.20	15			3.764				5.92	20			5.685			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)	Res																
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)	Bus	5.47	3,691	4.74	33	11.837	2.06981	0.3530	YES	6.43	4,541	2.85	41	18.273	2.86661	1.2513	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	Bus	1.27	16,852	0.57	297	2.478	0.14502	4.8581	YES	1.57	18,250	0.70	189	3.881	0.28373	3.0829	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	Bus	11.99	55			26.213				13.76	48			16.861			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	Bus	0.33	1			0.000				1.42	4			1.751			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	Design	30.07	848	7.00	1	39.271	39.29461	0.5872	YES	26.36	1,031	8.44	9	23.834	7.97943	2.2452	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Design	15.08	135	3.60	5	14.262	6.49511	1.7677	YES	14.70	180	7.33	3	9.663	5.62533	1.3102	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Design	25.76	49			29.440				19.91	67			17.174			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Design	6.00	1			0.000				12.00	2	3.00	1	7.071	8.66025	1.0392	YES
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	PBX	13.14	37			13.381				8.15	18	0.33	1	9.550	9.81185	0.7965	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	PBX	3.68	90	9.75	4	5.253	2.68448	-2.2620	NO	2.36	71	2.50	2	4.039	2.89611	-0.0494	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)	PBX	27.83	6			19.073				16.60	5			6.269			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	PBX	2.87	15			3.489				2.03	13	1.00	1	2.311	2.39850	0.4276	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	Centrex	8.18	188			19.360				6.95	255			13.076			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	Centrex	3.07	414	10.00	5	12.074	5.43224	-1.2764	YES	2.25	585			6.850			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	Centrex	22.57	14			21.664				29.89	18			35.979			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Centrex	12.48	11	10.00	1	36.351	37.96725	0.0654	YES	6.21	29			19.429			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	ISDN	15.47	289	10.00	3	15.275	8.86440	0.6166	YES	10.91	584	8.50	6	10.164	4.17072	0.5775	YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
A.1.14.6.1	O-11	ISDN/EDI/TN (%)																				
A.1.14.6.2	O-11	ISDN/TAG/TN (%)																				
		FOC & Reject Response Completeness - Partially Mechanized																				
A.1.15.1.1	O-11	Residence/EDI/TN (%)			100.00%	32				YES			100.00%	33				YES			95.83%	48
A.1.15.1.2	O-11	Residence/TAG/TN (%)			99.80%	1,493				YES			99.71%	1,402				YES			100.00%	1,288
A.1.15.2.1	O-11	Business/EDI/TN (%)			100.00%	5				YES			100.00%	11				YES			100.00%	21
A.1.15.2.2	O-11	Business/TAG/TN (%)			99.24%	131				YES			99.32%	148				YES			99.19%	123
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)																				
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)																				
A.1.15.4.1	O-11	PBX/EDI/TN (%)																				
A.1.15.4.2	O-11	PBX/TAG/TN (%)			100.00%	1				YES			0.00%	1				NO				
A.1.15.5.1	O-11	Centrex/EDI/TN (%)																				
A.1.15.5.2	O-11	Centrex/TAG/TN (%)																				
A.1.15.6.1	O-11	ISDN/EDI/TN (%)																				
A.1.15.6.2	O-11	ISDN/TAG/TN (%)																			75.00%	4
		FOC & Reject Response Completeness - Non-Mechanized																				
A.1.16.1	O-11	Residence/TN (%)			97.78%	135				YES			95.54%	112				YES			93.79%	161
A.1.16.2	O-11	Business/TN (%)			94.12%	85				NO			95.79%	95				YES			93.99%	183
A.1.16.3	O-11	Design (Specials)/TN (%)			95.65%	23				YES			91.67%	24				NO			83.33%	42
A.1.16.4	O-11	PBX/TN (%)			85.71%	7				NO			91.67%	12				NO			100.00%	15
A.1.16.5	O-11	Centrex/TN (%)			100.00%	1				YES			50.00%	4				NO			77.78%	9
A.1.16.6	O-11	ISDN/TN (%)			94.74%	38				NO			96.67%	30				YES			86.27%	51
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized																				
A.1.17.1.1	O-11	Residence/EDI/TN (%)			99.41%	341				YES			98.67%	225				YES			100.00%	336
A.1.17.1.2	O-11	Residence/TAG/TN (%)			99.79%	13,117				YES			99.80%	11,788				YES			99.84%	13,042
A.1.17.2.1	O-11	Business/EDI/TN (%)			100.00%	13				YES			81.82%	11				NO			100.00%	8
A.1.17.2.2	O-11	Business/TAG/TN (%)			100.00%	183				YES			100.00%	210				YES			100.00%	232
A.1.17.3.1	O-11	Design (Specials)/EDI/TN (%)																				
A.1.17.3.2	O-11	Design (Specials)/TAG/TN (%)																				
A.1.17.4.1	O-11	PBX/EDI/TN (%)																				
A.1.17.4.2	O-11	PBX/TAG/TN (%)			100.00%	1				YES												
A.1.17.5.1	O-11	Centrex/EDI/TN (%)																				
A.1.17.5.2	O-11	Centrex/TAG/TN (%)																				
A.1.17.6.1	O-11	ISDN/EDI/TN (%)																				
A.1.17.6.2	O-11	ISDN/TAG/TN (%)																				
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized																				
A.1.18.1.1	O-11	Residence/EDI/TN (%)			90.63%	32				NO			87.88%	33				NO			89.13%	46
A.1.18.1.2	O-11	Residence/TAG/TN (%)			94.16%	1,490				NO			83.26%	1,398				NO			94.49%	1,288
A.1.18.2.1	O-11	Business/EDI/TN (%)			60.00%	5				NO			63.64%	11				NO			90.48%	21
A.1.18.2.2	O-11	Business/TAG/TN (%)			89.23%	130				NO			92.52%	147				NO			90.98%	122
A.1.18.3.1	O-11	Design (Specials)/EDI/TN (%)																				
A.1.18.3.2	O-11	Design (Specials)/TAG/TN (%)																				
A.1.18.4.1	O-11	PBX/EDI/TN (%)																				
A.1.18.4.2	O-11	PBX/TAG/TN (%)			100.00%	1				YES												
A.1.18.5.1	O-11	Centrex/EDI/TN (%)																				
A.1.18.5.2	O-11	Centrex/TAG/TN (%)																				
A.1.18.6.1	O-11	ISDN/EDI/TN (%)																				
A.1.18.6.2	O-11	ISDN/TAG/TN (%)																			100.00%	3
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized																				
A.1.19.1	O-11	Residence/TN (%)			87.88%	132				NO			89.72%	107				NO			93.38%	151
A.1.19.2	O-11	Business/TN (%)			91.25%	80				NO			91.21%	91				NO			93.60%	172
A.1.19.3	O-11	Design (Specials)/TN (%)			86.36%	22				NO			90.91%	22				NO			100.00%	35
A.1.19.4	O-11	PBX/TN (%)			100.00%	6				YES			90.91%	11				NO			93.33%	15
A.1.19.5	O-11	Centrex/TN (%)			0.00%	1				NO			100.00%	2				YES			85.71%	7
A.1.19.6	O-11	ISDN/TN (%)			91.67%	36				NO			82.76%	29				NO			93.18%	44
		Resale - Provisioning																				
		Order Completion Interval																				
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	5.93	11,857	5.12	332	3.943	0.21945	3.7176	YES	5.58	10,407	4.59	308	4.473	0.25859	3.8268	YES	5.39	11,034	4.71	311
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	0.89	246,253	0.61	8,249	1.071	0.01199	23.2580	YES	0.87	225,985	0.59	7,976	0.974	0.01109	24.8661	YES	0.86	246,043	0.63	8,343
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	5.77	25			4.035				6.50	12	5.00	1	5.901	6.14164	0.2442	YES	7.62	29		
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)	0.33	1			0.000															
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)	4.90	3,693	4.14	46	8.839	1.31130	0.5767	YES	5.13	3,523	5.56	53	10.023	1.36711	-0.3131	YES	3.58	6,676	3.47	45
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	1.18	15,510	0.62	174	3.264	0.24884	2.2524	YES	1.15	15,020	1.03	184	2.823	0.20935	0.5749	YES	1.53	11,911	0.98	204
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	11.47	34	8.00	1	12.628	12.81246	0.2709	YES	22.92	48			44.291				12.42	55		
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	0.33	1			0.000												0.73	10		
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	23.30	1,175			22.547				23.09	1,057			21.606				22.19	1,015	7.25	4
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	12.57	147	3.00	1	18.770	18.83340	0.5080	YES	6.44	322	2.67	3	9.639	5.59102	0.6754	YES	5.42	200	1.50	2
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)									17.00	3			14.731				14.00	1		
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)																	1.00	1		
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	10.72	32	6.00	1	9.405	9.55035	0.4941	YES	13.50	41			15.426				25.59	30		
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	3.15	89	4.00	1	5.654	5.68563	-0.1495	YES	3.14	63	2.50	4	6.199	3.19630	0.2011	YES	2.17	92	2.58	4
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)																				
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	1.96	9	0.33	1	1.752	1.84629	0.8827	YES	1.00	8			1.234				1.67	2	0.33	1
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	9.55	282			16.485				13.89	243			17.397				8.39	225	0.33	1
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	1.39	1,386			3.340				2.43	445	0.33	2	6.144	4.35430	0.4825	YES	3.40	587	4.00	2
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	19.89	9			17.906				23.35	43			15.769				19.18	11		
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	9.56	19			23.137				8.77	20			15.950				4.33	31		
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	17.28	421	10.00	2	22.785	16.14990	0.4508	YES	15.50	408	7.00	4	22.080	11.09382	0.7664	YES	15.19	392	10.14	7

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
A.1.14.6.1	O-11	ISDN/EDI/TN (%)				
A.1.14.6.2	O-11	ISDN/TAG/TN (%)				
		FOC & Reject Response Completeness - Partially Mechanized				
A.1.15.1.1	O-11	Residence/EDI/TN (%)				YES
A.1.15.1.2	O-11	Residence/TAG/TN (%)				YES
A.1.15.2.1	O-11	Business/EDI/TN (%)				YES
A.1.15.2.2	O-11	Business/TAG/TN (%)				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/TN (%)				
A.1.15.3.2	O-11	Design (Specials)/TAG/TN (%)				
A.1.15.4.1	O-11	PBX/EDI/TN (%)				
A.1.15.4.2	O-11	PBX/TAG/TN (%)				
A.1.15.5.1	O-11	Centrex/EDI/TN (%)				
A.1.15.5.2	O-11	Centrex/TAG/TN (%)				
A.1.15.6.1	O-11	ISDN/EDI/TN (%)				
A.1.15.6.2	O-11	ISDN/TAG/TN (%)				NO
		FOC & Reject Response Completeness - Non-Mechanized				
A.1.16.1	O-11	Residence/TN (%)				NO
A.1.16.2	O-11	Business/TN (%)				NO
A.1.16.3	O-11	Design (Specials)/TN (%)				NO
A.1.16.4	O-11	PBX/TN (%)				YES
A.1.16.5	O-11	Centrex/TN (%)				NO
A.1.16.6	O-11	ISDN/TN (%)				NO
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized				
A.1.17.1.1	O-11	Residence/EDI/TN (%)				YES
A.1.17.1.2	O-11	Residence/TAG/TN (%)				YES
A.1.17.2.1	O-11	Business/EDI/TN (%)				YES
A.1.17.2.2	O-11	Business/TAG/TN (%)				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/TN (%)				
A.1.17.3.2	O-11	Design (Specials)/TAG/TN (%)				
A.1.17.4.1	O-11	PBX/EDI/TN (%)				
A.1.17.4.2	O-11	PBX/TAG/TN (%)				
A.1.17.5.1	O-11	Centrex/EDI/TN (%)				
A.1.17.5.2	O-11	Centrex/TAG/TN (%)				
A.1.17.6.1	O-11	ISDN/EDI/TN (%)				
A.1.17.6.2	O-11	ISDN/TAG/TN (%)				
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized				
A.1.18.1.1	O-11	Residence/EDI/TN (%)				NO
A.1.18.1.2	O-11	Residence/TAG/TN (%)				NO
A.1.18.2.1	O-11	Business/EDI/TN (%)				NO
A.1.18.2.2	O-11	Business/TAG/TN (%)				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/TN (%)				
A.1.18.3.2	O-11	Design (Specials)/TAG/TN (%)				
A.1.18.4.1	O-11	PBX/EDI/TN (%)				
A.1.18.4.2	O-11	PBX/TAG/TN (%)				
A.1.18.5.1	O-11	Centrex/EDI/TN (%)				
A.1.18.5.2	O-11	Centrex/TAG/TN (%)				
A.1.18.6.1	O-11	ISDN/EDI/TN (%)				
A.1.18.6.2	O-11	ISDN/TAG/TN (%)				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized				
A.1.19.1	O-11	Residence/TN (%)				NO
A.1.19.2	O-11	Business/TN (%)				NO
A.1.19.3	O-11	Design (Specials)/TN (%)				YES
A.1.19.4	O-11	PBX/TN (%)				NO
A.1.19.5	O-11	Centrex/TN (%)				NO
A.1.19.6	O-11	ISDN/TN (%)				NO
		Resale - Provisioning				
		Order Completion Interval				
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)	4.063	0.23363	2.9385	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)	1.189	0.01324	17.7730	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)	6.971			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)				
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)	9.244	1.38272	0.0826	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)	8.081	0.57058	0.9505	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)	14.537			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)	0.344			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)	29.992	15.02556	0.9945	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	7.040	5.00310	0.7828	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)	0.000			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	0.000			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)	55.771			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)	4.690	2.39558	-0.1724	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)				
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)	1.886	2.30940	0.5774	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)	9.580	9.60145	0.8388	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)	6.027	4.26872	-0.1399	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)	17.087			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)	6.672			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)	14.985	5.71415	0.8839	YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September								August							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	ISDN	3.73	697	3.75	4	5.234	2.62438	-0.0077	YES	2.33	609	3.00	6	3.838	1.57458	-0.4286	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)	ISDN	21.65	40			13.492				32.19	43			22.949			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	ISDN	8.30	44			10.685				10.99	29			15.053			
		Held Orders																	
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	Res	8.64	102	0.00	0	6.827			YES	7.93	109	3.50	2	5.964	4.25566	1.0402	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)	Res	3.80	5	4.00	1	4.764	5.21920	-0.0383	YES	14.00	11	3.00	1	18.547	19.37196	0.5678	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)	Res	0.00	0							0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)	Res	0.00	0							0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)	Res	0.00	0							0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	Bus	8.83	12	0.00	0	4.366			YES	5.68	19	0.00	0	3.560			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)	Bus	7.00	1	0.00	0	0.000			YES	19.75	8	0.00	0	25.064			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)	Bus	0.00	0							0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)	Bus	0.00	0							0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)	Bus	0.00	0							0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)	Design	0.00	0	0.00	0				YES	9.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)	Design	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)	Design	3.33	3	0.00	0	4.041			YES	6.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)	Design	0.00	0							0.00	0	0.00	0				YES
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)	Design	0.00	0							0.00	0	0.00	0				YES
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)	Design	0.00	0							0.00	0	0.00	0				YES
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)	PBX	0.00	0							0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)	PBX	0.00	0							0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)	PBX	0.00	0							0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)	Centrex	0.00	0	0.00	0				YES	0.00	0						
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)	Centrex	0.00	0	0.00	0				YES	0.00	0						
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	Centrex	0.00	0	0.00	0				YES	0.00	0						
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)	Centrex	0.00	0	0.00	0				YES	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex	0.00	0	0.00	0				YES	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex	0.00	0	0.00	0				YES	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	22.00	7	0.00	0	19.244			YES	11.00	5	0.00	0	11.292			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)	ISDN	0.00	0							0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)	ISDN	0.00	0							0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)	ISDN	0.00	0							0.00	0						
		% Jeopardies - Mechanized																	
A.2.4.1	P-2	Residence/TN (%)	Res	0.32%	259,981	0.18%	8,746		0.00061	2.2029	YES	0.42%	287,347	0.27%	9,621		0.00067	2.2732	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.47%	20,953	0.00%	340		0.00657	2.2305	YES	1.34%	23,290	0.45%	222		0.00775	1.1469	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	22.99%	1,005							24.83%	1,442						
A.2.4.4	P-2	PBX/TN (%)	PBX	4.76%	147	0.00%	2		0.15161	0.3141	YES	5.93%	118						
A.2.4.5	P-2	Centrex/TN (%)	Centrex	3.22%	621	0.00%	1		0.17669	0.1823	YES	2.15%	884						
A.2.4.6	P-2	ISDN/TN (%)	ISDN	8.89%	1,102							6.37%	1,303						
		% Jeopardies - Non-Mechanized																	
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			0.00%	409				Diagnostic			0.00%	173				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.00%	91				Diagnostic			0.00%	96				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			15.00%	20				Diagnostic			12.50%	24				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			0.00%	5				Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic			0.00%	6				Diagnostic								Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			11.11%	9				Diagnostic			7.14%	14				Diagnostic
		Average Jeopardy Notice Interval - Mechanized																	
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			176.20	15				YES			156.13	26				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs											122.43	1				YES
A.2.7.3	P-2	Design (Specials)/TN (hours)	>= 48 hrs																
A.2.7.4	P-2	PBX/TN (hours)	>= 48 hrs																
A.2.7.5	P-2	Centrex/TN (hours)	>= 48 hrs																
A.2.7.6	P-2	ISDN/TN (hours)	>= 48 hrs																
		Average Jeopardy Notice Interval - Non-Mechanized																	
A.2.8.1	P-2	Residence/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.8.2	P-2	Business/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)	Diagnostic			275.88	3				Diagnostic			369.52	3				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN (hours)	Diagnostic			347.75	1				Diagnostic			99.28	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized																	
A.2.9.1	P-2	Residence/TN (%)	95% >= 48 hrs			100.00%	15				YES			100.00%	26				YES
A.2.9.2	P-2	Business/TN (%)	95% >= 48 hrs											100.00%	1				YES
A.2.9.3	P-2	Design (Specials)/TN (%)	95% >= 48 hrs																
A.2.9.4	P-2	PBX/TN (%)	95% >= 48 hrs																
A.2.9.5	P-2	Centrex/TN (%)	95% >= 48 hrs																
A.2.9.6	P-2	ISDN/TN (%)	95% >= 48 hrs																
		% Jeopardy Notice >= 48 hours - Non-Mechanized																	
A.2.10.1	P-2	Residence/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.2.10.2	P-2	Business/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)	Diagnostic			100.00%	3				Diagnostic			100.00%	3				Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	2.79	769	2.76	7	7.642	2.90150	0.0099	YES	1.74	682	2.12	19	3.741	0.87019	-0.4343	YES	2.09	611	3.49	15
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)	28.50	2			20.506															
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	4.81	14			5.773				6.00	7			8.280				7.71	15		
	Held Orders																					
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	8.32	82	9.00	1	8.004	8.05310	-0.0848	YES	8.34	88	0.00	0	5.454			YES	8.95	105	0.00	0
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)	14.77	13	0.00	0	17.369			YES	13.88	17	11.00	1	13.624	14.01886	0.2056	YES	7.95	22	0.00	0
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0	0.00	0				YES	0.00	0		
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0	0.00	0				YES	0.00	0		
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)	0.00	0							0.00	0	0.00	0				YES	0.00	0		
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	7.13	16	0.00	0	7.079			YES	10.88	16	0.00	0	7.154			YES	9.03	29	0.00	0
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)	17.83	6	0.00	0	17.279			YES	8.67	6	0.00	0	2.338			YES	7.00	7	0.00	0
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0		
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0		
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0		
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)	10.00	1	0.00	0	0.000			YES	9.00	6	0.00	0	5.177			YES	10.00	4	0.00	0
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)	12.20	5	0.00	0	6.099			YES	4.00	1	0.00	0	0.000			YES	0.00	0	0.00	0
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)									0.00	0							0.00	0		
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)									0.00	0							0.00	0		
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)									0.00	0							0.00	0		
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)	0.00	0	0.00	0				YES	10.00	1	0.00	0	0.000			YES	0.00	0	0.00	0
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)	0.00	0	0.00	0				YES	10.00	1	0.00	0	0.000			YES	0.00	0	0.00	0
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	1.00	1	0.00	0
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0		
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0		
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0		
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	29.33	3	0.00	0	19.009			YES	19.00	6	0.00	0	21.392			YES	120.75	4	0.00	0
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)	2.00	1	0.00	0	0.000			YES	0.00	0	0.00	0				YES	0.00	0	0.00	0
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0		
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0		
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0		
	% Jeopardies - Mechanized																					
A.2.4.1	P-2	Residence/TN (%)	0.31%	271,724	0.24%	9,810		0.00057	1.1477	YES	0.34%	247,573	0.19%	9,046		0.00062	2.4013	YES	0.34%	273,494	0.25%	9,676
A.2.4.2	P-2	Business/TN (%)	1.42%	19,714	1.42%	211		0.00619	-0.0018	YES	1.35%	18,924	0.42%	238		0.00752	1.2331	YES	1.52%	19,150	0.81%	248
A.2.4.3	P-2	Design (Specials)/TN (%)	22.56%	1,392							31.56%	1,556							22.09%	1,227		
A.2.4.4	P-2	PBX/TN (%)	0.79%	127	0.00%	1		0.08873	0.0887	YES	5.93%	118	0.00%	2		0.16845	0.3522	YES	3.10%	129	0.00%	1
A.2.4.5	P-2	Centrex/TN (%)	0.94%	1,695							8.09%	766	0.00%	2		0.19311	0.4191	YES	2.18%	919		
A.2.4.6	P-2	ISDN/TN (%)	7.34%	1,213							6.64%	1,084	0.00%	9		0.08335	0.7969	YES	8.22%	1,071	0.00%	3
	% Jeopardies - Non-Mechanized																					
A.2.5.1	P-2	Residence/TN (%)			0.62%	161				Diagnostic			1.22%	164				Diagnostic			1.23%	162
A.2.5.2	P-2	Business/TN (%)			0.00%	104				Diagnostic			0.88%	114				Diagnostic			0.00%	129
A.2.5.3	P-2	Design (Specials)/TN (%)			12.50%	8				Diagnostic			11.11%	9				Diagnostic			15.38%	13
A.2.5.4	P-2	PBX/TN (%)			50.00%	2				Diagnostic			0.00%	3				Diagnostic			0.00%	6
A.2.5.5	P-2	Centrex/TN (%)			0.00%	14				Diagnostic								Diagnostic			0.00%	5
A.2.5.6	P-2	ISDN/TN (%)			0.00%	9				Diagnostic			0.00%	17				Diagnostic			8.33%	24
	Average Jeopardy Notice Interval - Mechanized																					
A.2.7.1	P-2	Residence/TN (hours)			171.76	24				YES			151.48	16				YES			150.24	23
A.2.7.2	P-2	Business/TN (hours)			131.54	3				YES			122.58	1				YES			195.35	2
A.2.7.3	P-2	Design (Specials)/TN (hours)																				
A.2.7.4	P-2	PBX/TN (hours)																				
A.2.7.5	P-2	Centrex/TN (hours)																				
A.2.7.6	P-2	ISDN/TN (hours)																				
	Average Jeopardy Notice Interval - Non-Mechanized																					
A.2.8.1	P-2	Residence/TN (hours)								Diagnostic			58.02	1				Diagnostic			55.07	1
A.2.8.2	P-2	Business/TN (hours)								Diagnostic			132.27	1				Diagnostic				
A.2.8.3	P-2	Design (Specials)/TN (hours)			347.90	1				Diagnostic			181.13	1				Diagnostic			338.33	2
A.2.8.4	P-2	PBX/TN (hours)			131.28	1				Diagnostic								Diagnostic				
A.2.8.5	P-2	Centrex/TN (hours)								Diagnostic								Diagnostic				
A.2.8.6	P-2	ISDN/TN (hours)								Diagnostic								Diagnostic			263.08	2
	% Jeopardy Notice >= 48 hours - Mechanized																					
A.2.9.1	P-2	Residence/TN (%)			100.00%	24				YES			100.00%	16				YES			100.00%	23
A.2.9.2	P-2	Business/TN (%)			100.00%	3				YES			100.00%	1				YES			100.00%	2
A.2.9.3	P-2	Design (Specials)/TN (%)																				
A.2.9.4	P-2	PBX/TN (%)																				
A.2.9.5	P-2	Centrex/TN (%)																				
A.2.9.6	P-2	ISDN/TN (%)																				
	% Jeopardy Notice >= 48 hours - Non-Mechanized																					
A.2.10.1	P-2	Residence/TN (%)								Diagnostic			100.00%	1				Diagnostic			100.00%	1
A.2.10.2	P-2	Business/TN (%)								Diagnostic			100.00%	1				Diagnostic				
A.2.10.3	P-2	Design (Specials)/TN (%)			100.00%	1				Diagnostic			100.00%	1				Diagnostic			100.00%	2

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)	5.798	1.51538	-0.9217	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)				
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)	10.594			
	Held Orders					
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)	6.420			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)	11.290			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)				
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)				
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)				
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)	9.861			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)	8.485			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)				
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)				
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)				
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)	10.231			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)				YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)				
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)				
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)				
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	0.000			YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)				
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)				
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)				
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	120.649			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)				
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)				
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)				
	% Jeopardies - Mechanized					
A.2.4.1	P-2	Residence/TN (%)		0.00061	1.5854	YES
A.2.4.2	P-2	Business/TN (%)		0.00782	0.9121	YES
A.2.4.3	P-2	Design (Specials)/TN (%)				
A.2.4.4	P-2	PBX/TN (%)		0.17401	0.1782	YES
A.2.4.5	P-2	Centrex/TN (%)				
A.2.4.6	P-2	ISDN/TN (%)		0.15677	0.5175	YES
	% Jeopardies - Non-Mechanized					
A.2.5.1	P-2	Residence/TN (%)				Diagnostic
A.2.5.2	P-2	Business/TN (%)				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)				Diagnostic
A.2.5.4	P-2	PBX/TN (%)				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)				Diagnostic
A.2.5.6	P-2	ISDN/TN (%)				Diagnostic
	Average Jeopardy Notice Interval - Mechanized					
A.2.7.1	P-2	Residence/TN (hours)				YES
A.2.7.2	P-2	Business/TN (hours)				YES
A.2.7.3	P-2	Design (Specials)/TN (hours)				
A.2.7.4	P-2	PBX/TN (hours)				
A.2.7.5	P-2	Centrex/TN (hours)				
A.2.7.6	P-2	ISDN/TN (hours)				
	Average Jeopardy Notice Interval - Non-Mechanized					
A.2.8.1	P-2	Residence/TN (hours)				Diagnostic
A.2.8.2	P-2	Business/TN (hours)				Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)				Diagnostic
A.2.8.5	P-2	Centrex/TN (hours)				Diagnostic
A.2.8.6	P-2	ISDN/TN (hours)				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized					
A.2.9.1	P-2	Residence/TN (%)				YES
A.2.9.2	P-2	Business/TN (%)				YES
A.2.9.3	P-2	Design (Specials)/TN (%)				
A.2.9.4	P-2	PBX/TN (%)				
A.2.9.5	P-2	Centrex/TN (%)				
A.2.9.6	P-2	ISDN/TN (%)				
	% Jeopardy Notice >= 48 hours - Non-Mechanized					
A.2.10.1	P-2	Residence/TN (%)				Diagnostic
A.2.10.2	P-2	Business/TN (%)				Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)				Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
A.2.10.4	P-2	PBX/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)	Diagnostic			100.00%	1				Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments																	
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)	Res	7.53%	12,568	4.17%	360		0.01410	2.3828	YES	6.93%	14,456	3.79%	343		0.01388	2.2639	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	0.08%	247,525	0.02%	8,828		0.00030	1.7685	YES	0.04%	273,053	0.07%	9,468		0.00022	-1.3911	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)	Res	6.25%	16							8.70%	23						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res																
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)	Bus	3.82%	3,954	1.54%	65		0.02397	0.9515	YES	3.72%	4,787	1.23%	81		0.02120	1.1716	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	0.04%	16,991	0.00%	364		0.00100	0.3548	YES	0.03%	18,418	0.43%	232		0.00119	-3.3421	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)	Bus	6.35%	63							7.58%	66						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	1							0.00%	4						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	2.38%	882	0.00%	8		0.05414	0.4397	YES	4.46%	1,076	0.00%	17		0.05046	0.8840	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	0.00%	137	0.00%	10		0.00000		YES	1.64%	183	0.00%	5		0.05756	0.2848	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	49							0.00%	71						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	1							0.00%	2	0.00%	1		0.00000		YES
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)	PBX	7.50%	40							0.00%	20	0.00%	1		0.00000		YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	90	25.00%	4		0.00000		NO	2.82%	71	0.00%	2		0.11863	0.2375	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	6							20.00%	5						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	17							0.00%	13	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	3.66%	191							2.32%	259						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	418	0.00%	6		0.00000		YES	0.00%	587						
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	0.00%	16							5.56%	18						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	0.00%	11	0.00%	1		0.00000		YES	0.00%	29						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	5.28%	303	0.00%	3		0.12976	0.4069	YES	3.34%	598	0.00%	7		0.06835	0.4893	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.86%	699	0.00%	5		0.04140	0.2073	YES	0.16%	612	0.00%	7		0.01535	0.1064	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	2.50%	40							4.44%	45						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	44							0.00%	30						
		% Provisioning Troubles within 30 Days																	
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)	Res	10.15%	14,456	10.79%	343		0.01650	-0.3874	YES	11.09%	13,529	9.55%	356		0.01686	0.9116	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)	Res	3.29%	273,053	4.07%	9,468		0.00186	-4.1643	NO	3.38%	258,505	4.17%	9,619		0.00188	-4.1841	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)	Res	0.00%	23							10.71%	28						
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)	Res									0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)	Bus	11.07%	4,787	7.41%	81		0.03516	1.0422	YES	12.33%	3,999	11.70%	94		0.03431	0.1825	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	Bus	8.22%	16,418	7.33%	232		0.01815	0.4919	YES	8.58%	15,611	6.39%	219		0.01906	1.1494	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	Bus	21.21%	66							13.33%	45	0.00%	1		0.34369	0.3879	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)	Bus	0.00%	4							0.00%	1						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)	Design	5.48%	1,076	11.76%	17		0.05565	-1.1288	YES	4.61%	1,193	0.00%	3		0.12123	0.3803	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	Design	3.28%	183	0.00%	5		0.08072	0.4062	YES	0.66%	151	33.33%	3		0.04729	-6.9085	NO
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	Design	0.00%	71														
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	2	100.00%	1		0.00000		NO								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)	PBX	0.00%	20	0.00%	1		0.00000		YES	0.00%	33	0.00%	1		0.00000		YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	71	0.00%	2		0.00000		YES	0.00%	91	0.00%	2		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)	PBX	0.00%	5														
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	PBX	0.00%	13	0.00%	1		0.00000		YES	0.00%	9	0.00%	1		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	Centrex	7.34%	259							11.81%	288	0.00%	5		0.14555	0.8111	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	Centrex	6.13%	587							5.74%	1,393	0.00%	6		0.09519	0.6033	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	Centrex	44.44%	18							33.33%	9						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	Centrex	24.14%	29							19.05%	21	0.00%	3		0.24237	0.7859	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	ISDN	5.69%	598	14.29%	7		0.08804	-0.9769	YES	6.38%	439	0.00%	2		0.17318	0.3663	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN	0.49%	612	0.00%	7		0.02855	0.1846	YES	0.64%	778	0.00%	8		0.02840	0.2263	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)	ISDN	0.00%	45							0.00%	2						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN	0.00%	30							6.67%	15						
		Average Completion Notice Interval - Mechanized																	
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Res	2.51	12,524	0.04	335	19.320	1.06957	2.3060	YES	2.40	14,453	0.10	330	16.357	0.91063	2.5258	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	0.93	246,786	0.78	8,440	5.968	0.06606	2.2483	YES	1.17	272,663	0.85	9,310	9.150	0.09643	3.3477	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	0.02	16			0.000				5.06	23			23.875			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Res																
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Bus	1.72	3,906	0.06	28	13.688	2.59601	0.6384	YES	1.59	4,756	0.24	44	11.551	1.74936	0.7717	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	1.29	16,816	0.47	313	8.738	0.49847	1.6374	YES	1.62	18,329	1.10	178	10.974	0.82652	0.6339	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	5.25	62			28.341				1.29	65			4.675			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus	0.43	1			0.000				23.62	3			39.271			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	316.87	836			892.119				246.50	1,075			437.388			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	11.72	137			42.372				16.61	183			44.932			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	40.58	46			100.610				86.64	71			172.501			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design	153.93	1			0.000				24.85	2			33.564			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	54.94	38			124.037				53.15	19			129.775			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	11.11	88	3.46	2	61.919	44.27787	0.1727	YES	17.97	71			72.087			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX	124.51	6			212.380				68.77	5			71.751			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	11.22	17			43.825				0.49	13			0.358			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	8.64	191			46.332				7.22	259			33.759			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	3.29	415	0.80	1	29.166	29.20094	0.0854	YES	3.16	586			20.835			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	0.10	16			0.199				9.99	18			21.392			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.63	11			0.287				0.77	29			0.291			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	90.02	296			205.841				35.20	597			107.669			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	2.55	696			16.101				2.58	612			20.777			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN	220.51	39			316.421				338.19	45			446.059			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN	13.03	43			37.848				11.50	30			34.074			
		Average Completion Notice Interval - Non-Mechanized																	
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			18.98	24				Diagnostic			11.39	13				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			2.40	386				Diagnostic			6.19	157				Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
A.2.10.4	P-2	PBX/TN (%)			100.00%	1				Diagnostic								Diagnostic				
A.2.10.5	P-2	Centrex/TN (%)								Diagnostic								Diagnostic				
A.2.10.6	P-2	ISDN/TN (%)								Diagnostic								Diagnostic			100.00%	2
		% Missed Installation Appointments																				
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)	9.39%	13,529	5.06%	356		0.01567	2.7695	YES	7.44%	12,279	3.05%	328		0.01469	2.9927	YES	7.73%	13,054	3.24%	339
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)	0.04%	258,505	0.04%	9,619		0.00021	-0.0840	YES	0.02%	235,719	0.11%	8,900		0.00016	-5.5513	NO	0.03%	260,662	0.08%	9,513
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)	7.14%	28							6.67%	15	0.00%	1		0.25762	0.2588	YES	14.29%	35		
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)	0.00%	1																		
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)	5.58%	3,999	5.32%	94		0.02394	0.1074	YES	4.64%	3,748	0.00%	114		0.02000	2.3208	YES	2.56%	6,948	1.02%	98
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)	0.02%	15,611	0.46%	219		0.00094	-4.6374	NO	0.01%	15,151	0.00%	236		0.00075	0.1752	YES	0.02%	12,028	0.00%	274
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)	13.33%	45	0.00%	1		0.34369	0.3879	YES	1.82%	55							7.46%	67		
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)	0.00%	1															0.00%	10		
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)	4.36%	1,193	0.00%	3		0.11803	0.3693	YES	4.43%	1,084	0.00%	6		0.08422	0.5258	YES	3.52%	1,023	0.00%	8
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	0.00%	151	0.00%	3		0.00000		YES	0.30%	329	0.00%	3		0.03193	0.0952	YES	0.00%	205	0.00%	5
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)									33.33%	3							0.00%	1		
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)																	0.00%	1		
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)	6.06%	33	0.00%	1		0.24219	0.2502	YES	4.65%	43							0.00%	31	0.00%	1
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)	1.10%	91	0.00%	2		0.07452	0.1475	YES	0.00%	64	0.00%	4		0.00000		YES	0.00%	94	0.00%	6
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)																				
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)	0.00%	9	0.00%	1		0.00000		YES	0.00%	8							0.00%	2	0.00%	1
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)	4.86%	288	0.00%	5		0.09701	0.5011	YES	1.93%	259	0.00%	1		0.13786	0.1400	YES	2.59%	232	0.00%	1
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)	0.00%	1,393	0.00%	6		0.00000		YES	0.00%	447	0.00%	2		0.00000		YES	0.00%	602	0.00%	3
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)	0.00%	9							6.82%	44							0.00%	11		
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)	0.00%	21	0.00%	3		0.00000		YES	0.00%	20							0.00%	37		
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)	5.01%	439	0.00%	2		0.15463	0.3241	YES	4.74%	422	0.00%	4		0.10674	0.4440	YES	5.91%	406	0.00%	8
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)	1.03%	778	0.00%	8		0.03585	0.2868	YES	1.17%	682	0.00%	21		0.02385	0.4917	YES	0.82%	613	5.88%	17
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)	0.00%	2																		
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)	0.00%	15							0.00%	7							0.00%	16		
		% Provisioning Troubles within 30 Days																				
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)	11.83%	12,279	10.98%	328		0.01807	0.4746	YES	11.31%	13,054	10.32%	339		0.01742	0.5639	YES	10.74%	13,670	9.65%	342
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)	3.23%	235,719	3.72%	8,900		0.00191	-2.5780	NO	3.04%	260,662	3.27%	9,513		0.00179	-1.3037	YES	3.14%	254,417	3.98%	8,913
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)	6.67%	15	0.00%	1		0.25762	0.2588	YES	8.57%	35							5.56%	36		
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)																				
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)	12.35%	3,748	4.39%	114		0.03128	2.5468	YES	11.53%	6,948	4.08%	98		0.03249	2.2922	YES	11.03%	9,056	5.22%	115
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)	7.90%	15,151	2.54%	236		0.01770	3.0280	YES	6.33%	12,028	5.47%	274		0.01467	0.5731	YES	6.23%	11,709	7.86%	318
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)	20.00%	55							26.87%	67							19.67%	61		
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)									0.00%	10									0.00%	1
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)	5.90%	1,084	16.67%	6		0.09649	-1.1154	YES	5.28%	1,023	25.00%	8		0.07937	-2.4849	NO	6.87%	1,295	0.00%	6
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	4.26%	329	0.00%	3		0.11707	0.3635	YES	5.37%	205	0.00%	5		0.10200	0.5261	YES	5.22%	115	8.89%	45
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)	0.00%	3							0.00%	1							0.00%	6		
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)									0.00%	1										
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)	4.65%	43							0.00%	31	0.00%	1		0.00000		YES	12.00%	25	100.00%	1
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)	4.69%	64	0.00%	4		0.10894	0.4303	YES	0.00%	94	0.00%	6		0.00000		YES	3.85%	52	25.00%	4
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)																	0.00%	1		
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)	0.00%	8							0.00%	2	0.00%	1		0.00000		YES	0.00%	5		
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)	14.29%	259	0.00%	1		0.35060	0.4075	YES	17.24%	232	0.00%	1		0.37855	0.4555	YES	7.88%	241	0.00%	1
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)	6.71%	447	0.00%	2		0.17733	0.3785	YES	3.65%	602	0.00%	3		0.10860	0.3365	YES	4.55%	615	0.00%	2
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)	22.73%	44							36.36%	11							24.14%	29		
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)	10.00%	20							13.51%	37							28.00%	25		
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)	5.69%	422	0.00%	4		0.11635	0.4888	YES	8.13%	406	12.50%	8		0.09756	-0.4481	YES	6.88%	494	0.00%	7
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)	0.73%	682	0.00%	21		0.01890	0.3879	YES	0.65%	613	11.76%	17		0.01980	-5.6131	NO	0.87%	808	5.26%	19
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)																	0.00%	1		
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)	0.00%	7							0.00%	16							0.00%	16		
		Average Completion Notice Interval - Mechanized																				
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	2.75	13,455	0.25	337	19.121	1.05454	2.3721	YES	1.07	12,246	0.02	313	13.480	0.77163	1.3612	YES	0.82	13,040	0.09	321
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	1.16	257,810	0.86	9,477	8.341	0.08724	3.3849	YES	0.88	235,324	0.81	8,746	3.539	0.03854	1.9188	YES	0.83	259,921	0.79	9,367
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	3.39	28			16.799				0.02	15	0.02	1	0.006	0.00606	0.3669	YES	0.48	35		
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	0.83	1			0.000															
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	2.48	3,965	0.51	51	19.508	2.74924	0.7164	YES	1.72	3,716	0.02	62	22.437	2.87324	0.5928	YES	1.44	6,906	0.20	47
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	1.58	15,452	0.73	158	11.080	0.88596	0.9504	YES	2.23	15,091	0.69	174	62.341	4.75320	0.3230	YES	2.84	11,922	0.64	205
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	3.57	43	0.02	1	18.388	18.60090	0.1913	YES	0.45	55			2.436				2.54	66		
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	0.82	1			0.000												0.55	10		
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	206.82	1,133			421.853				177.09	1,062			414.701				158.94	1,013		
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	9.42	151			46.289				6.35	329			31.059				19.34	205		
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)									12.24	3			21.170				211.23	1		
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)																	0.82	1		
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	70.09	32			155.560				32.48	43			54.601				470.88	28	0.02	1
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	5.22	87			24.516				9.22	64	0.18	2	34.000	24.41453	0.3703	YES	2.77	93	0.02	1
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)																				
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	0.64	9	0.60	1	0.282	0.29686	0.1435	YES	0.81	8			0.215				0.70	2		
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	4.25	286			20.832				17.39	257			67.416				5.33	232		
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	1.45	1,391			8.886				3.85	445	0.02	2	14.957	10.60003	0.3617	YES	1.28	602		
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	1.15	9			2.988				0.10	44			0.258				72.09	11		
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	0.94	21			0.274				0.74	20			0.270				0.84	37		
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	70.32	430			159.182				95.27	398			335.371				48.25	400		
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	7.85	774			62.552				4.31	678	0.99	8	28.030	9.96847	0.3331	YES	4.93	610	4.33	3
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	424.93	2			564.778															
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	0.72	15			0.269				74.77	7			195.754				0.71	16		
		Average Completion Notice Interval - Non-Mechanized																				
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)			20.37	18				Diagnostic			11.43	14				Diagnostic			12.01	18
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)			7.37	144				Diagnostic			6.08	151				Diagnostic			8.27	143

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
A.2.10.4	P-2	PBX/TN (%)				Diagnostic
A.2.10.5	P-2	Centrex/TN (%)				Diagnostic
A.2.10.6	P-2	ISDN/TN (%)				Diagnostic
		% Missed Installation Appointments				
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)		0.01489	3.0525	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)		0.00017	-3.4412	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)				
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)				
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)		0.01607	0.9591	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)		0.00079	0.2111	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)				
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)				
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)		0.06540	0.5381	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)				
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)				
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)		0.00000		YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)				
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)		0.15907	0.1626	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)				
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)				
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)		0.08420	0.7021	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)		0.02212	-2.2910	NO
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)				
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)				
		% Provisioning Troubles within 30 Days				
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)		0.01695	0.6429	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)		0.00188	-4.4705	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)				
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)				
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)		0.02940	1.9776	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)		0.01373	-1.1911	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)				
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)				
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)		0.10352	0.6639	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)		0.03910	-0.9390	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)				
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)				
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)		0.33140	-2.6554	NO
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)		0.09978	-2.1200	NO
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)				
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)				
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)		0.27004	0.2919	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)		0.14764	0.3084	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)				
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)				
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)		0.09636	0.7143	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)		0.02151	-2.0442	NO
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)				
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)				
		Average Completion Notice Interval - Mechanized				
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	9.404	0.53129	1.3738	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	3.464	0.03644	1.2298	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	2.626			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)				
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	11.604	1.69829	0.7265	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	19.061	1.34269	1.6358	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	12.142			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	0.234			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	522.280			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	63.401			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	0.000			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	0.000			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	1570.532	1598.33097	0.2946	YES
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	9.834	9.88665	0.2789	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)				
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	0.448			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	39.844			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	9.369			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	239.033			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	0.273			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	125.558			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	32.442	18.77636	0.0315	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)				
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	0.274			
		Average Completion Notice Interval - Non-Mechanized				
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)				Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Diagnostic			29.60	37				Diagnostic			24.96	37				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			9.96	51				Diagnostic			10.57	54				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Diagnostic			40.46	8				Diagnostic			70.04	17				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			128.47	10				Diagnostic			50.13	5				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic			0.02	1				Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic			18.78	1				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			103.95	2				Diagnostic			19.25	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic			14.00	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			18.80	5				Diagnostic								Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.00	1				Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			78.35	3				Diagnostic			41.78	7				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			10.40	5				Diagnostic			27.41	7				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized																	
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.33	214				Diagnostic			5.26	233				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.63	6,765				Diagnostic			0.65	7,218				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			2.87	2				Diagnostic			2.08	12				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.75	102				Diagnostic			0.77	71				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized																	
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.49	19				Diagnostic			3.50	15				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.85	651				Diagnostic			1.11	649				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			1.81	5				Diagnostic			3.07	4				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.81	52				Diagnostic			2.82	59				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.76	1				Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized																	
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.37	12				Diagnostic			2.32	6				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.77	18				Diagnostic			1.33	24				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			5.65	3				Diagnostic			3.95	5				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.83	14				Diagnostic			2.15	18				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)			29.90	42				Diagnostic			30.68	52				Diagnostic			29.86	50
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)			9.03	61				Diagnostic			10.61	61				Diagnostic			11.88	69
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)			641.39	3				Diagnostic			320.15	6				Diagnostic			199.06	8
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)			323.97	3				Diagnostic			20.33	3				Diagnostic			23.98	5
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)			23.23	1				Diagnostic								Diagnostic				
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)			47.53	2				Diagnostic			52.72	2				Diagnostic			24.08	5
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic			14.00	1
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)			61.45	5				Diagnostic			20.40	1				Diagnostic			16.40	1
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)			26.57	6				Diagnostic								Diagnostic			16.99	3
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)			14.00	3				Diagnostic								Diagnostic				
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)			38.83	2				Diagnostic			61.35	4				Diagnostic			33.94	8
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)			31.85	8				Diagnostic			19.67	13				Diagnostic			27.68	14
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic				
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic			0.02	1
		Total Service Order Cycle Time - Mechanized																				
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)			5.33	249				Diagnostic			4.82	222				Diagnostic			4.67	223
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)			0.64	7,216				Diagnostic			0.59	6,705				Diagnostic			0.65	7,300
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)			2.57	11				Diagnostic			2.78	10				Diagnostic			3.45	14
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)			0.79	57				Diagnostic			0.72	69				Diagnostic			1.37	70
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
		Total Service Order Cycle Time - Partially Mechanized																				
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)			3.90	17				Diagnostic			2.92	21				Diagnostic			1.91	9
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)			0.98	772				Diagnostic			1.14	830				Diagnostic			1.17	699
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)								Diagnostic			4.96	1				Diagnostic				
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)			6.15	4				Diagnostic			3.32	4				Diagnostic			1.23	4
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)			2.54	52				Diagnostic			2.07	42				Diagnostic			2.80	62
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic			0.91	3				Diagnostic			6.03	3
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
		Total Service Order Cycle Time - Non-Mechanized																				
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)			2.73	17				Diagnostic			2.08	7				Diagnostic			2.33	8
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)			1.72	27				Diagnostic			1.46	24				Diagnostic			1.43	26
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)			5.38	10				Diagnostic			9.57	9				Diagnostic			4.05	11
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)			1.45	23				Diagnostic			1.14	20				Diagnostic			1.63	24
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)				Diagnostic
		Total Service Order Cycle Time - Mechanized				
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
		Total Service Order Cycle Time - Partially Mechanized				
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
		Total Service Order Cycle Time - Non-Mechanized				
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			10.70	9				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.63	1				Diagnostic			9.73	3				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			1.87	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.16	1				Diagnostic			4.39	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			1.38	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			10.04	1				Diagnostic			9.77	4				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.46	4				Diagnostic			3.55	4				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized																	
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.36	209				Diagnostic			5.27	229				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.90	2,855				Diagnostic			0.90	3,311				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			2.87	2				Diagnostic			2.08	12				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.82	86				Diagnostic			0.81	65				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized																	
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.70	17				Diagnostic			3.50	15				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.84	592				Diagnostic			1.14	755				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			1.81	5				Diagnostic			3.07	4				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.81	52				Diagnostic			2.86	58				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.76	1				Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized																	
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			2.37	12				Diagnostic			2.32	6				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.77	18				Diagnostic			1.33	24				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			5.65	3				Diagnostic			3.96	5				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.83	14				Diagnostic			2.15	18				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			14.67	6				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.63	1				Diagnostic			9.73	3				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			1.87	1				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			4.39	2				Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic			2.94	1
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)			4.64	1				Diagnostic			3.98	3				Diagnostic			3.36	2
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)			4.21	1				Diagnostic			4.83	1				Diagnostic			6.17	1
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic			1.29	1
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)			11.85	1				Diagnostic			3.69	1				Diagnostic			10.33	6
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)			2.96	3				Diagnostic			4.57	9				Diagnostic			6.49	8
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
		Total Service Order Cycle Time (offered) - Mechanized																				
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)			5.31	245				Diagnostic			4.87	219				Diagnostic			4.70	221
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)			0.94	3,142				Diagnostic			0.89	2,604				Diagnostic			0.88	3,519
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)			2.57	11				Diagnostic			2.78	10				Diagnostic			3.45	14
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)			0.90	46				Diagnostic			0.75	64				Diagnostic			1.63	56
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
		Total Service Order Cycle Time (offered) - Partially Mechanized																				
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)			3.77	16				Diagnostic			2.97	19				Diagnostic			1.91	9
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)			0.98	677				Diagnostic			1.15	708				Diagnostic			1.20	633
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)								Diagnostic			4.96	1				Diagnostic				
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)			6.15	4				Diagnostic			3.32	4				Diagnostic			1.23	4
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)			2.69	48				Diagnostic			1.60	35				Diagnostic			2.55	58
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic			1.08	1				Diagnostic			6.03	3
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
		Total Service Order Cycle Time (offered) - Non-Mechanized																				
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)			2.83	16				Diagnostic			2.25	6				Diagnostic			2.33	8
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)			1.70	26				Diagnostic			1.46	24				Diagnostic			1.43	25
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)			5.38	10				Diagnostic			9.57	9				Diagnostic			4.05	11
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)			1.45	23				Diagnostic			1.14	20				Diagnostic			1.62	22
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic			2.94	1
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)			4.64	1				Diagnostic			3.98	3				Diagnostic			3.36	2
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)			4.21	1				Diagnostic			4.83	1				Diagnostic			6.17	1

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized				
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized				
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized				
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)				Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			1.38	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			10.04	1				Diagnostic			9.77	4				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.38	3				Diagnostic			3.97	3				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours																	
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			3.58%	335				Diagnostic			2.90%	310				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			8.14%	7,990				Diagnostic			11.62%	8,596				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			9.09%	33				Diagnostic			11.36%	44				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			6.42%	296				Diagnostic			7.89%	190				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic			0.00%	9				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			0.00%	5				Diagnostic			33.33%	6				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)	Diagnostic								Diagnostic			0.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)	Diagnostic			25.00%	4				Diagnostic			0.00%	3				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)	Diagnostic			0.00%	6				Diagnostic								Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic			0.00%	6				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			20.00%	5				Diagnostic			0.00%	6				Diagnostic
		Service Order Accuracy																	
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			98.86%	350				YES			98.80%	500				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)	>= 95%			98.56%	900				YES			99.00%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)	>= 95%			88.89%	9				NO			93.33%	15				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)	>= 95%																
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)	>= 95%			94.12%	170				NO			96.47%	170				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			95.56%	180				YES			96.11%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			87.50%	16				NO			81.25%	16				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			64.00%	25				NO			85.71%	21				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			86.11%	36				NO			92.16%	51				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			97.44%	39				YES			90.41%	73				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			80.00%	5				NO								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	22				YES			100.00%	9				YES
		Resale - Maintenance and Repair																	
		Missed Repair Appointments																	
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	9.17%	42,302	4.59%	719		0.01085	4.2180	YES	6.49%	46,382	2.35%	893		0.00832	4.9738	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	1.39%	19,504	2.17%	138		0.01002	-0.7780	YES	0.84%	20,290	0.59%	169		0.00704	0.3496	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	11.12%	5,369	14.06%	64		0.03953	-0.7445	YES	8.15%	5,435	10.39%	77		0.03140	-0.7129	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	1.53%	2,557	0.00%	21		0.02685	0.5680	YES	2.78%	2,630	0.00%	11		0.04963	0.5592	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	2.03%	1,033	0.00%	13		0.03939	0.5161	YES	2.83%	1,094	0.00%	16		0.04179	0.6781	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	0.66%	753	0.00%	11		0.02467	0.2692	YES	0.87%	1,032	0.00%	12		0.02700	0.3230	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	13.04%	115	0.00%	1		0.33824	0.3856	YES	6.80%	103	0.00%	1		0.25290	0.2687	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	5.71%	70	0.00%	1		0.23377	0.2444	YES	7.06%	85	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	9.92%	363	0.00%	1		0.29931	0.3313	YES	10.17%	482	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	3.14%	287	0.00%	0				YES	5.46%	348	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	21.05%	342	0.00%	9		0.13767	1.5292	YES	12.07%	439	0.00%	2		0.23091	0.5228	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	4.24%	236	0.00%	2		0.14304	0.2962	YES	3.54%	311	0.00%	3		0.10716	0.3301	YES
		Customer Trouble Report Rate																	
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.31%	1,834,905	2.52%	28,576		0.00091	-2.3277	NO	2.51%	1,844,412	3.01%	29,669		0.00093	-5.3355	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	1.06%	1,834,905	0.48%	28,576		0.00061	9.4370	YES	1.10%	1,844,412	0.57%	29,669		0.00061	8.6423	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.32%	407,016	1.52%	4,210		0.00178	-1.1301	YES	1.33%	409,694	1.60%	4,822		0.00167	-1.6198	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.63%	407,016	0.50%	4,210		0.00123	1.0540	YES	0.64%	409,694	0.23%	4,822		0.00116	3.5656	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	Design	0.53%	193,859	0.17%	7,717		0.00085	4.3005	YES	2.19%	49,929	0.21%	7,707		0.00181	10.9490	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	Design	0.39%	193,859	0.14%	7,717		0.00072	3.3988	YES	2.07%	49,929	0.16%	7,707		0.00176	10.8623	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	PBX	0.16%	70,098	0.12%	806		0.00143	0.2787	YES	0.14%	71,102	0.17%	584		0.00158	-0.1668	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	PBX	0.10%	70,098	0.12%	806		0.00112	-0.2163	YES	0.12%	71,102	0.00%	584		0.00144	0.8321	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	Centrex	0.45%	80,876	0.30%	329		0.00370	0.3915	YES	0.59%	81,226	0.00%	131		0.00674	0.8810	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	Centrex	0.35%	80,876	0.00%	329		0.00329	1.0783	YES	0.43%	81,226	0.00%	131		0.00572	0.7486	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	ISDN	0.24%	143,709	0.69%	1,307		0.00136	-3.3244	NO	0.30%	146,876	0.15%	1,322		0.00151	0.9773	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	ISDN	0.16%	143,709	0.15%	1,307		0.00113	0.0995	YES	0.21%	146,876	0.23%	1,322		0.00127	-0.1195	YES
		Maintenance Average Duration																	
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	Res	33.12	42,302	28.89	719	30.748	1.15641	3.6565	YES	30.51	46,382	28.37	893	27.668	0.93473	2.2840	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	Res	16.08	19,504	8.88	138	22.814	1.94889	3.6898	YES	11.79	20,290	5.94	169	19.291	1.49005	3.9262	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	Bus	11.48	5,369	12.22	64	20.119	2.52977	-0.2924	YES	10.44	5,435	8.82	77	13.683	1.57029	1.0314	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	Bus	3.07	2,557	2.67	21	8.283	1.81500	0.2244	YES	3.28	2,630	1.36	11	10.440	3.15421	0.6090	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	Design	5.80	1,033	5.52	13	6.837	1.90805	0.1446	YES	5.90	1,094	8.99	16	9.030	2.27391	-1.3561	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	Design	2.28	753	3.40	11	3.739	1.13551	-0.9795	YES	2.48	1,032	2.55	12	5.553	1.61229	-0.0429	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	PBX	11.84	115	4.73	1	16.716	16.78891	0.4233	YES	9.18	103	14.95	1	15.664	15.74029	-0.3663	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	PBX	5.32	70	5.95	1	6.401	6.44685	-0.0982	YES	4.39	85	0.00	0	8.320			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	Centrex	12.44	363	2.00	1	20.179	20.20692	0.5167	YES	12.11	482	0.00	0	17.164			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	Centrex	2.38	287	0.00	0	7.766			YES	5.72	348	0.00	0	50.531			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	ISDN	16.25	342	6.41	9	24.084	8.13287	1.2092	YES	12.36	439	1.65	2	17.589	12.46537	0.8590	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	ISDN	4.11	236	3.35	2	9.679	6.87280	0.1105	YES	4.06	311	3.21	3	9.595	5.56655	0.1544	YES
		% Repeat Troubles within 30 Days																	
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	Res	18.40%	42,302	11.27%	719		0.01457	4.8948	YES	19.19%	46,382	14.00%	893		0.01330	3.9017	YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic			1.29	1
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)								Diagnostic			3.69	1				Diagnostic			10.60	5
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)			2.96	3				Diagnostic			4.76	8				Diagnostic			7.27	7
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic				
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic				
		% Completions w/o Notice or < 24 hours																				
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)			3.26%	337				Diagnostic			4.44%	315				Diagnostic			3.14%	318
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)			9.08%	8,291				Diagnostic			9.45%	8,102				Diagnostic			10.21%	8,442
A.2.24.2.1	P-6	Business/Dispatch/TN (%)			16.67%	54				Diagnostic			5.56%	54				Diagnostic			10.42%	48
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)			8.57%	175				Diagnostic			5.46%	183				Diagnostic			8.78%	205
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)								Diagnostic								Diagnostic			0.00%	4
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)			0.00%	1				Diagnostic			0.00%	3				Diagnostic			50.00%	2
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)			0.00%	1				Diagnostic								Diagnostic				
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)			0.00%	2				Diagnostic			0.00%	4				Diagnostic			0.00%	3
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)								Diagnostic								Diagnostic			0.00%	1
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)								Diagnostic			0.00%	2				Diagnostic			0.00%	1
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)			0.00%	2				Diagnostic			33.33%	3				Diagnostic			0.00%	7
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)			0.00%	6				Diagnostic			0.00%	18				Diagnostic			7.14%	14
		Service Order Accuracy																				
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)			99.09%	220				YES			98.86%	525				YES			90.77%	195
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)			97.67%	900				YES			98.56%	900				YES			98.82%	170
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)			100.00%	14				YES			100.00%	6				YES			100.00%	14
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)																				
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)			93.33%	180				NO			94.44%	180				NO			88.82%	170
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)			96.47%	170				YES			97.22%	180				YES			96.11%	180
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)			100.00%	13				YES			76.92%	13				NO			77.78%	18
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)			63.64%	22				NO			91.89%	37				NO			92.59%	27
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)			91.67%	60				NO			96.47%	85				YES			80.49%	41
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)			96.61%	59				YES			91.36%	81				NO			91.43%	140
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)			100.00%	1				YES			100.00%	1				YES			100.00%	2
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)			50.00%	4				NO			88.89%	9				NO			92.31%	13
		Resale - Maintenance and Repair																				
		Missed Repair Appointments																				
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	8.07%	49,145	3.42%	878		0.00927	5.0158	YES	5.76%	38,864	1.86%	691		0.00894	4.3406	YES	5.61%	40,228	2.14%	701
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	1.00%	23,511	0.51%	197		0.00710	0.6867	YES	0.69%	18,312	0.00%	155		0.00669	1.0361	YES	0.94%	20,451	0.00%	176
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	8.45%	6,070	4.85%	103		0.02764	1.3014	YES	6.90%	5,001	8.75%	80		0.02856	-0.6482	YES	7.72%	5,179	10.23%	88
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	3.19%	2,540	4.55%	22		0.03762	-0.3605	YES	2.28%	2,014	0.00%	22		0.03202	0.7132	YES	2.31%	2,299	3.13%	32
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	1.77%	1,299	0.00%	16		0.03317	0.5338	YES	0.72%	1,109	0.00%	14		0.02276	0.3170	YES	1.30%	920	8.33%	12
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	0.36%	1,101	0.00%	19		0.01392	0.2610	YES	0.22%	904	0.00%	7		0.01783	0.1241	YES	0.62%	973	0.00%	7
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	4.65%	129	0.00%	3		0.12299	0.3782	YES	2.60%	77	0.00%	0				YES	2.22%	90	0.00%	2
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	1.12%	89	0.00%	4		0.05387	0.2086	YES	0.00%	71	0.00%	2		0.00000		YES	2.90%	69	0.00%	0
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	10.44%	450	0.00%	0				YES	7.34%	354	0.00%	0				YES	6.38%	423	0.00%	0
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	4.55%	308	0.00%	1		0.20864	0.2179	YES	3.61%	249	0.00%	0				YES	2.93%	307	0.00%	2
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	20.44%	455	0.00%	4		0.20251	1.0093	YES	9.14%	394	0.00%	2		0.20426	0.4473	YES	14.15%	431	0.00%	4
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	2.99%	334	0.00%	1		0.17068	0.1754	YES	1.83%	382	0.00%	5		0.06037	0.3035	YES	1.92%	365	0.00%	4
		Customer Trouble Report Rate																				
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	2.64%	1,858,747	2.92%	30,020		0.00095	-2.9675	NO	2.08%	1,868,222	2.23%	30,947		0.00083	-1.8458	NO	2.14%	1,877,589	2.24%	31,321
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	1.26%	1,858,747	0.66%	30,020		0.00065	9.3019	YES	0.98%	1,868,222	0.50%	30,947		0.00057	8.4473	YES	1.09%	1,877,589	0.56%	31,321
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	1.47%	413,067	1.94%	5,308		0.00167	-2.8126	NO	1.20%	417,656	1.39%	5,735		0.00145	-1.3579	YES	1.23%	421,270	1.45%	6,058
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	0.61%	413,067	0.41%	5,308		0.00108	1.8505	YES	0.48%	417,656	0.38%	5,735		0.00092	1.0680	YES	0.55%	421,270	0.53%	6,058
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)	2.28%	57,068	0.19%	8,536		0.00175	11.9301	YES	1.93%	57,544	0.15%	9,214		0.00156	11.3965	YES	1.59%	57,817	0.13%	9,245
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)	1.93%	57,068	0.22%	8,536		0.00161	10.5880	YES	1.57%	57,544	0.08%	9,214		0.00141	10.6299	YES	1.68%	57,817	0.08%	9,245
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)	0.18%	72,583	0.50%	602		0.00173	-1.8583	NO	0.10%	73,354	0.00%	638		0.00129	0.8148	YES	0.12%	74,702	0.28%	702
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)	0.12%	72,583	0.66%	602		0.00143	-3.7809	NO	0.10%	73,354	0.31%	638		0.00124	-1.7517	NO	0.09%	74,702	0.00%	702
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)	0.55%	82,021	0.00%	131		0.00648	0.8471	YES	0.43%	81,737	0.00%	133		0.00571	0.7583	YES	0.52%	81,103	0.00%	130
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)	0.38%	82,021	0.76%	131		0.00536	-0.7238	YES	0.30%	81,737	0.00%	133		0.00479	0.6360	YES	0.38%	81,103	1.54%	130
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)	0.24%	186,562	0.30%	1,350		0.00135	-0.3885	YES	0.21%	186,801	0.14%	1,392		0.00124	0.5442	YES	0.23%	189,478	0.29%	1,402
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)	0.18%	186,562	0.07%	1,350		0.00116	0.9081	YES	0.20%	186,801	0.36%	1,392		0.00122	-1.2716	YES	0.19%	189,478	0.29%	1,402
		Maintenance Average Duration																				
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	36.50	49,145	30.09	878	33.014	1.12409	5.7009	YES	27.50	38,864	23.07	691	28.015	1.07519	4.1188	YES	31.71	40,228	28.98	701
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	14.45	23,511	9.00	197	21.617	1.56068	3.4888	YES	10.18	18,312	6.49	155	18.442	1.48755	2.4771	YES	12.61	20,451	7.39	176
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	11.80	6,070	9.83	103	19.854	1.97283	1.0003	YES	10.88	5,001	10.79	80	14.945	1.68417	0.0547	YES	11.41	5,179	7.50	88
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	4.41	2,540	2.18	22	10.735	2.29857	0.9683	YES	4.13	2,014	4.36	22	23.411	5.01848	-0.0471	YES	4.34	2,299	4.34	32
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	5.49	1,299	4.24	16	5.879	1.47862	0.8450	YES	4.80	1,109	6.50	14	4.121	1.10843	-1.5335	YES	4.78	920	4.92	12
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	2.23	1,101	0.86	19	4.660	1.07821	1.2668	YES	2.20	904	2.49	7	2.875	1.09091	-0.2696	YES	2.12	973	5.82	7
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	7.29	129	5.89	3	6.365	3.71745	0.4295	YES	6.75	77	0.00	0	7.489			YES	6.52	90	1.88	2
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	3.47	89	2.61	4	5.049	2.58086	0.3306	YES	2.96	71	4.33	2	2.936	2.10540	-0.6473	YES	3.93	69	0.00	0
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	11.17	450	0.00	0	16.729			YES	12.00	354	0.00	0	16.788			YES	11.46	423	0.00	0
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	3.36	308	2.00	1	6.476	6.48671	0.2101	YES	4.01	249	0.00	0	7.525			YES	5.41	307	1.50	2
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	15.26	455	2.64	4	18.815	9.44877	1.3354	YES	11.16	394	4.95	2	15.403	10.91886	0.5688	YES	13.52	431	3.59	4
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	4.11	334	0.30	1	10.473	10.48894	0.3636	YES	3.46	382	5.98	5	9.032	4.06544	-0.6202	YES	2.66	365	2.62	4
		% Repeat Troubles within 30 Days																				
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)	19.56%	49,145	14.69%	878		0.01351	3.6071	YES	17.81%	38,864	10.85%	691		0.01468	4.7349	YES	18.57%	40,228	12.55%	701

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)				Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)				Diagnostic
		% Completions w/o Notice or < 24 hours				
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)				Diagnostic
		Service Order Accuracy				
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)				
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)				NO
		Resale - Maintenance and Repair				
		Missed Repair Appointments				
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)		0.00677	3.9606	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)		0.00730	1.2860	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)		0.02870	-0.6724	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)		0.02671	-0.3066	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)		0.03297	-2.1322	NO
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)		0.02970	0.2077	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)		0.10538	0.2109	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)		0.11967	0.2450	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)		0.17509	0.6063	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)		0.06895	0.2781	YES
		Customer Trouble Report Rate				
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)		0.00063	-1.1461	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)		0.00059	8.8679	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)		0.00143	-1.5560	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)		0.00096	0.1631	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)		0.00141	10.3432	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)		0.00145	11.0806	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)		0.00132	-1.2492	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)		0.00115	0.8015	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)		0.00634	0.8228	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)		0.00540	-2.1479	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)		0.00128	-0.4524	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)		0.00118	-0.7877	YES
		Maintenance Average Duration				
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)	29.726	1.13249	2.4103	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)	20.288	1.53585	3.4042	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)	16.354	1.75806	2.2259	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)	15.703	2.79523	-0.0018	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)	5.729	1.66466	-0.0835	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)	3.697	1.40238	-2.6367	NO
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)	5.715	4.08612	1.1367	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)	7.551			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)	14.666			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)	15.409	10.93121	0.3581	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)	19.631	9.86113	1.0074	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)	7.371	3.70567	0.0124	YES
		% Repeat Troubles within 30 Days				
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)		0.01482	4.0636	YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	Res	14.30%	19,504	13.04%	138		0.02991	0.4200	YES	15.41%	20,290	10.06%	169		0.02789	1.9176	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	Bus	13.86%	5,369	10.94%	64		0.04344	0.6721	YES	13.47%	5,435	14.29%	77		0.03918	-0.2086	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	Bus	10.25%	2,557	0.00%	21		0.08645	1.5420	YES	10.80%	2,630	27.27%	11		0.09377	-1.7568	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	Design	24.59%	1,033	7.69%	13		0.12018	1.4059	YES	28.15%	1,094	6.25%	16		0.11326	1.9340	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	Design	17.40%	753	27.27%	11		0.11513	-0.8578	YES	17.05%	1,032	16.67%	12		0.10920	0.0355	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	PBX	8.70%	115	0.00%	1		0.28299	0.3073	YES	16.50%	103	0.00%	1		0.37302	0.4425	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	5.71%	70	100.00%	1		0.23377	-4.0333	NO	8.24%	85	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	12.12%	363	0.00%	1		0.32682	0.3709	YES	16.80%	482	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	12.54%	287	0.00%	0				YES	8.91%	348	0.00%	0				YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	22.22%	342	11.11%	9		0.14039	0.7914	YES	20.27%	439	0.00%	2		0.28493	0.7115	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	14.41%	236	0.00%	2		0.24936	0.5778	YES	18.65%	311	0.00%	3		0.22596	0.8253	YES
	Out of Service > 24 hours																		
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	44.59%	28,031	42.07%	580		0.02085	1.2073	YES	41.04%	30,388	42.98%	712		0.01865	-1.0375	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	34.41%	7,205	20.55%	73		0.05588	2.4800	YES	21.79%	6,998	8.25%	97		0.04221	3.2091	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	10.72%	3,264	10.87%	46		0.04594	-0.0319	YES	7.39%	3,369	12.24%	49		0.03765	-1.2894	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	1.28%	1,017	0.00%	12		0.03262	0.3919	YES	1.45%	1,100	0.00%	3		0.06922	0.2101	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	2.03%	1,033	0.00%	13		0.03639	0.5181	YES	2.83%	1,094	0.00%	16		0.04179	0.6781	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	0.66%	753	0.00%	11		0.02467	0.2692	YES	0.87%	1,032	0.00%	12		0.02700	0.3230	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	13.33%	105	0.00%	1		0.34155	0.3904	YES	6.86%	102	0.00%	1		0.25406	0.2701	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	1.61%	62	0.00%	1		0.12698	0.1270	YES	5.26%	76	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	10.37%	241	0.00%	1		0.30555	0.3395	YES	10.47%	296	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	0.68%	146	0.00%	0				YES	2.42%	165	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	21.11%	341	0.00%	9		0.13782	1.5320	YES	11.85%	439	0.00%	2		0.22902	0.5172	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	4.24%	236	0.00%	2		0.14304	0.2962	YES	3.54%	311	0.00%	3		0.10716	0.3301	YES
	Resale - Billing																		
	Invoice Accuracy																		
A.4.1	B-1	TN (%)	BST - State	97.04%	$199,247,670	94.67%	$1,668,660		0.00013	179.7414	NO	91.42%	$202,916,330	99.02%	$1,742,159		0.00021	-356.6148	YES
	Mean Time to Deliver Invoices - CRIS																		
A.4.2	B-2	Region (business days)	BST - Region	4.05	1	3.81	1,946				YES	3.24	1	2.98	1,918				YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)	15.05%	23,511	10.66%	197		0.02558	1.7170	YES	14.26%	18,312	7.10%	155		0.02821	2.5408	YES	15.42%	20,451	12.50%	176
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)	13.41%	6,070	11.65%	103		0.03386	0.5197	YES	12.78%	5,001	12.50%	80		0.03762	0.0737	YES	14.29%	5,179	17.05%	88
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)	11.65%	2,540	9.09%	22		0.06870	0.3730	YES	10.97%	2,014	40.91%	22		0.06700	-4.4680	NO	11.57%	2,299	6.25%	32
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)	25.64%	1,299	37.50%	16		0.10962	-1.0803	YES	22.72%	1,109	14.29%	14		0.11270	0.7487	YES	19.24%	920	8.33%	12
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)	20.53%	1,101	21.05%	19		0.09346	-0.0563	YES	16.48%	904	0.00%	7		0.14077	1.1708	YES	18.60%	973	0.00%	7
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)	5.43%	129	33.33%	3		0.13230	-2.1093	NO	3.90%	77	0.00%	0				YES	7.78%	90	50.00%	2
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	3.37%	89	0.00%	4		0.09224	0.3654	YES	1.41%	71	0.00%	2		0.06449	0.1667	YES	5.80%	69	0.00%	0
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	14.44%	450	0.00%	0				YES	14.97%	354	0.00%	0				YES	14.89%	423	0.00%	0
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	7.79%	308	0.00%	1		0.26848	0.2902	YES	10.04%	249	0.00%	0				YES	12.70%	307	50.00%	2
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	25.05%	455	25.00%	4		0.21762	0.0025	YES	25.13%	394	0.00%	2		0.30748	0.8172	YES	17.87%	431	0.00%	4
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	19.46%	334	0.00%	1		0.39649	0.4908	YES	16.49%	382	0.00%	5		0.15705	0.9673	YES	18.90%	365	25.00%	4
	Out of Service > 24 hours																					
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	46.79%	32,633	47.12%	713		0.01892	0.8822	YES	34.46%	26,020	32.49%	554		0.02040	0.9641	YES	42.57%	26,143	40.49%	536
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	26.16%	8,873	14.81%	108		0.04354	3.0657	YES	16.27%	6,141	9.46%	74		0.04316	1.5774	YES	21.96%	7,395	12.22%	90
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	9.25%	3,710	2.82%	71		0.03470	1.8523	YES	7.15%	3,078	5.56%	54		0.03536	0.4502	YES	7.17%	3,136	3.85%	52
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	4.78%	1,087	0.00%	7		0.06093	0.5911	YES	2.70%	740	0.00%	15		0.04229	0.6391	YES	1.41%	922	0.00%	23
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	1.77%	1,299	0.00%	16		0.03317	0.5338	YES	0.72%	1,109	0.00%	14		0.02276	0.3170	YES	1.30%	920	8.33%	12
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	0.36%	1,101	0.00%	19		0.01392	0.2610	YES	0.22%	904	0.00%	7		0.01783	0.1241	YES	0.62%	973	0.00%	7
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	3.36%	119	0.00%	3		0.10536	0.3190	YES	2.74%	73	0.00%	0				YES	2.35%	85	0.00%	2
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	1.45%	69	0.00%	4		0.06146	0.2358	YES	0.00%	64	0.00%	2		0.00000		YES	3.45%	58	0.00%	0
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	8.37%	251	0.00%	0				YES	8.64%	220	0.00%	0				YES	9.49%	274	0.00%	0
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	1.69%	178	0.00%	1		0.12909	0.1306	YES	2.19%	137	0.00%	0				YES	2.03%	148	0.00%	0
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	20.44%	455	0.00%	4		0.20251	1.0093	YES	9.14%	394	0.00%	2		0.20426	0.4473	YES	13.72%	430	0.00%	4
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	3.00%	333	0.00%	1		0.17093	0.1757	YES	1.84%	381	0.00%	5		0.06045	0.3039	YES	1.92%	364	0.00%	4
	Resale - Billing																					
	Invoice Accuracy																					
A.4.1	B-1	TN (%)	97.89%	$200,304,646	99.94%	$1,734,630		0.00011	-187.1757	YES	98.14%	$198,400,142	99.41%	$1,773,976		0.00010	-124.7481	YES	98.50%	$199,477,357	99.55%	$1,849,464
	Mean Time to Deliver Invoices - CRIS																					
A.4.2	B-2	Region (business days)	4.42	1	3.34	1,877				YES	3.82	1	3.37	1,921				YES	3.47	1	3.16	1,855

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)		0.02734	1.0686	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)		0.03762	-0.7328	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)		0.05664	0.9344	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)		0.11453	0.9522	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)		0.14760	1.2803	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)		0.19147	-2.2051	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)		0.23624	-1.5787	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)		0.19242	0.9285	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)		0.19684	-0.3097	YES
	Out of Service > 24 hours					
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)		0.02157	0.9862	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)		0.04390	2.2182	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)		0.03806	0.9225	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)		0.02489	0.5865	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)		0.03297	-2.1322	NO
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)		0.02970	0.2077	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)		0.10844	0.2170	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)		0.17283	0.7939	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)		0.06904	0.2785	YES
	Resale - Billing					
	Invoice Accuracy					
A.4.1	B-1	TN (%)		0.00009	-117.5588	YES
	Mean Time to Deliver Invoices - CRIS					
A.4.2	B-2	Region (business days)				YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
	Unbundled Network Elements - Ordering																		
	% Rejected Service Requests - Mechanized																		
B.1.1.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			15.07%	16,484				Diagnostic			14.62%	23,570				Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			18.46%	428				Diagnostic			23.08%	169				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			3.61%	83				Diagnostic			15.09%	53				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic			19.42%	103				Diagnostic			17.65%	68				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			20.21%	386				Diagnostic			22.15%	456				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			3.33%	60				Diagnostic			13.21%	53				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			11.11%	9				Diagnostic			45.45%	11				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/TN (%)	Diagnostic			19.02%	205				Diagnostic			13.64%	198				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic			9.88%	415				Diagnostic			13.07%	482				Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/TN (%)	Diagnostic			4.04%	223				Diagnostic			8.43%	166				Diagnostic
	% Rejected Service Requests - Partially Mechanized																		
B.1.2.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			34.83%	2,986				Diagnostic			32.30%	3,954				Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic			50.00%	6				Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			16.00%	25				Diagnostic			13.33%	15				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	3				Diagnostic			10.00%	10				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic			41.94%	31				Diagnostic			45.00%	20				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			11.29%	62				Diagnostic			25.58%	86				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			33.33%	21				Diagnostic			29.63%	27				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			30.28%	109				Diagnostic			13.49%	126				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/TN (%)	Diagnostic			21.74%	115				Diagnostic			19.32%	88				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic			39.01%	182				Diagnostic			35.16%	128				Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/TN (%)	Diagnostic			37.17%	113				Diagnostic			21.88%	192				Diagnostic
	% Rejected Service Requests - Non-Mechanized																		
B.1.3.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic			100.00%	3				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			48.79%	248				Diagnostic			55.99%	459				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic			41.03%	39				Diagnostic			28.85%	52				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			18.18%	11				Diagnostic			12.50%	8				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	12				Diagnostic			0.00%	5				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			0.00%	1				Diagnostic			100.00%	2				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			29.63%	27				Diagnostic			45.83%	24				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			55.00%	40				Diagnostic			48.98%	49				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic			0.00%	1				Diagnostic			50.00%	2				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic			33.33%	3				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			41.94%	31				Diagnostic			40.91%	22				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic			66.67%	6				Diagnostic
B.1.3.14	O-7	Other Design/TN (%)	Diagnostic			38.36%	73				Diagnostic			36.96%	92				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			35.69%	664				Diagnostic			32.81%	707				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic			33.33%	18				Diagnostic			16.22%	37				Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			13.89%	252				Diagnostic			22.69%	432				Diagnostic
	Reject Interval - Mechanized																		
B.1.4.1	O-8	Switch Ports/TN (%)	>= 97% w in 1 hr																
B.1.4.2	O-8	Local Interoffice Transport/TN (%)	>= 97% w in 1 hr																
B.1.4.3	O-8	Loop + Port Combinations/TN (%)	>= 97% w in 1 hr			96.08%	2,498				NO			95.90%	3,463				NO
B.1.4.4	O-8	Combo Other/TN (%)	>= 97% w in 1 hr																
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 97% w in 1 hr			100.00%	79				YES			97.44%	39				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 97% w in 1 hr			66.67%	3				NO			87.50%	8				NO
B.1.4.7	O-8	Line Sharing/TN (%)	>= 97% w in 1 hr			76.19%	21				NO			58.33%	12				NO
B.1.4.8	O-8	2W Analog Loop Design/TN (%)	>= 97% w in 1 hr			81.01%	79				NO			73.53%	102				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 97% w in 1 hr			100.00%	2				YES			71.43%	7				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 97% w in 1 hr																
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 97% w in 1 hr																
B.1.4.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 97% w in 1 hr			100.00%	1				YES			60.00%	5				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 97% w in 1 hr																
B.1.4.14	O-8	Other Design/TN (%)	>= 97% w in 1 hr			72.50%	40				NO			77.78%	27				NO
B.1.4.15	O-8	Other Non-Design/TN (%)	>= 97% w in 1 hr			72.09%	43				NO			68.18%	66				NO
B.1.4.16	O-8	INP Standalone/TN (%)	>= 97% w in 1 hr																
B.1.4.17	O-14	LNP Standalone/TN (%)	>= 97% w in 1 hr			100.00%	9				YES			100.00%	14				YES
	Reject Interval - Partially Mechanized - 10 hours																		
B.1.7.1	O-8	Switch Ports/TN (%)	>= 85% w in 10 hrs																
B.1.7.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs																
B.1.7.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			96.19%	1,051				YES			96.30%	1,299				YES
B.1.7.4	O-8	Combo Other/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES								

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
	Unbundled Network Elements - Ordering																						
	% Rejected Service Requests - Mechanized																						
B.1.1.1	O-7	Switch Ports/TN (%)								Diagnostic								Diagnostic					
B.1.1.2	O-7	Local Interoffice Transport/TN (%)								Diagnostic								Diagnostic					
B.1.1.3	O-7	Loop + Port Combinations/TN (%)			14.48%	12,789				Diagnostic			17.45%	6,149				Diagnostic			29.84%	7,872	
B.1.1.4	O-7	Combo Other/TN (%)								Diagnostic			3.23%	31				Diagnostic					
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			21.43%	154				Diagnostic			14.53%	296				Diagnostic			26.18%	191	
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)			8.70%	92				Diagnostic			10.17%	59				Diagnostic			9.76%	41	
B.1.1.7	O-7	Line Sharing/TN (%)			27.66%	94				Diagnostic			22.37%	76				Diagnostic			17.07%	82	
B.1.1.8	O-7	2W Analog Loop Design/TN (%)			13.00%	400				Diagnostic			15.64%	569				Diagnostic			18.64%	676	
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)			6.12%	49				Diagnostic			10.42%	48				Diagnostic			2.27%	44	
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)								Diagnostic								Diagnostic					
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)								Diagnostic								Diagnostic					
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)			36.36%	11				Diagnostic			64.71%	17				Diagnostic			35.00%	20	
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)								Diagnostic								Diagnostic					
B.1.1.14	O-7	Other Design/TN (%)			10.18%	167				Diagnostic			8.49%	212				Diagnostic			12.00%	175	
B.1.1.15	O-7	Other Non-Design/TN (%)			22.26%	337				Diagnostic			22.67%	300				Diagnostic			26.91%	327	
B.1.1.16	O-7	INP Standalone/TN (%)								Diagnostic			100.00%	2				Diagnostic					
B.1.1.17	O-13	LNP Standalone/TN (%)			14.14%	198				Diagnostic			7.87%	127				Diagnostic			12.04%	108	
	% Rejected Service Requests - Partially Mechanized																						
B.1.2.1	O-7	Switch Ports/TN (%)								Diagnostic								Diagnostic					
B.1.2.2	O-7	Local Interoffice Transport/TN (%)								Diagnostic								Diagnostic					
B.1.2.3	O-7	Loop + Port Combinations/TN (%)			32.73%	3,025				Diagnostic			36.28%	2,230				Diagnostic			40.87%	4,752	
B.1.2.4	O-7	Combo Other/TN (%)			0.00%	2				Diagnostic			33.33%	3				Diagnostic					
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			8.00%	25				Diagnostic			28.57%	7				Diagnostic			3.57%	28	
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)			0.00%	9				Diagnostic			0.00%	9				Diagnostic			4.88%	82	
B.1.2.7	O-7	Line Sharing/TN (%)			34.48%	29				Diagnostic			36.84%	19				Diagnostic			61.54%	13	
B.1.2.8	O-7	2W Analog Loop Design/TN (%)			17.65%	51				Diagnostic			17.33%	75				Diagnostic			25.62%	121	
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)			26.32%	19				Diagnostic			33.33%	12				Diagnostic			0.00%	2	
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)								Diagnostic								Diagnostic					
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)								Diagnostic								Diagnostic					
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)			13.43%	134				Diagnostic			20.83%	120				Diagnostic			18.06%	144	
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)								Diagnostic								Diagnostic					
B.1.2.14	O-7	Other Design/TN (%)			22.89%	83				Diagnostic			13.51%	74				Diagnostic			28.77%	73	
B.1.2.15	O-7	Other Non-Design/TN (%)			28.00%	125				Diagnostic			35.14%	111				Diagnostic			36.43%	140	
B.1.2.16	O-7	INP Standalone/TN (%)								Diagnostic								Diagnostic					
B.1.2.17	O-13	LNP Standalone/TN (%)			17.33%	150				Diagnostic			11.18%	170				Diagnostic			32.52%	163	
	% Rejected Service Requests - Non-Mechanized																						
B.1.3.1	O-7	Switch Ports/TN (%)								Diagnostic			0.00%	1				Diagnostic					
B.1.3.2	O-7	Local Interoffice Transport/TN (%)								Diagnostic								Diagnostic			57.69%	26	
B.1.3.3	O-7	Loop + Port Combinations/TN (%)			50.30%	330				Diagnostic			47.57%	267				Diagnostic			47.74%	243	
B.1.3.4	O-7	Combo Other/TN (%)			28.07%	57				Diagnostic			42.50%	40				Diagnostic			57.14%	14	
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			33.33%	24				Diagnostic			14.29%	28				Diagnostic			29.55%	44	
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)			29.41%	17				Diagnostic			21.74%	23				Diagnostic			24.00%	25	
B.1.3.7	O-7	Line Sharing/TN (%)			60.00%	5				Diagnostic			28.57%	7				Diagnostic			30.00%	10	
B.1.3.8	O-7	2W Analog Loop Design/TN (%)			43.64%	55				Diagnostic			31.91%	47				Diagnostic			31.37%	51	
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)			56.52%	46				Diagnostic			64.10%	39				Diagnostic			47.14%	70	
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)								Diagnostic								Diagnostic					
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)								Diagnostic			100.00%	1				Diagnostic					
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)			43.75%	16				Diagnostic			36.36%	33				Diagnostic			28.57%	42	
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)			71.43%	7				Diagnostic								Diagnostic					
B.1.3.14	O-7	Other Design/TN (%)			28.57%	70				Diagnostic			38.06%	134				Diagnostic			30.11%	176	
B.1.3.15	O-7	Other Non-Design/TN (%)			34.89%	662				Diagnostic			25.04%	615				Diagnostic			31.96%	751	
B.1.3.16	O-7	INP Standalone/TN (%)			16.67%	18				Diagnostic			33.33%	21				Diagnostic			26.67%	15	
B.1.3.17	O-13	LNP Standalone/TN (%)			22.33%	403				Diagnostic			20.60%	403				Diagnostic			26.67%	345	
	Reject Interval - Mechanized																						
B.1.4.1	O-8	Switch Ports/TN (%)																					
B.1.4.2	O-8	Local Interoffice Transport/TN (%)																					
B.1.4.3	O-8	Loop + Port Combinations/TN (%)			93.54%	1,873				NO			93.78%	1,077				NO			95.75%	2,351	
B.1.4.4	O-8	Combo Other/TN (%)											0.00%	1				NO					
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)			93.94%	33				NO			97.67%	43				YES			100.00%	51	
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)			100.00%	8				YES			85.71%	7				NO			0.00%	4	
B.1.4.7	O-8	Line Sharing/TN (%)			84.62%	26				NO			58.82%	17				NO			71.43%	14	
B.1.4.8	O-8	2W Analog Loop Design/TN (%)			75.00%	52				NO			65.93%	91				NO			78.91%	128	
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)			75.00%	4				NO			16.67%	6				NO			50.00%	2	
B.1.4.10	O-8	2W Analog Loop w/INP Design/TN (%)																					
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)																					
B.1.4.12	O-14	2W Analog Loop w/LNP Design/TN (%)			25.00%	4				NO			100.00%	11				YES			71.43%	7	
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)																					
B.1.4.14	O-8	Other Design/TN (%)			66.67%	18				NO			50.00%	18				NO			71.43%	21	
B.1.4.15	O-8	Other Non-Design/TN (%)			85.33%	75				NO			75.00%	68				NO			79.55%	88	
B.1.4.16	O-8	INP Standalone/TN (%)											0.00%	2				NO					
B.1.4.17	O-14	LNP Standalone/TN (%)			82.76%	29				NO			100.00%	10				YES			100.00%	13	
	Reject Interval - Partially Mechanized - 10 hours																						
B.1.7.1	O-8	Switch Ports/TN (%)																					
B.1.7.2	O-8	Local Interoffice Transport/TN (%)																					
B.1.7.3	O-8	Loop + Port Combinations/TN (%)			96.70%	1,001				YES			97.57%	824				YES			76.27%	1,951	
B.1.7.4	O-8	Combo Other/TN (%)											100.00%	1				YES					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
	Unbundled Network Elements - Ordering				
	% Rejected Service Requests - Mechanized				
B.1.1.1	O-7	Switch Ports/TN (%)			Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/TN (%)			Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN (%)			Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)			Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)			Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)			Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)			Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)			Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)			Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)			Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)			Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)			Diagnostic
B.1.1.14	O-7	Other Design/TN (%)			Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)			Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)			Diagnostic
B.1.1.17	O-13	LNP Standalone/TN (%)			Diagnostic
	% Rejected Service Requests - Partially Mechanized				
B.1.2.1	O-7	Switch Ports/TN (%)			Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/TN (%)			Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN (%)			Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)			Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)			Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)			Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)			Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)			Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)			Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)			Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)			Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)			Diagnostic
B.1.2.14	O-7	Other Design/TN (%)			Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)			Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)			Diagnostic
B.1.2.17	O-13	LNP Standalone/TN (%)			Diagnostic
	% Rejected Service Requests - Non-Mechanized				
B.1.3.1	O-7	Switch Ports/TN (%)			Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN (%)			Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)			Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)			Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)			Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)			Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)			Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)			Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)			Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)			Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)			Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)			Diagnostic
B.1.3.14	O-7	Other Design/TN (%)			Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)			Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)			Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)			Diagnostic
	Reject Interval - Mechanized				
B.1.4.1	O-8	Switch Ports/TN (%)			
B.1.4.2	O-8	Local Interoffice Transport/TN (%)			
B.1.4.3	O-8	Loop + Port Combinations/TN (%)			NO
B.1.4.4	O-8	Combo Other/TN (%)			
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)			NO
B.1.4.7	O-8	Line Sharing/TN (%)			NO
B.1.4.8	O-8	2W Analog Loop Design/TN (%)			NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)			NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/TN (%)			
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.4.12	O-14	2W Analog Loop w/LNP Design/TN (%)			NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)			
B.1.4.14	O-8	Other Design/TN (%)			NO
B.1.4.15	O-8	Other Non-Design/TN (%)			NO
B.1.4.16	O-8	INP Standalone/TN (%)			
B.1.4.17	O-14	LNP Standalone/TN (%)			YES
	Reject Interval - Partially Mechanized - 10 hours				
B.1.7.1	O-8	Switch Ports/TN (%)			
B.1.7.2	O-8	Local Interoffice Transport/TN (%)			
B.1.7.3	O-8	Loop + Port Combinations/TN (%)			NO
B.1.7.4	O-8	Combo Other/TN (%)			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			50.00%	4				NO			100.00%	2				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs											100.00%	1				YES
B.1.7.7	O-8	Line Sharing/TN (%)	>= 85% w in 10 hrs			100.00%	13				YES			91.67%	12				YES
B.1.7.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			100.00%	7				YES			73.91%	23				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			100.00%	8				YES			87.50%	8				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs																
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs																
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			93.94%	33				YES			100.00%	18				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 10 hrs																
B.1.7.14	O-8	Other Design/TN (%)	>= 85% w in 10 hrs			92.31%	26				YES			85.00%	20				YES
B.1.7.15	O-8	Other Non-Design/TN (%)	>= 85% w in 10 hrs			94.59%	74				YES			97.83%	46				YES
B.1.7.16	O-8	INP Standalone/TN (%)	>= 85% w in 10 hrs																
B.1.7.17	O-14	LNP Standalone/TN (%)	>= 85% w in 10 hrs			92.86%	42				YES			90.91%	44				YES
		Reject Interval - Non-Mechanized																	
B.1.8.1	O-8	Switch Ports/TN (%)	>= 85% w in 24 hrs																
B.1.8.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 24 hrs											100.00%	3				YES
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			97.64%	127				YES			96.93%	261				YES
B.1.8.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs			100.00%	17				YES			100.00%	15				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			100.00%	2				YES			100.00%	1				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 24 hrs																
B.1.8.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs											100.00%	2				YES
B.1.8.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			100.00%	9				YES			100.00%	11				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			100.00%	24				YES			100.00%	26				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 24 hrs											100.00%	1				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 24 hrs											100.00%	1				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 24 hrs			100.00%	17				YES			100.00%	9				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 24 hrs											75.00%	4				NO
B.1.8.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			100.00%	28				YES			100.00%	35				YES
B.1.8.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			99.16%	238				YES			99.15%	234				YES
B.1.8.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs			100.00%	6				YES			100.00%	6				YES
B.1.8.17	O-14	LNP Standalone/TN (%)	>= 85% w in 24 hrs			97.14%	35				YES			100.00%	99				YES
		FOC Timeliness - Mechanized																	
B.1.9.1	O-9	Switch Ports/TN (%)	>= 95% w in 3 hrs																
B.1.9.2	O-9	Local Interoffice Transport/TN (%)	>= 95% w in 3 hrs																
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			98.91%	13,988				YES			98.20%	20,064				YES
B.1.9.4	O-9	Combo Other/TN (%)	>= 95% w in 3 hrs																
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 3 hrs			93.55%	186				NO			96.88%	128				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			97.22%	72				YES			95.00%	40				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs			100.00%	85				YES			100.00%	61				YES
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			96.86%	318				YES			97.55%	367				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs			100.00%	55				YES			100.00%	47				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 95% w in 3 hrs																
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 95% w in 3 hrs																
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 95% w in 3 hrs			100.00%	7				YES			100.00%	4				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95% w in 3 hrs																
B.1.9.14	O-9	Other Design/TN (%)	>= 95% w in 3 hrs			99.39%	165				YES			98.21%	168				YES
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			98.42%	379				YES			87.22%	407				NO
B.1.9.16	O-9	INP Standalone/TN (%)	>= 95% w in 3 hrs																
B.1.9.17	O-15	LNP Standalone/TN (%)	>= 95% w in 3 hrs			95.81%	215				YES			100.00%	149				YES
		FOC Timeliness - Partially Mechanized - 10 hours																	
B.1.12.1	O-9	Switch Ports/TN (%)	>= 85% w in 10 hrs																
B.1.12.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 10 hrs																
B.1.12.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 10 hrs			91.60%	2,298				YES			91.23%	3,183				YES
B.1.12.4	O-9	Combo Other/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 10 hrs			95.65%	23				YES			92.86%	14				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 10 hrs			100.00%	3				YES			100.00%	8				YES
B.1.12.7	O-9	Line Sharing/TN (%)	>= 85% w in 10 hrs			100.00%	17				YES			91.67%	12				YES
B.1.12.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 10 hrs			100.00%	55				YES			92.96%	71				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 10 hrs			90.00%	20				YES			95.65%	23				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 10 hrs																
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 10 hrs																
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 10 hrs			85.71%	77				YES			96.43%	112				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 10 hrs																
B.1.12.14	O-9	Other Design/TN (%)	>= 85% w in 10 hrs			91.58%	95				YES			93.33%	75				YES
B.1.12.15	O-9	Other Non-Design/TN (%)	>= 85% w in 10 hrs			92.37%	131				YES			86.36%	88				YES
B.1.12.16	O-9	INP Standalone/TN (%)	>= 85% w in 10 hrs																
B.1.12.17	O-15	LNP Standalone/TN (%)	>= 85% w in 10 hrs			90.67%	75				YES			92.90%	155				YES
		FOC Timeliness - Non-Mechanized																	
B.1.13.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs																
B.1.13.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs																
B.1.13.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs			96.18%	131				YES			95.85%	193				YES
B.1.13.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs			100.00%	24				YES			91.89%	37				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs			100.00%	8				YES			100.00%	7				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs			100.00%	12				YES			100.00%	5				YES
B.1.13.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs			100.00%	1				YES								
B.1.13.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs			100.00%	16				YES			100.00%	15				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	18				YES			100.00%	22				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 36 hrs											100.00%	1				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 36 hrs											100.00%	1				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 36 hrs			100.00%	16				YES			91.67%	12				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs											66.67%	3				NO

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)			100.00%	2				YES			50.00%	2				NO			100.00%	1	
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/TN (%)																			100.00%	4	
B.1.7.7	O-8	Line Sharing/TN (%)			90.00%	10				YES			75.00%	8				NO			75.00%	8	
B.1.7.8	O-8	2W Analog Loop Design/TN (%)			77.78%	9				NO			84.62%	13				NO			100.00%	31	
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)			100.00%	5				YES			60.00%	5				NO					
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)																					
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)																					
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)			100.00%	18				YES			92.00%	25				YES			96.15%	26	
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)																					
B.1.7.14	O-8	Other Design/TN (%)			95.00%	20				YES			100.00%	13				YES			76.19%	21	
B.1.7.15	O-8	Other Non-Design/TN (%)			97.14%	35				YES			100.00%	39				YES			94.12%	51	
B.1.7.16	O-8	INP Standalone/TN (%)																					
B.1.7.17	O-14	LNP Standalone/TN (%)			85.71%	28				YES			74.07%	27				NO			94.34%	53	
	Reject Interval - Non-Mechanized																						
B.1.8.1	O-8	Switch Ports/TN (%)																					
B.1.8.2	O-8	Local Interoffice Transport/TN (%)																			100.00%	15	
B.1.8.3	O-8	Loop + Port Combinations/TN (%)			96.45%	169				YES			93.08%	130				YES			95.69%	116	
B.1.8.4	O-8	Combo Other/TN (%)			100.00%	16				YES			94.12%	17				YES			100.00%	8	
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)			100.00%	8				YES			100.00%	4				YES			100.00%	13	
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)			100.00%	5				YES			100.00%	5				YES			100.00%	6	
B.1.8.7	O-8	Line Sharing/TN (%)			100.00%	3				YES			100.00%	2				YES			100.00%	3	
B.1.8.8	O-8	2W Analog Loop Design/TN (%)			100.00%	25				YES			100.00%	15				YES			100.00%	16	
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)			100.00%	27				YES			100.00%	30				YES			100.00%	33	
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)																					
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)											100.00%	1				YES					
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)			100.00%	7				YES			91.67%	12				YES			100.00%	12	
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)			100.00%	5				YES													
B.1.8.14	O-8	Other Design/TN (%)			100.00%	20				YES			100.00%	53				YES			98.11%	53	
B.1.8.15	O-8	Other Non-Design/TN (%)			100.00%	231				YES			98.75%	160				YES			99.60%	252	
B.1.8.16	O-8	INP Standalone/TN (%)			100.00%	3				YES			100.00%	7				YES			100.00%	4	
B.1.8.17	O-14	LNP Standalone/TN (%)			100.00%	92				YES			100.00%	85				YES			98.92%	93	
	FOC Timeliness - Mechanized																						
B.1.9.1	O-9	Switch Ports/TN (%)																					
B.1.9.2	O-9	Local Interoffice Transport/TN (%)																					
B.1.9.3	O-9	Loop + Port Combinations/TN (%)			98.89%	10,939				YES			97.21%	5,084				YES			99.24%	5,374	
B.1.9.4	O-9	Combo Other/TN (%)											25.00%	4				NO					
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)			98.25%	114				YES			94.23%	208				NO			97.83%	138	
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)			98.77%	81				YES			96.15%	52				YES			100.00%	32	
B.1.9.7	O-9	Line Sharing/TN (%)			100.00%	70				YES			96.77%	62				YES			98.57%	70	
B.1.9.8	O-9	2W Analog Loop Design/TN (%)			99.44%	356				YES			98.99%	497				YES			98.90%	545	
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)			100.00%	46				YES			100.00%	46				YES			100.00%	42	
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)																					
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)																					
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)			100.00%	7				YES			100.00%	6				YES			100.00%	13	
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)																					
B.1.9.14	O-9	Other Design/TN (%)			99.34%	151				YES			99.48%	194				YES			98.63%	146	
B.1.9.15	O-9	Other Non-Design/TN (%)			78.24%	239				NO			71.70%	212				NO			75.42%	236	
B.1.9.16	O-9	INP Standalone/TN (%)																					
B.1.9.17	O-15	LNP Standalone/TN (%)			98.82%	170				YES			96.52%	115				YES			95.51%	89	
	FOC Timeliness - Partially Mechanized - 10 hours																						
B.1.12.1	O-9	Switch Ports/TN (%)																					
B.1.12.2	O-9	Local Interoffice Transport/TN (%)																					
B.1.12.3	O-9	Loop + Port Combinations/TN (%)			93.33%	2,220				YES			89.96%	1,733				YES			76.14%	3,122	
B.1.12.4	O-9	Combo Other/TN (%)			100.00%	2				YES			100.00%	2				YES					
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)			100.00%	19				YES			100.00%	3				YES			96.00%	25	
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)			80.00%	5				NO			81.82%	11				NO			92.59%	81	
B.1.12.7	O-9	Line Sharing/TN (%)			94.44%	18				YES			92.31%	13				YES			87.50%	8	
B.1.12.8	O-9	2W Analog Loop Design/TN (%)			100.00%	47				YES			98.51%	67				YES			95.70%	93	
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)			93.33%	15				YES			100.00%	9				YES			100.00%	2	
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN (%)																					
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)																					
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN (%)			96.49%	114				YES			95.74%	94				YES			92.62%	122	
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)																					
B.1.12.14	O-9	Other Design/TN (%)			95.38%	65				YES			95.38%	65				YES			96.15%	52	
B.1.12.15	O-9	Other Non-Design/TN (%)			71.43%	91				NO			75.68%	74				NO			65.56%	90	
B.1.12.16	O-9	INP Standalone/TN (%)																					
B.1.12.17	O-15	LNP Standalone/TN (%)			89.92%	129				YES			87.42%	159				YES			90.09%	111	
	FOC Timeliness - Non-Mechanized																						
B.1.13.1	O-9	Switch Ports/TN (%)											100.00%	1				YES					
B.1.13.2	O-9	Local Interoffice Transport/TN (%)																			100.00%	13	
B.1.13.3	O-9	Loop + Port Combinations/TN (%)			97.39%	153				YES			97.08%	137				YES			99.15%	118	
B.1.13.4	O-9	Combo Other/TN (%)			100.00%	40				YES			96.00%	25				YES			100.00%	8	
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)			100.00%	15				YES			100.00%	25				YES			100.00%	33	
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)			100.00%	12				YES			100.00%	18				YES			100.00%	20	
B.1.13.7	O-9	Line Sharing/TN (%)			100.00%	2				YES			100.00%	6				YES			100.00%	6	
B.1.13.8	O-9	2W Analog Loop Design/TN (%)			100.00%	28				YES			93.55%	31				YES			100.00%	36	
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)			100.00%	15				YES			100.00%	12				YES			100.00%	28	
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)																					
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)																					
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN (%)			100.00%	9				YES			100.00%	23				YES			96.43%	28	
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)			100.00%	2				YES													

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/TN (%)			YES
B.1.7.7	O-8	Line Sharing/TN (%)			NO
B.1.7.8	O-8	2W Analog Loop Design/TN (%)			YES
B.1.7.9	O-8	2W Analog Loop Non-Design/TN (%)			
B.1.7.10	O-8	2W Analog Loop w/INP Design/TN (%)			
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.7.12	O-14	2W Analog Loop w/LNP Design/TN (%)			YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)			
B.1.7.14	O-8	Other Design/TN (%)			NO
B.1.7.15	O-8	Other Non-Design/TN (%)			YES
B.1.7.16	O-8	INP Standalone/TN (%)			
B.1.7.17	O-14	LNP Standalone/TN (%)			YES
	Reject Interval - Non-Mechanized				
B.1.8.1	O-8	Switch Ports/TN (%)			
B.1.8.2	O-8	Local Interoffice Transport/TN (%)			YES
B.1.8.3	O-8	Loop + Port Combinations/TN (%)			YES
B.1.8.4	O-8	Combo Other/TN (%)			YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)			YES
B.1.8.7	O-8	Line Sharing/TN (%)			YES
B.1.8.8	O-8	2W Analog Loop Design/TN (%)			YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)			YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)			
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)			YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)			
B.1.8.14	O-8	Other Design/TN (%)			YES
B.1.8.15	O-8	Other Non-Design/TN (%)			YES
B.1.8.16	O-8	INP Standalone/TN (%)			YES
B.1.8.17	O-14	LNP Standalone/TN (%)			YES
	FOC Timeliness - Mechanized				
B.1.9.1	O-9	Switch Ports/TN (%)			
B.1.9.2	O-9	Local Interoffice Transport/TN (%)			
B.1.9.3	O-9	Loop + Port Combinations/TN (%)			YES
B.1.9.4	O-9	Combo Other/TN (%)			
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)			YES
B.1.9.7	O-9	Line Sharing/TN (%)			YES
B.1.9.8	O-9	2W Analog Loop Design/TN (%)			YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)			YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)			
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)			YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)			
B.1.9.14	O-9	Other Design/TN (%)			YES
B.1.9.15	O-9	Other Non-Design/TN (%)			NO
B.1.9.16	O-9	INP Standalone/TN (%)			
B.1.9.17	O-15	LNP Standalone/TN (%)			YES
	FOC Timeliness - Partially Mechanized - 10 hours				
B.1.12.1	O-9	Switch Ports/TN (%)			
B.1.12.2	O-9	Local Interoffice Transport/TN (%)			
B.1.12.3	O-9	Loop + Port Combinations/TN (%)			NO
B.1.12.4	O-9	Combo Other/TN (%)			
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN (%)			YES
B.1.12.7	O-9	Line Sharing/TN (%)			YES
B.1.12.8	O-9	2W Analog Loop Design/TN (%)			YES
B.1.12.9	O-9	2W Analog Loop Non-Design/TN (%)			YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN (%)			
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN (%)			YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)			
B.1.12.14	O-9	Other Design/TN (%)			YES
B.1.12.15	O-9	Other Non-Design/TN (%)			NO
B.1.12.16	O-9	INP Standalone/TN (%)			
B.1.12.17	O-15	LNP Standalone/TN (%)			YES
	FOC Timeliness - Non-Mechanized				
B.1.13.1	O-9	Switch Ports/TN (%)			
B.1.13.2	O-9	Local Interoffice Transport/TN (%)			YES
B.1.13.3	O-9	Loop + Port Combinations/TN (%)			YES
B.1.13.4	O-9	Combo Other/TN (%)			YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)			YES
B.1.13.7	O-9	Line Sharing/TN (%)			YES
B.1.13.8	O-9	2W Analog Loop Design/TN (%)			YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)			YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)			
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN (%)			YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.1.13.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs			100.00%	45				YES			100.00%	59				YES
B.1.13.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs			100.00%	423				YES			99.79%	480				YES
B.1.13.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs			100.00%	10				YES			100.00%	24				YES
B.1.13.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs			99.53%	215				YES			99.70%	337				YES
	FOC & Reject Response Completeness - Mechanized																		
B.1.14.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%																
B.1.14.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%																
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%																
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%																
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			99.89%	10,402				YES			99.50%	18,718				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.80%	6,082				YES			99.90%	4,852				YES
B.1.14.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%																
B.1.14.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%																
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	176				YES			100.00%	135				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			35.32%	252				NO			94.12%	34				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	21				YES			100.00%	23				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			87.10%	62				NO			83.33%	30				NO
B.1.14.7.1	O-11	Line Shanng/EDI/TN (%)	>= 95%			97.75%	89				YES			100.00%	53				YES
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	14				YES			100.00%	15				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			98.82%	254				YES			99.28%	278				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			99.24%	132				YES			98.31%	178				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%																
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			95.00%	60				YES			98.11%	53				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%																
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%																
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%																
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%																
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	7				YES			100.00%	5				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			50.00%	2				NO			66.67%	6				NO
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%																
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%																
B.1.14.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			99.24%	131				YES			98.96%	96				YES
B.1.14.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.30%	74				YES			96.08%	102				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	201				YES			98.09%	209				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			100.00%	214				YES			93.41%	273				NO
B.1.14.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%																
B.1.14.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%																
B.1.14.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			99.22%	129				YES			98.94%	94				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	94				YES			97.22%	72				YES
	FOC & Reject Response Completeness - Partially Mechanized																		
B.1.15.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%																
B.1.15.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%																
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%																
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%																
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			100.00%	1,137				YES			99.79%	1,907				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.95%	1,849				YES			99.80%	2,047				YES
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	6				YES								
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%																
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			100.00%	17				YES			100.00%	10				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			100.00%	8				YES			100.00%	5				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	1				YES			100.00%	6				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	2				YES			50.00%	4				NO
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	28				YES			100.00%	15				YES
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	3				YES			100.00%	5				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	31				YES			100.00%	56				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	31				YES			100.00%	30				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%																
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			100.00%	21				YES			100.00%	27				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%																
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%																
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%																
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%																
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			100.00%	50				YES			100.00%	50				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	59				YES			100.00%	76				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%																
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%																
B.1.15.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			100.00%	80				YES			100.00%	45				YES
B.1.15.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			100.00%	35				YES			100.00%	43				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			100.00%	22				YES			100.00%	31				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			99.38%	160				YES			97.94%	97				YES
B.1.15.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%																
B.1.15.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%																
B.1.15.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			100.00%	77				YES			100.00%	140				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			100.00%	36				YES			100.00%	52				YES
	FOC & Reject Response Completeness - Non-Mechanized																		
B.1.16.1	O-11	Switch Ports/TN (%)	>= 95%																
B.1.16.2	O-11	Local Interoffice Transport/TN (%)	>= 95%											100.00%	3				YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			97.58%	248				YES			95.21%	459				YES
B.1.16.4	O-11	Combo Other/TN (%)	>= 95%			100.00%	39				YES			94.23%	52				NO
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			90.91%	11				NO			100.00%	8				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	12				YES			100.00%	5				YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.1.13.14	O-9	Other Design/TN (%)			100.00%	52				YES			98.82%	85				YES			100.00%	124	
B.1.13.15	O-9	Other Non-Design/TN (%)			99.77%	431				YES			99.58%	471				YES			99.24%	528	
B.1.13.16	O-9	INP Standalone/TN (%)			100.00%	13				YES			100.00%	11				YES			100.00%	10	
B.1.13.17	O-15	LNP Standalone/TN (%)			100.00%	312				YES			99.68%	308				YES			99.60%	247	
	FOC & Reject Response Completeness - Mechanized																						
B.1.14.1.1	O-11	Switch Ports/EDI/TN (%)																					
B.1.14.1.2	O-11	Switch Ports/TAG/TN (%)																					
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/TN (%)																					
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/TN (%)																					
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			99.95%	8,246				YES			99.85%	2,662				YES			98.02%	4,607	
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			99.93%	4,543				YES			99.77%	3,487				YES			97.73%	3,265	
B.1.14.4.1	O-11	Combo Other/EDI/TN (%)											16.13%	31				NO					
B.1.14.4.2	O-11	Combo Other/TAG/TN (%)																					
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			95.90%	122				YES			94.61%	167				NO			98.05%	154	
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			93.75%	32				NO			71.32%	129				NO			91.89%	37	
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			100.00%	42				YES			96.55%	58				YES			96.88%	32	
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			94.00%	50				NO			100.00%	1				YES			44.44%	9	
B.1.14.7.1	O-11	Line Sharing/EDI/TN (%)			100.00%	68				YES			100.00%	59				YES			98.65%	74	
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)			100.00%	26				YES			100.00%	17				YES			100.00%	8	
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			99.08%	218				YES			99.55%	445				YES			96.47%	538	
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			98.35%	182				YES			97.58%	124				YES			98.55%	138	
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)																					
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			100.00%	49				YES			100.00%	48				YES			97.73%	44	
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)																					
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)																					
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)																					
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)																					
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			100.00%	3				YES			100.00%	10				YES			100.00%	14	
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			100.00%	8				YES			100.00%	7				YES			100.00%	6	
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)																					
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)																					
B.1.14.14.1	O-11	Other Design/EDI/TN (%)			98.73%	79				YES			96.99%	133				YES			92.08%	101	
B.1.14.14.2	O-11	Other Design/TAG/TN (%)			100.00%	88				YES			100.00%	79				YES			97.30%	74	
B.1.14.15.1	O-11	Other Non-Design/EDI/TN (%)			100.00%	86				YES			100.00%	84				YES			97.97%	148	
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)			91.63%	251				NO			88.89%	216				NO			91.06%	179	
B.1.14.16.1	O-11	INP Standalone/EDI/TN (%)																					
B.1.14.16.2	O-11	INP Standalone/TAG/TN (%)											100.00%	2				YES					
B.1.14.17.1	O-11	LNP Standalone/EDI/TN (%)			100.00%	125				YES			100.00%	79				YES			91.36%	81	
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)			98.63%	73				YES			95.83%	48				YES			100.00%	27	
	FOC & Reject Response Completeness - Partially Mechanized																						
B.1.15.1.1	O-11	Switch Ports/EDI/TN (%)																					
B.1.15.1.2	O-11	Switch Ports/TAG/TN (%)																					
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN (%)																					
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN (%)																					
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			99.91%	1,138				YES			99.44%	535				YES			98.10%	2,743	
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			99.89%	1,887				YES			99.82%	1,695				YES			99.85%	2,009	
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)			100.00%	2				YES			100.00%	3				YES					
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)																					
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			87.50%	16				NO			75.00%	4				NO			86.96%	23	
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			66.67%	9				NO			66.67%	3				NO			100.00%	5	
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			33.33%	3				NO			100.00%	5				YES			96.30%	27	
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			83.33%	6				NO			100.00%	4				YES			100.00%	55	
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)			100.00%	24				YES			100.00%	14				YES			100.00%	8	
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)			100.00%	5				YES			100.00%	5				YES			100.00%	5	
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			100.00%	27				YES			100.00%	62				YES			96.59%	88	
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			100.00%	24				YES			100.00%	13				YES			100.00%	33	
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)																					
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			100.00%	19				YES			100.00%	12				YES			100.00%	2	
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)																					
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)																					
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)																					
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)																					
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			100.00%	39				YES			100.00%	69				YES			100.00%	68	
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			98.95%	95				YES			98.04%	51				YES			100.00%	76	
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)																					
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)																					
B.1.15.14.1	O-11	Other Design/EDI/TN (%)			97.56%	41				YES			100.00%	51				YES			94.29%	35	
B.1.15.14.2	O-11	Other Design/TAG/TN (%)			100.00%	42				YES			100.00%	23				YES			100.00%	38	
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)			100.00%	38				YES			100.00%	34				YES			90.74%	54	
B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)			93.10%	87				NO			96.10%	77				YES			95.35%	86	
B.1.15.16.1	O-11	INP Standalone/EDI/TN (%)																					
B.1.15.16.2	O-11	INP Standalone/TAG/TN (%)																					
B.1.15.17.1	O-11	LNP Standalone/EDI/TN (%)			100.00%	102				YES			100.00%	120				YES			99.07%	108	
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)			100.00%	48				YES			100.00%	50				YES			100.00%	55	
	FOC & Reject Response Completeness - Non-Mechanized																						
B.1.16.1	O-11	Switch Ports/TN (%)											100.00%	1				YES					
B.1.16.2	O-11	Local Interoffice Transport/TN (%)																			100.00%	26	
B.1.16.3	O-11	Loop + Port Combinations/TN (%)			94.24%	330				NO			97.00%	267				YES			92.59%	243	
B.1.16.4	O-11	Combo Other/TN (%)			98.25%	57				YES			100.00%	40				YES			100.00%	14	
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)			95.83%	24				YES			100.00%	28				YES			100.00%	44	
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)			100.00%	17				YES			100.00%	23				YES			100.00%	25	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.1.13.14	O-9	Other Design/TN (%)			YES
B.1.13.15	O-9	Other Non-Design/TN (%)			YES
B.1.13.16	O-9	INP Standalone/TN (%)			YES
B.1.13.17	O-15	LNP Standalone/TN (%)			YES
		FOC & Reject Response Completeness - Mechanized			
B.1.14.1.1	O-11	Switch Ports/EDI/TN (%)			
B.1.14.1.2	O-11	Switch Ports/TAG/TN (%)			
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/TN (%)			
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/TN (%)			
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			YES
B.1.14.4.1	O-11	Combo Other/EDI/TN (%)			
B.1.14.4.2	O-11	Combo Other/TAG/TN (%)			
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			NO
B.1.14.7.1	O-11	Line Sharing/EDI/TN (%)			YES
B.1.14.7.2	O-11	Line Sharing/TAG/TN (%)			YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)			
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)			
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)			
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)			
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)			
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)			
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)			
B.1.14.14.1	O-11	Other Design/EDI/TN (%)			NO
B.1.14.14.2	O-11	Other Design/TAG/TN (%)			YES
B.1.14.15.1	O-11	Other Non-Design/EDI/TN (%)			YES
B.1.14.15.2	O-11	Other Non-Design/TAG/TN (%)			NO
B.1.14.16.1	O-11	INP Standalone/EDI/TN (%)			
B.1.14.16.2	O-11	INP Standalone/TAG/TN (%)			
B.1.14.17.1	O-11	LNP Standalone/EDI/TN (%)			NO
B.1.14.17.2	O-11	LNP Standalone/TAG/TN (%)			YES
		FOC & Reject Response Completeness - Partially Mechanized			
B.1.15.1.1	O-11	Switch Ports/EDI/TN (%)			
B.1.15.1.2	O-11	Switch Ports/TAG/TN (%)			
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN (%)			
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN (%)			
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			YES
B.1.15.4.1	O-11	Combo Other/EDI/TN (%)			
B.1.15.4.2	O-11	Combo Other/TAG/TN (%)			
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			YES
B.1.15.7.1	O-11	Line Sharing/EDI/TN (%)			YES
B.1.15.7.2	O-11	Line Sharing/TAG/TN (%)			YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)			
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)			
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)			
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)			
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)			
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)			
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)			
B.1.15.14.1	O-11	Other Design/EDI/TN (%)			NO
B.1.15.14.2	O-11	Other Design/TAG/TN (%)			YES
B.1.15.15.1	O-11	Other Non-Design/EDI/TN (%)			NO
B.1.15.15.2	O-11	Other Non-Design/TAG/TN (%)			YES
B.1.15.16.1	O-11	INP Standalone/EDI/TN (%)			
B.1.15.16.2	O-11	INP Standalone/TAG/TN (%)			
B.1.15.17.1	O-11	LNP Standalone/EDI/TN (%)			YES
B.1.15.17.2	O-11	LNP Standalone/TAG/TN (%)			YES
		FOC & Reject Response Completeness - Non-Mechanized			
B.1.16.1	O-11	Switch Ports/TN (%)			
B.1.16.2	O-11	Local Interoffice Transport/TN (%)			YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)			NO
B.1.16.4	O-11	Combo Other/TN (%)			YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)			YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.1.16.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	1				YES			100.00%	2				YES
B.1.16.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			88.89%	27				NO			100.00%	24				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			97.50%	40				YES			89.80%	49				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%			0.00%	1				NO			100.00%	2				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%											66.67%	3				NO
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			93.55%	31				NO			95.45%	22				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%											100.00%	6				YES
B.1.16.14	O-11	Other Design/TN (%)	>= 95%			95.89%	73				YES			100.00%	92				YES
B.1.16.15	O-11	Other Non-Design/TN (%)	>= 95%			97.89%	664				YES			98.44%	707				YES
B.1.16.16	O-11	INP Standalone/TN (%)	>= 95%			88.89%	18				NO			78.38%	37				NO
B.1.16.17	O-11	LNP Standalone/TN (%)	>= 95%			98.02%	252				YES			98.61%	432				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized																	
B.1.17.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%																
B.1.17.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%																
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%																
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%																
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			99.12%	10,391				YES			98.67%	18,625				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			99.79%	6,070				YES			99.77%	4,847				YES
B.1.17.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%																
B.1.17.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%																
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			97.73%	176				YES			99.26%	135				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			98.88%	89				YES			81.25%	32				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	21				YES			91.30%	23				NO
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			92.59%	54				NO			84.00%	25				NO
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			95.40%	87				YES			92.45%	53				NO
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	14				YES			93.33%	15				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			90.84%	251				NO			90.94%	276				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			97.71%	131				YES			96.57%	175				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%																
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			98.25%	57				YES			96.15%	52				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%																
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%																
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%																
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%																
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			71.43%	7				NO			60.00%	5				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			100.00%	1				YES			50.00%	4				NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%																
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%																
B.1.17.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			96.92%	130				YES			94.74%	95				NO
B.1.17.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.22%	72				YES			97.96%	98				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			98.01%	201				YES			97.56%	205				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			99.53%	214				YES			100.00%	255				YES
B.1.17.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%																
B.1.17.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%																
B.1.17.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			73.44%	128				NO			97.85%	93				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			40.43%	94				NO			65.71%	70				NO
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized																	
B.1.18.1.1	O-11	Switch Ports/EDI/TN (%)	>= 95%																
B.1.18.1.2	O-11	Switch Ports/TAG/TN (%)	>= 95%																
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/TN (%)	>= 95%																
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/TN (%)	>= 95%																
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN (%)	>= 95%			93.58%	1,137				NO			92.33%	1,903				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)	>= 95%			85.77%	1,848				NO			87.47%	2,043				NO
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)	>= 95%			100.00%	6				YES								
B.1.18.4.2	O-11	Combo Other/TAG/TN (%)	>= 95%																
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)	>= 95%			82.35%	17				NO			100.00%	10				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)	>= 95%			87.50%	8				NO			80.00%	5				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)	>= 95%			100.00%	1				YES			100.00%	6				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)	>= 95%			100.00%	2				YES			100.00%	2				YES
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)	>= 95%			100.00%	28				YES			100.00%	15				YES
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)	>= 95%			100.00%	3				YES			100.00%	5				YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)	>= 95%			100.00%	31				YES			89.29%	56				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)	>= 95%			100.00%	31				YES			93.33%	30				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)	>= 95%																
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)	>= 95%			80.95%	21				NO			85.19%	27				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)	>= 95%																
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)	>= 95%																
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)	>= 95%																
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)	>= 95%																
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)	>= 95%			58.00%	50				NO			68.00%	50				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)	>= 95%			42.37%	59				NO			53.95%	76				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)	>= 95%																
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)	>= 95%																
B.1.18.14.1	O-11	Other Design/EDI/TN (%)	>= 95%			87.50%	80				NO			86.67%	45				NO
B.1.18.14.2	O-11	Other Design/TAG/TN (%)	>= 95%			97.14%	35				YES			100.00%	43				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)	>= 95%			81.82%	22				NO			93.55%	31				NO
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)	>= 95%			91.82%	159				NO			95.79%	95				YES
B.1.18.16.1	O-11	INP Standalone/EDI/TN (%)	>= 95%																
B.1.18.16.2	O-11	INP Standalone/TAG/TN (%)	>= 95%																
B.1.18.17.1	O-11	LNP Standalone/EDI/TN (%)	>= 95%			87.01%	77				NO			57.14%	140				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)	>= 95%			80.56%	36				NO			46.15%	52				NO

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.1.16.7	O-11	Line Sharing/TN (%)			100.00%	5				YES			100.00%	7				YES			90.00%	10	
B.1.16.8	O-11	2W Analog Loop Design/TN (%)			96.36%	55				YES			100.00%	47				YES			98.04%	51	
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)			100.00%	46				YES			94.87%	39				NO			84.29%	70	
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)																					
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)											100.00%	1				YES					
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)			100.00%	16				YES			90.91%	33				NO			92.86%	42	
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)			100.00%	7				YES													
B.1.16.14	O-11	Other Design/TN (%)			97.14%	70				YES			98.51%	134				YES			97.16%	176	
B.1.16.15	O-11	Other Non-Design/TN (%)			98.94%	662				YES			99.19%	615				YES			97.20%	751	
B.1.16.16	O-11	INP Standalone/TN (%)			94.44%	18				NO			90.48%	21				NO			93.33%	15	
B.1.16.17	O-11	LNP Standalone/TN (%)			99.26%	403				YES			98.51%	403				YES			94.78%	345	
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized																					
B.1.17.1.1	O-11	Switch Ports/EDI/TN (%)																					
B.1.17.1.2	O-11	Switch Ports/TAG/TN (%)																					
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/TN (%)																					
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/TN (%)																					
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			99.41%	8,242				YES			96.46%	2,658				YES			99.87%	4,516	
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			99.63%	4,540				YES			99.37%	3,479				YES			99.62%	3,191	
B.1.17.4.1	O-11	Combo Other/EDI/TN (%)											100.00%	5				YES					
B.1.17.4.2	O-11	Combo Other/TAG/TN (%)																					
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			95.73%	117				YES			97.47%	158				YES			98.01%	151	
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			100.00%	30				YES			95.65%	92				YES			100.00%	34	
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			97.62%	42				YES			96.21%	56				YES			96.77%	31	
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			100.00%	47				YES			100.00%	1				YES			100.00%	4	
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)			97.06%	68				YES			94.92%	59				NO			95.89%	73	
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)			100.00%	26				YES			94.12%	17				NO			100.00%	8	
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			95.37%	216				YES			91.87%	443				NO			97.88%	519	
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			96.09%	179				YES			94.21%	121				NO			96.32%	136	
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)																					
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			100.00%	49				YES			91.67%	48				NO			100.00%	43	
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)																					
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)																					
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)																					
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)																					
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			66.67%	3				NO			90.00%	10				NO			85.71%	14	
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			62.50%	8				NO			85.71%	7				NO			66.67%	6	
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)																					
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)																					
B.1.17.14.1	O-11	Other Design/EDI/TN (%)			97.44%	78				YES			94.57%	129				NO			98.92%	93	
B.1.17.14.2	O-11	Other Design/TAG/TN (%)			98.86%	88				YES			97.47%	79				YES			98.61%	72	
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)			89.53%	86				NO			96.43%	84				YES			100.00%	145	
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)			100.00%	230				YES			100.00%	192				YES			98.77%	163	
B.1.17.16.1	O-11	INP Standalone/EDI/TN (%)																					
B.1.17.16.2	O-11	INP Standalone/TAG/TN (%)											100.00%	2				YES					
B.1.17.17.1	O-11	LNP Standalone/EDI/TN (%)			80.80%	125				NO			78.48%	79				NO			87.84%	74	
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)			72.22%	72				NO			63.04%	46				NO			59.26%	27	
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized																					
B.1.18.1.1	O-11	Switch Ports/EDI/TN (%)																					
B.1.18.1.2	O-11	Switch Ports/TAG/TN (%)																					
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/TN (%)																					
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/TN (%)																					
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			94.28%	1,137				NO			86.47%	532				NO			97.77%	2,691	
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			88.70%	1,885				NO			87.23%	1,692				NO			88.88%	2,006	
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)			100.00%	2				YES			100.00%	3				YES					
B.1.18.4.2	O-11	Combo Other/TAG/TN (%)																					
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			78.57%	14				NO			100.00%	3				YES			95.00%	20	
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			100.00%	6				YES			100.00%	2				YES			100.00%	5	
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			0.00%	1				NO			100.00%	5				YES			100.00%	26	
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			100.00%	5				YES			100.00%	4				YES			92.73%	55	
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)			95.83%	24				YES			92.86%	14				NO			87.50%	8	
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)			100.00%	5				YES			100.00%	5				YES			60.00%	5	
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			85.19%	27				NO			83.87%	62				NO			95.29%	85	
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			95.83%	24				YES			100.00%	13				YES			96.97%	33	
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)																					
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			94.74%	19				NO			91.67%	12				NO			100.00%	2	
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)																					
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)																					
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)																					
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)																					
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			43.59%	39				NO			39.13%	69				NO			47.06%	68	
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			43.62%	94				NO			48.00%	50				NO			42.11%	76	
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)																					
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)																					
B.1.18.14.1	O-11	Other Design/EDI/TN (%)			75.00%	40				NO			92.16%	51				NO			96.97%	33	
B.1.18.14.2	O-11	Other Design/TAG/TN (%)			95.24%	42				YES			100.00%	23				YES			97.37%	38	
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)			60.53%	38				NO			97.06%	34				YES			100.00%	49	
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)			93.83%	81				NO			95.95%	74				YES			95.12%	82	
B.1.18.16.1	O-11	INP Standalone/EDI/TN (%)																					
B.1.18.16.2	O-11	INP Standalone/TAG/TN (%)																					
B.1.18.17.1	O-11	LNP Standalone/EDI/TN (%)			57.84%	102				NO			57.50%	120				NO			77.57%	107	
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)			56.25%	48				NO			72.00%	50				NO			56.36%	55	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.1.16.7	O-11	Line Sharing/TN (%)			NO
B.1.16.8	O-11	2W Analog Loop Design/TN (%)			YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)			NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)			
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)			NO
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)			
B.1.16.14	O-11	Other Design/TN (%)			YES
B.1.16.15	O-11	Other Non-Design/TN (%)			YES
B.1.16.16	O-11	INP Standalone/TN (%)			NO
B.1.16.17	O-11	LNP Standalone/TN (%)			NO
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized			
B.1.17.1.1	O-11	Switch Ports/EDI/TN (%)			
B.1.17.1.2	O-11	Switch Ports/TAG/TN (%)			
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/TN (%)			
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/TN (%)			
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			YES
B.1.17.4.1	O-11	Combo Other/EDI/TN (%)			
B.1.17.4.2	O-11	Combo Other/TAG/TN (%)			
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			YES
B.1.17.7.1	O-11	Line Sharing/EDI/TN (%)			YES
B.1.17.7.2	O-11	Line Sharing/TAG/TN (%)			YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)			
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)			
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)			
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)			
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)			
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)			
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)			
B.1.17.14.1	O-11	Other Design/EDI/TN (%)			YES
B.1.17.14.2	O-11	Other Design/TAG/TN (%)			YES
B.1.17.15.1	O-11	Other Non-Design/EDI/TN (%)			YES
B.1.17.15.2	O-11	Other Non-Design/TAG/TN (%)			YES
B.1.17.16.1	O-11	INP Standalone/EDI/TN (%)			
B.1.17.16.2	O-11	INP Standalone/TAG/TN (%)			
B.1.17.17.1	O-11	LNP Standalone/EDI/TN (%)			NO
B.1.17.17.2	O-11	LNP Standalone/TAG/TN (%)			NO
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized			
B.1.18.1.1	O-11	Switch Ports/EDI/TN (%)			
B.1.18.1.2	O-11	Switch Ports/TAG/TN (%)			
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/TN (%)			
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/TN (%)			
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN (%)			YES
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN (%)			NO
B.1.18.4.1	O-11	Combo Other/EDI/TN (%)			
B.1.18.4.2	O-11	Combo Other/TAG/TN (%)			
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN (%)			YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN (%)			YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN (%)			YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN (%)			NO
B.1.18.7.1	O-11	Line Sharing/EDI/TN (%)			NO
B.1.18.7.2	O-11	Line Sharing/TAG/TN (%)			NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN (%)			YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN (%)			YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN (%)			
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN (%)			YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN (%)			
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN (%)			
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN (%)			
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN (%)			
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN (%)			NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN (%)			NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN (%)			
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN (%)			
B.1.18.14.1	O-11	Other Design/EDI/TN (%)			YES
B.1.18.14.2	O-11	Other Design/TAG/TN (%)			YES
B.1.18.15.1	O-11	Other Non-Design/EDI/TN (%)			YES
B.1.18.15.2	O-11	Other Non-Design/TAG/TN (%)			YES
B.1.18.16.1	O-11	INP Standalone/EDI/TN (%)			
B.1.18.16.2	O-11	INP Standalone/TAG/TN (%)			
B.1.18.17.1	O-11	LNP Standalone/EDI/TN (%)			NO
B.1.18.17.2	O-11	LNP Standalone/TAG/TN (%)			NO

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized																	
B.1.19.1	O-11	Switch Ports/TN (%)	>= 95%																
B.1.19.2	O-11	Local Interoffice Transport/TN (%)	>= 95%											100.00%	3				YES
B.1.19.3	O-11	Loop + Port Combinations/TN (%)	>= 95%			92.98%	242				NO			94.97%	437				NO
B.1.19.4	O-11	Combo Other/TN (%)	>= 95%			97.44%	39				YES			89.80%	49				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95%			100.00%	10				YES			100.00%	8				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)	>= 95%			100.00%	12				YES			80.00%	5				NO
B.1.19.7	O-11	Line Sharing/TN (%)	>= 95%			100.00%	1				YES			100.00%	2				YES
B.1.19.8	O-11	2W Analog Loop Design/TN (%)	>= 95%			100.00%	24				YES			95.83%	24				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)	>= 95%			94.87%	39				NO			97.73%	44				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)	>= 95%											100.00%	2				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)	>= 95%											50.00%	2				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)	>= 95%			96.55%	29				YES			100.00%	21				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95%											83.33%	6				NO
B.1.19.14	O-11	Other Design/TN (%)	>= 95%			92.86%	70				NO			90.22%	92				NO
B.1.19.15	O-11	Other Non-Design/TN (%)	>= 95%			97.08%	650				YES			97.41%	696				YES
B.1.19.16	O-11	INP Standalone/TN (%)	>= 95%			100.00%	16				YES			93.10%	29				NO
B.1.19.17	O-11	LNP Standalone/TN (%)	>= 95%			97.57%	247				YES			97.42%	426				YES
		Unbundled Network Elements - Provisioning																	
		Order Completion Interval																	
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.91	14,669			7.021				6.01	16,886			10.165			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.09	255,613			1.298				0.91	278,810			1.466			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.75	70			23.374				11.45	68			14.884			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	1			0.000				1.42	4			1.751			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	DS1/DS3	45.60	895			76.031				21.31	873			24.053			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	DS1/DS3																
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	DS1/DS3																
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	DS1/DS3																
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	R&B	5.92	14,897	2.98	228	7.308	0.48769	6.0265	YES	6.01	17,396	2.87	237	10.154	0.66405	4.7234	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	R&B	1.10	256,774	0.83	5,884	1.415	0.01866	14.4259	YES	0.91	280,035	0.94	5,736	1.507	0.02010	-1.4385	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	R&B	0.33	123,268	0.33	3,216	0.000	0.00000		YES	0.33	141,024	0.33	2,726	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	R&B	1.80	133,506	1.43	2,668	1.678	0.03280	11.5239	YES	1.50	139,011	1.49	3,010	1.972	0.03633	0.2187	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	R&B	12.66	86	3.00	1	23.154	23.26867	0.4147	YES	13.56	84	4.50	2	19.191	13.73080	0.6595	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	R&B	7.18	57			17.633				7.01	65	4.00	1	16.580	16.70745	0.1802	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	R&B	0.33	15			0.000				0.33	14			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	R&B	9.62	42			20.035				8.84	51	4.00	1	18.330	18.50845	0.2617	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	R&B&D - Disp	7.40	16,031	12.14	35	12.886	2.18059	-2.1754	NO	7.29	18,774	11.38	24	12.311	2.51455	-1.6226	YES
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	R&B&D - Disp	7.40	16,031			12.886				7.29	18,774			12.311			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	R&B&D - Disp	18.79	179			23.966				20.49	201			21.415			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	R&B&D - Disp	18.79	179			23.966				20.49	201			21.415			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	14.72	207	9.68	22	15.390	3.45108	1.4589	YES	13.56	281	11.37	27	9.737	1.96184	1.1161	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	4.13	477			4.446				2.61	372			3.743			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)	ISDN - BRI									11.00	2			4.243			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)	ISDN - BRI									0.67	2			0.471			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)	ISDN - BRI																
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)	ISDN - BRI																
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	ADSL to Retail	2.67	1,656	2.00	3	1.566	0.90509	0.7446	YES	2.70	1,556	3.00	3	2.966	1.71426	-0.1738	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	2.42	2,324	1.73	40	0.740	0.11805	5.8470	YES	2.32	2,421	2.24	49	0.635	0.09167	0.8610	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	3.67	3			0.577				10.00	5			12.288			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail									105.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)	ADSL to Retail																
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)	ADSL to Retail																
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.92	14,897	5.13	64	7.308	0.91550	0.8717	YES	6.01	17,396	5.48	64	10.154	1.27159	0.4145	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.92	14,897			7.308				6.01	17,396			10.154			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	12.66	86			23.154				13.56	84			19.191			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	12.66	86			23.154				13.56	84			19.191			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.91	14,669	3.71	24	7.021	1.43432	1.5315	YES	6.01	16,886	3.59	22	10.165	2.16852	1.1156	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.79	132,768			1.493				1.49	138,258	4.00	1	1.913	1.91305	-1.3117	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	10.75	70			23.374				11.45	68			14.884			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or									2.50	2			2.121			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.92	14,897			7.308				6.01	17,396			10.154			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.92	14,897			7.308				6.01	17,396			10.154			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	12.66	86			23.154				13.56	84			19.191			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	12.66	86			23.154				13.56	84			19.191			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.91	14,669			7.021				6.01	16,886			10.165			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.79	132,768			1.493				1.49	138,258			1.913			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	10.75	70			23.374				11.45	68			14.884			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or									2.50	2			2.121			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.92	14,897	4.71	31	7.308	1.31398	0.9234	YES	6.01	17,396	5.00	25	10.154	2.03227	0.4977	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.92	14,897			7.308				6.01	17,396			10.154			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	12.66	86			23.154				13.56	84			19.191			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	12.66	86			23.154				13.56	84			19.191			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.91	14,669	4.00	1	7.021	7.02121	0.2713	YES	6.01	16,886			10.165			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	1.79	132,768			1.493				1.49	138,258			1.913			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	10.75	70			23.374				11.45	68			14.884			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or									2.50	2			2.121			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)	Design	26.79	1,134			35.245				23.50	1,378			21.914			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	13.61	175			13.377				13.32	220			9.648			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	24.46	93			23.415				25.46	117			21.620			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design	9.53	15			10.322				8.25	12			6.032			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	5.92	14,897			7.308				6.01	17,396			10.154			

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized																						
B.1.19.1	O-11	Switch Ports/TN (%)											100.00%	1				YES					
B.1.19.2	O-11	Local Interoffice Transport/TN (%)																			92.31%	26	
B.1.19.3	O-11	Loop + Port Combinations/TN (%)			91.96%	311				NO			95.37%	259				YES			90.67%	225	
B.1.19.4	O-11	Combo Other/TN (%)			89.29%	56				NO			90.00%	40				NO			85.71%	14	
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)			95.65%	23				YES			96.43%	28				YES			97.73%	44	
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)			100.00%	17				YES			95.65%	23				YES			88.00%	25	
B.1.19.7	O-11	Line Sharing/TN (%)			80.00%	5				NO			85.71%	7				NO			100.00%	9	
B.1.19.8	O-11	2W Analog Loop Design/TN (%)			92.45%	53				NO			95.74%	47				YES			88.00%	50	
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)			95.65%	46				YES			100.00%	37				YES			96.61%	59	
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)																					
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)											100.00%	1				YES					
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)			100.00%	16				YES			96.67%	30				YES			89.74%	39	
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)			85.71%	7				NO													
B.1.19.14	O-11	Other Design/TN (%)			89.71%	68				NO			95.45%	132				YES			90.06%	171	
B.1.19.15	O-11	Other Non-Design/TN (%)			96.49%	655				YES			96.07%	610				YES			96.58%	730	
B.1.19.16	O-11	INP Standalone/TN (%)			100.00%	17				YES			100.00%	19				YES			100.00%	14	
B.1.19.17	O-11	LNP Standalone/TN (%)			96.00%	400				YES			96.47%	397				YES			95.72%	327	
	Unbundled Network Elements - Provisioning																						
	Order Completion Interval																						
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)	5.69	15,350			5.549				5.46	13,930			6.355				4.71	17,710			6.578
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	0.91	261,763			1.309				0.89	241,005			1.179				0.89	257,954			2.094
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)	9.06	59			10.273				19.63	60			40.163				10.76	84			12.615
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	0.33	2			0.000												0.73	10			0.344
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	23.98	1,019			34.159				17.01	793			14.655				18.13	888	11.00	4	13.670
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)																					
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	11.00	1			0.000												12.00	1			0.000
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)																					
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	5.72	15,677	3.14	222	5.850	0.39540	6.5331	YES	5.57	14,244	3.09	213	6.733	0.46479	5.3410	YES	4.75	17,995	2.96	225	6.639
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	0.91	263,943	0.70	4,435	1.367	0.02070	10.1207	YES	0.89	242,142	0.67	3,243	1.216	0.02149	10.0013	YES	0.90	259,194	0.64	3,704	2.127
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	0.33	133,261	0.33	2,791	0.000	0.00000		YES	0.33	123,077	0.33	2,088	0.000	0.00000		YES	0.33	132,607	0.33	2,479	0.000
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	1.51	130,682	1.33	1,644	1.755	0.04356	3.9434	YES	1.46	119,065	1.29	1,155	1.535	0.04539	3.8148	YES	1.49	126,587	1.25	1,225	2.928
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	9.77	67	0.33	1	10.455	10.53238	0.8956	YES	21.18	103	2.67	3	32.231	18.87746	0.9809	YES	11.74	95	3.50	6	13.376
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	6.08	44			15.875				6.44	35			12.836				4.49	58	3.00	2	7.522
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)	0.33	10			0.000				0.33	13			0.000				0.33	11			0.000
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	7.76	34			17.528				10.05	22			15.167				5.47	47	3.00	2	8.062
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	7.24	17,260	11.67	27	10.073	1.94002	-2.2814	NO	7.06	15,679	11.89	28	10.370	1.96145	-2.4618	NO	5.91	19,372	11.30	27	10.701
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)	7.24	17,260			10.073				7.06	15,679			10.370				5.91	19,372			10.701
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)	11.00	70			12.425				21.07	106			31.840				11.76	96			13.307
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)	11.00	70			12.425				21.07	106			31.840				11.76	96			13.307
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	15.91	257	10.77	39	22.088	3.79583	1.3538	YES	14.65	250	10.96	49	24.516	3.83022	0.9627	YES	13.95	294	10.70	54	11.481
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	1.98	435			6.495				1.44	352			2.825				1.49	327			3.190
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)	25.00	3			19.925																
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)																					
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)																					
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)																					
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	2.87	1,482	4.29	7	3.046	1.15403	-1.2266	YES	2.86	1,344	2.80	5	2.223	0.99612	0.0643	YES	4.04	1,063	4.20	5	2.905
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	2.45	2,159	3.77	47	0.690	0.10168	-12.9768	NO	2.49	2,035	3.70	37	1.775	0.29438	-4.1292	NO	3.66	1,592	3.98	43	0.808
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	27.50	4			48.336				18.00	3			25.120				12.40	5			7.266
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	53.00	5			27.019				35.29	7			19.593				12.60	5			11.149
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)																					
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)																					
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	5.72	15,677	5.04	68	5.850	0.71096	0.9483	YES	5.57	14,244	4.75	100	6.733	0.67568	1.2160	YES	4.75	17,995	4.60	112	6.639
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	5.72	15,677			5.850				5.57	14,244			6.733				4.75	17,995			6.639
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	9.77	67			10.455				21.18	103			32.231				11.74	95			13.376
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	9.77	67			10.455				21.18	103			32.231				11.74	95			13.376
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	5.69	15,350	3.74	14	5.549	1.48370	1.3131	YES	5.46	13,930	4.06	12	6.355	1.83532	0.7517	YES	4.71	17,710	4.50	2	6.578
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (days)	1.50	128,971			1.670				1.46	118,420			1.479				1.48	125,846			2.883
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	9.06	59			10.273				19.63	60			40.163				10.76	84			12.615
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (days)																	1.00	6			0.000
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	5.72	15,677			5.850				5.57	14,244			6.733				4.75	17,995			6.639
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	5.72	15,677			5.850				5.57	14,244			6.733				4.75	17,995			6.639
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	9.77	67			10.455				21.18	103			32.231				11.74	95			13.376
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	9.77	67			10.455				21.18	103			32.231				11.74	95			13.376
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	5.69	15,350			5.549				5.46	13,930			6.355				4.71	17,710			6.578
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (days)	1.50	128,971			1.670				1.46	118,420			1.479				1.48	125,846			2.883
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	9.06	59			10.273				19.63	60			40.163				10.76	84			12.615
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (days)																	1.00	6			0.000
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	5.72	15,677	5.80	30	5.850	1.06909	-0.0764	YES	5.57	14,244	5.00	41	6.733	1.05306	0.5428	YES	4.75	17,995	5.59	46	6.639
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	5.72	15,677			5.850				5.57	14,244			6.733				4.75	17,995			6.639
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	9.77	67			10.455				21.18	103			32.231				11.74	95			13.376
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	9.77	67			10.455				21.18	103			32.231				11.74	95			13.376
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	5.69	15,350			5.549				5.46	13,930			6.355				4.71	17,710			6.578
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (days)	1.50	128,971	4.00	1	1.670	1.67036	-1.4969	YES	1.46	118,420			1.479				1.48	125,846			2.883
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	9.06	59			10.273				19.63	60			40.163				10.76	84			12.615
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (days)																	1.00	6			0.000
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)	22.32	1,583			22.745				21.88	1,435			21.991				21.07	1,377			28.073
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	13.12	211			17.211				6.82	375			9.554				6.18	250			7.503
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	38.67	3			22.811				17.00	3			14.731				14.00	1			0.000
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)																	1.00	1			0.000
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	5.72	15,677			5.850				5.57	14,244			6.733				4.75	17,995	6.00	1	6.639

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized			
B.1.19.1	O-11	Switch Ports/TN (%)			
B.1.19.2	O-11	Local Interoffice Transport/TN (%)			NO
B.1.19.3	O-11	Loop + Port Combinations/TN (%)			NO
B.1.19.4	O-11	Combo Other/TN (%)			NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)			NO
B.1.19.7	O-11	Line Sharing/TN (%)			YES
B.1.19.8	O-11	2W Analog Loop Design/TN (%)			NO
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)			YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)			
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)			
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)			NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)			
B.1.19.14	O-11	Other Design/TN (%)			NO
B.1.19.15	O-11	Other Non-Design/TN (%)			YES
B.1.19.16	O-11	INP Standalone/TN (%)			YES
B.1.19.17	O-11	LNP Standalone/TN (%)			YES
		Unbundled Network Elements - Provisioning			
		Order Completion Interval			
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	6.85058	1.0412	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	0.44539	4.0188	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	0.03519	7.4809	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)	0.08405	2.8931	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	5.63056	1.4629	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	5.40948	0.2762	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)	5.82062	0.4240	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)	2.06091	-2.6121	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	1.69983	1.9112	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)			
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)			
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	1.30214	-0.1261	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	0.12468	-2.4997	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)			
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	0.62932	0.2411	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	4.65158	0.0451	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (days)			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (days)			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (days)			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (days)			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	0.98018	-0.8509	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (days)			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (days)			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	6.63960	-0.1878	YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	1.10	256,774			1.415				0.91	280,035			1.507			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	12.66	86			23.154				13.56	84			19.191			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	7.18	57			17.633				7.01	65			16.580			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.91	14,669			7.021				6.01	16,886	0.33	3	10.165	5.86908	0.9672	YES
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.09	255,613			1.298				0.91	278,810	1.11	3	1.466	0.84650	-0.2408	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.75	70			23.374				11.45	68			14.884			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	1			0.000				1.42	4			1.751			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.91	14,669			7.021				6.01	16,886	0.33	2	10.165	7.18792	0.7898	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.09	255,613	0.46	377	1.298	0.06688	9.4058	YES	0.91	278,810	0.50	487	1.466	0.06650	6.0884	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	10.75	70			23.374				11.45	68			14.884			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	0.33	1			0.000				1.42	4	0.33	2	1.751	1.51612	0.7145	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	4.94	1,974	5.61	100	8.293	0.85007	-0.7857	YES	5.44	2,168	7.27	82	7.795	0.87695	-2.0880	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	3.10	3,041			3.998				2.71	3,076			2.884			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1	3.67	3			0.577				4.75	4			4.193			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1									105.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	22.21	248	6.40	131	34.611	3.73831	4.2288	YES	19.39	252	6.37	142	22.181	2.32747	5.5969	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	5.83	110			10.784				9.64	136			12.364			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	21.65	40			13.492				32.19	43			22.949			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	8.30	44			10.885				10.99	29			15.053			
	Order Completion Interval within X days																		
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN (days)	14 days			4.50	2				YES								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)	7 days			4.68	84				YES			5.31	59				YES
	Held Orders																		
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	8.66	114			6.597				7.59	128			5.717			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0							0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)	R&B (POTS)	4.33	6			4.457				16.42	19			21.070			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0							0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0							0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0							0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice	0.00	0							0.00	0						
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice	0.00	0							0.00	0						
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice	8.50	2			4.950				7.67	3			8.145			
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice																
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice																
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice																
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)	R&B	8.66	114	0.00	0	6.597			YES	7.59	128	11.00	1	5.717	5.73929	-0.5935	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)	R&B	4.33	6	0.00	0	4.457			YES	16.42	19	6.00	1	21.070	21.61685	0.4821	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)	R&B	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)	R&B	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)	R&B	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)	R&B&D - Disp	9.50	120	0.00	0	8.322			YES	7.73	134	0.00	0	5.956			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)	R&B&D - Disp	4.00	9	0.00	0	4.093			YES	15.90	20	0.00	0	20.640			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp	0.00	0							0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp	0.00	0							0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp	0.00	0							0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	6.00	4	0.00	0	5.598			YES	6.22	9	0.00	0	6.610			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES	3.00	1	0.00	0	0.000			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0							0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0							0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0							0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)	ISDN - BRI	22.00	7	0.00	0	19.244			YES	11.00	5	0.00	0	11.292			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)	ISDN - BRI	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	ISDN - BRI																
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)	ISDN - BRI																
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)	ISDN - BRI																
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)	ADSL to Retail	6.00	4	0.00	0	5.598			YES	6.22	9	0.00	0	6.610			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)	ADSL to Retail	0.00	0	0.00	0				YES	3.00	1	0.00	0	0.000			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)	ADSL to Retail	0.00	0							0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)	ADSL to Retail	0.00	0							0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)	ADSL to Retail	0.00	0							0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.66	114	7.00	1	6.597	6.62577	0.2502	YES	7.59	128	0.00	0	5.717			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)	R&B - Disp	4.33	6	0.00	0	4.457			YES	16.42	19	0.00	0	21.070			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.66	114	0.00	0	6.597			YES	7.59	128	0.00	0	5.717			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	4.33	6	0.00	0	4.457			YES	16.42	19	0.00	0	21.070			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.66	114			6.597				7.59	128			5.717			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)	R&B - Disp	4.33	6			4.457				16.42	19			21.070			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0							0.00	0						

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	0.91	263,943			1.367				0.89	242,142			1.216				0.90	259,194			2.127
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	9.77	67			10.455				21.18	103			32.231				11.74	95			13.376
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	6.08	44			15.675				8.44	35			12.836				4.49	58			7.522
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	5.69	15,350			5.549				5.46	13,930			6.355				4.71	17,710			6.578
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	0.91	261,763			1.309				0.89	241,005			1.179				0.89	257,954			2.094
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	9.06	59			10.273				19.63	60			40.163				10.76	84			12.615
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	0.33	2			0.000												0.73	10			0.344
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	5.69	15,350	1.00	1	5.549	5.54915	0.8445	YES	5.46	13,930			6.355				4.71	17,710			6.578
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	0.91	261,763	0.52	462	1.309	0.06098	6.4190	YES	0.89	241,005	0.49	445	1.179	0.05593	7.0418	YES	0.89	257,954	0.51	342	2.094
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	9.06	59			10.273				19.63	60			40.163				10.76	84			12.615
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	0.33	2	0.56	3	0.000	0.00000		NO			0.67	2					0.73	10	0.33	2	0.344
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	5.71	1,879	6.97	97	11.096	1.15530	-1.0905	YES	6.50	1,806	7.23	119	12.045	1.13996	-0.6334	YES	6.92	1,552	7.20	120	7.687
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	2.72	2,866			5.217				2.81	2,784			4.269				3.29	2,288			2.510
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	6.00	4			5.354				3.50	2			0.707				4.00	1			0.000
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	66.50	2			0.707				20.50	2			19.092				4.00	2			4.243
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	17.35	386	6.60	124	19.009	1.96219	5.4796	YES	18.83	325	6.47	187	19.184	1.76076	7.0199	YES	19.05	202	6.10	115	18.246
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	6.91	219			12.286				2.26	261			5.226				4.98	130			11.243
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	43.00	1			0.000																
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	4.81	14			5.773				6.00	7			8.260				7.71	15			10.594
	Order Completion Interval within X days																						
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN (days)																					
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)			4.52	63				YES			4.74	82				YES			4.41	69	
	Held Orders																						
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	8.12	98			7.839				8.73	104			5.781				8.97	134			7.260
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)	15.74	19			16.918				12.52	23			11.904				7.72	29			10.545
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)	1.00	1			0.000				0.00	0							0.00	0	0.00	0	
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0	0.00	0	
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)	5.00	2			5.657				5.00	1			0.000				0.00	0	0.00	0	
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)	0.00	0															0.00	0			
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)	0.00	0															0.00	0			
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)	0.00	0															0.00	0			
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)	8.12	98	0.00	0	7.839			YES	8.74	105	0.00	0	5.755			YES	8.97	134	0.00	0	7.260
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)	15.74	19	13.00	1	16.918	17.35706	0.1577	YES	12.52	23	0.00	0	11.904			YES	7.72	29	0.00	0	10.545
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)	8.76	102	0.00	0	8.897			YES	9.28	116	11.00	1	7.440	7.47171	-0.2308	YES	12.15	142	0.00	0	26.570
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)	14.75	24	0.00	0	15.419			YES	12.17	24	0.00	0	11.772			YES	7.69	29	0.00	0	10.566
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	5.83	6	13.00	1	3.061	3.30572	-2.1680	NO	26.75	4	6.00	1	18.554	20.74398	1.0003	YES	7.50	16	4.00	1	5.910
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	5.25	4	0.00	0	8.500
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)	29.33	3	6.00	1	19.009	21.94944	1.0630	YES	19.00	6	0.00	0	21.392			YES	120.75	4	0.00	0	120.649
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)	2.00	1	0.00	0	0.000			YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	0.00	0																			
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)	0.00	0																			
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)	0.00	0																			
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)	5.83	6	0.00	0	3.061			YES	26.75	4	0.00	0	18.554			YES	7.50	16	0.00	0	5.910
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	5.25	4	0.00	0	8.500
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)	8.12	98	0.00	0	7.839			YES	8.74	105	0.00	0	5.755			YES	8.97	134	0.00	0	7.260
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)	15.74	19	0.00	0	16.918			YES	12.52	23	0.00	0	11.904			YES	7.72	29	0.00	0	10.545
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)	8.12	98	0.00	0	7.839			YES	8.73	104	0.00	0	5.781			YES	8.97	134	0.00	0	7.260
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)	15.74	19	0.00	0	16.918			YES	12.52	23	0.00	0	11.904			YES	7.72	29	0.00	0	10.545
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)	8.12	98			7.839				8.74	105			5.755				8.97	134			7.260
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)	15.74	19			16.918				12.52	23			11.904				7.72	29			10.545
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	0.11329	3.4115	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	0.26667	1.5000	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	0.72832	-0.3902	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	2.13147	6.0797	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			
		Order Completion Interval within X days			
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN (days)			
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)			YES
		Held Orders			
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)			
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)			
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)			YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)			YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)			
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)			
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)			
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)			YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)			YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)			YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)			YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)			YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)			
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	6.09234	0.5745	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)			YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)			
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)			
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)			
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)			YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)			YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)			
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)			
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)			
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)			YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)			
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)			
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)			
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)			YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)			
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)			
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)			
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)			YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)			
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)			
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)			
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)			
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)			
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)			

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.66	114			6.597				7.59	128	0.00	0	5.717			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	4.33	6			4.457				16.42	19	0.00	0	21.070			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)	R&B - Disp	8.66	114	0.00	0	6.597			YES	7.59	128	0.00	0	5.717			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	R&B - Disp	4.33	6	0.00	0	4.457			YES	16.42	19	0.00	0	21.070			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)	R&B - Disp	0.00	0							0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	8.66	114	0.00	0	6.597			YES	7.59	128	0.00	0	5.717			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	4.33	6	0.00	0	4.457			YES	16.42	19	0.00	0	21.070			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	0.00	0							0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	22.00	7			19.244				10.67	6			10.132			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)	Design	0.00	0							0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)	Design	3.33	3			4.041				6.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)	Design	0.00	0							0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)	Design	0.00	0							0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)	Design	0.00	0							0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)	R&B	8.66	114			6.597				7.59	128			5.717			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)	R&B	0.00	0							0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)	R&B	4.33	6			4.457				16.42	19			21.070			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)	R&B	0.00	0							0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)	R&B	0.00	0							0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)	R&B	0.00	0							0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	8.66	114			6.597				7.59	128	0.00	0	5.717			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0							0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	4.33	6			4.457				16.42	19	0.00	0	21.070			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0							0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0							0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0							0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	8.66	114	0.00	0	6.597			YES	7.59	128	0.00	0	5.717			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	4.33	6	0.00	0	4.457			YES	16.42	19	0.00	0	21.070			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)	0.00	0							0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)	0.00	0							0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)	0.00	0							0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	Digital Loop < DS1	16.18	11	0.00	0	17.227			YES	7.93	14	0.00	0	8.471			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)	Digital Loop < DS1	8.00	1	0.00	0	0.000			YES	3.00	1	0.00	0	0.000			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1	0.00	0							0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1	0.00	0							0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1	0.00	0							0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0	9.83	6				NO	0.00	0	9.80	5				NO
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES	6.00	1	0.00	0	0.000			YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	Digital Loop >= DS1	0.00	0							0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	Digital Loop >= DS1	0.00	0							0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	Digital Loop >= DS1	0.00	0							0.00	0						
		% Jeopardies - Mechanized																	
B.2.5.1	P-2	Switch Ports/TN (%)	R&B (POTS)	0.40%	280,934							0.49%	310,637						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice	49.36%	782							41.10%	1,056						
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.41%	282,397	0.14%	14,408		0.00054	4.9523	YES	0.49%	312,455	0.11%	20,967		0.00050	7.5978	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	8.12%	18,231	100.00%	1		0.27312	-3.3642	NO	9.13%	21,793						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	2.88%	4,102	2.02%	99		0.01700	0.5038	YES	3.13%	4,125	0.00%	61		0.02245	1.3930	YES
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	8.53%	856	26.09%	23		0.05901	-2.9753	NO	5.52%	1,014	16.13%	31		0.04165	-2.5466	NO
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	2.88%	4,102							3.13%	4,125	0.00%	1		0.17407	0.1797	YES
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.41%	282,397	8.65%	104		0.00626	-13.1761	NO	0.49%	312,455	9.82%	112		0.00663	-14.0644	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	0.72%	158,151	11.76%	51		0.01181	-9.3539	NO	0.90%	170,145	8.16%	49		0.01348	-5.3900	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.41%	282,397							0.49%	312,455						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.72%	158,151							0.90%	170,145						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.41%	282,397	7.81%	64		0.00798	-9.2836	NO	0.49%	312,455	1.18%	85		0.00761	-0.8956	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	0.72%	158,151							0.90%	170,145						
B.2.5.14	P-2	Other Design/TN (%)	Design	23.73%	1,412							23.28%	1,929						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.41%	282,397							0.49%	312,455						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.40%	280,934							0.49%	310,637						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.40%	280,934	0.00%	213		0.00434	0.9284	YES	0.49%	310,637	0.00%	249		0.00444	1.1090	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	4.42%	5,130	7.21%	111		0.01973	-1.4102	YES	4.53%	5,385	5.62%	89		0.02223	-0.4880	YES
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	23.96%	455	81.37%	161		0.03914	-14.6683	NO	29.17%	569	72.78%	180		0.03667	-11.2171	NO
		% Jeopardies - Non-Mechanized																	
B.2.6.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			1.51%	332				Diagnostic			2.75%	327				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic			60.53%	38				Diagnostic			43.33%	30				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			0.00%	5				Diagnostic			13.33%	15				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			16.67%	6				Diagnostic			0.00%	4				Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)	8.12	98			7.839				8.73	104			5.781				8.97	134			7.260
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)	15.74	19			16.918				12.52	23			11.904				7.72	29			10.545
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)	8.12	98	0.00	0	7.839			YES	8.74	105	0.00	0	5.755			YES	8.97	134	0.00	0	7.260
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	15.74	19	0.00	0	16.918			YES	12.52	23	0.00	0	11.904			YES	7.72	29	0.00	0	10.545
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)	8.12	98	0.00	0	7.839			YES	8.73	104			5.781				8.97	134			7.260
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	15.74	19	0.00	0	16.918			YES	12.52	23			11.904				7.72	29			10.545
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	24.50	4			18.285				13.69	13			15.102				65.38	8			98.933
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)	10.50	6			6.863				4.00	1			0.000				1.00	1			0.000
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)	8.12	98			7.839				8.74	105			5.755				8.97	134	0.00	0	7.260
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0	0.00	0	
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)	15.74	19			16.918				12.52	23			11.904				7.72	29	0.00	0	10.545
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)	8.12	98			7.839				8.73	104			5.781				8.97	134			7.260
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)	15.74	19			16.918				12.52	23			11.904				7.72	29			10.545
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)	8.12	98	0.00	0	7.839			YES	8.73	104	0.00	0	5.781			YES	8.97	134	0.00	0	7.260
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)	15.74	19	0.00	0	16.918			YES	12.52	23	0.00	0	11.904			YES	7.72	29	0.00	0	10.545
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	13.67	9	9.50	2	15.305	11.96465	0.3482	YES	20.17	12	6.00	1	18.522	19.27820	0.7349	YES	30.15	20	4.00	1	66.978
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)	2.00	1	0.00	0	0.000			YES	0.00	0	0.00	0				YES	5.25	4	0.00	0	8.500
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	0.00	0	5.00	2				NO	12.00	1	11.40	5	0.000	0.00000		YES	12.67	3	4.00	1	10.693
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	8.00	1	0.00	0	0.000			YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	0.00	0							0.00	0							0.00	0			
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	0.00	0							0.00	0							0.00	0			
		% Jeopardies - Mechanized																					
B.2.5.1	P-2	Switch Ports/TN (%)	0.39%	291,438							0.41%	266,497							0.42%	292,644			
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	45.47%	895							40.54%	819							42.48%	984			
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	0.39%	294,020	0.09%	9,957		0.00063	4.6887	YES	0.43%	268,036	0.22%	5,887		0.00086	2.3981	YES	0.42%	294,296	0.24%	7,501	
B.2.5.4	P-2	Combo Other/TN (%)	7.76%	19,757	100.00%	2		0.18924	-4.8741	NO	9.49%	18,032	100.00%	4		0.14658	-6.1743	NO	7.27%	22,027			
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	3.80%	3,847	0.00%	41		0.03000	1.2650	YES	4.61%	3,513	4.11%	73		0.02480	0.2024	YES	6.52%	3,529			
B.2.5.6	P-2	UNE ISDN/TN (%)	7.04%	866	19.51%	41		0.04090	-3.0487	NO	6.36%	786	4.55%	44		0.03781	0.4803	YES	7.97%	841	20.45%	44	
B.2.5.7	P-2	Line Sharing/TN (%)	3.80%	3,847							4.61%	3,513							6.52%	3,529	0.00%	1	
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	0.39%	294,020	5.79%	121		0.00565	-9.5610	NO	0.43%	268,036	7.50%	160		0.00516	-13.7201	NO	0.42%	294,296	8.48%	165	
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	0.71%	158,688	8.16%	49		0.01198	-6.2250	NO	0.76%	144,019	13.89%	36		0.01444	-9.0949	NO	0.77%	160,594	7.14%	28	
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	0.39%	294,020							0.43%	268,036							0.42%	294,296			
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	0.71%	158,688							0.76%	144,019							0.77%	160,594			
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	0.39%	294,020	2.44%	82		0.00686	-2.9921	NO	0.43%	268,036	3.61%	83		0.00716	-4.4540	NO	0.42%	294,296	0.00%	91	
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	0.71%	158,688							0.76%	144,019							0.77%	160,594			
B.2.5.14	P-2	Other Design/TN (%)	21.95%	1,845							29.07%	1,985							21.61%	1,694			
B.2.5.15	P-2	Other Non-Design/TN (%)	0.39%	294,020							0.43%	268,036							0.42%	294,296			
B.2.5.16	P-2	INP (Standalone)/TN (%)	0.39%	291,438							0.41%	266,497							0.42%	292,644			
B.2.5.17	P-2	LNP (Standalone)/TN (%)	0.39%	291,438	0.00%	247		0.00394	0.9771	YES	0.41%	266,497	0.00%	208		0.00443	0.9235	YES	0.42%	292,644	0.00%	148	
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	4.77%	4,927	10.39%	77		0.02448	-2.2961	NO	7.13%	4,715	4.55%	110		0.02481	1.0401	YES	7.85%	4,724	20.45%	44	
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	21.81%	651	64.79%	142		0.03825	-11.2358	NO	29.62%	628	71.43%	203		0.03686	-11.3425	NO	30.70%	417	70.27%	148	
		% Jeopardies - Non-Mechanized																					
B.2.6.1	P-2	Switch Ports/TN (%)								Diagnostic								Diagnostic					
B.2.6.2	P-2	Local Interoffice Transport/TN (%)								Diagnostic								Diagnostic			0.00%	11	
B.2.6.3	P-2	Loop + Port Combinations/TN (%)			2.09%	239				Diagnostic			0.31%	327				Diagnostic			1.51%	332	
B.2.6.4	P-2	Combo Other/TN (%)			50.00%	36				Diagnostic			45.16%	31				Diagnostic			72.09%	43	
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)			2.56%	39				Diagnostic			7.84%	51				Diagnostic			4.40%	91	
B.2.6.6	P-2	UNE ISDN/TN (%)			8.70%	23				Diagnostic			10.00%	10				Diagnostic			0.00%	16	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)			
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)			
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)			
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)			
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)			
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)			
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)			
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)			
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)			
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)			
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)			
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)			
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)			
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)			
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)			
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)			
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)			
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)			
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)			
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)			
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)			
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)			
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)			YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)			YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)			YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	68.83185	0.3610	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)			YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)			
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)			
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)			
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	12.34684	0.7019	YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)			YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)			YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)			
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)			
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)			
		% Jeopardies - Mechanized			
B.2.5.1	P-2	Switch Ports/TN (%)			
B.2.5.2	P-2	Local Interoffice Transport/TN (%)			
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	0.00076	2.4264	YES
B.2.5.4	P-2	Combo Other/TN (%)			
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)			
B.2.5.6	P-2	UNE ISDN/TN (%)	0.04186	-2.9821	NO
B.2.5.7	P-2	Line Sharing/TN (%)	0.24667	0.2540	YES
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	0.00506	-15.9226	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	0.01649	-3.8863	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)			
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)			
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	0.00682	0.6227	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)			
B.2.5.14	P-2	Other Design/TN (%)			
B.2.5.15	P-2	Other Non-Design/TN (%)			
B.2.5.16	P-2	INP (Standalone)/TN (%)			
B.2.5.17	P-2	LNP (Standalone)/TN (%)	0.00532	0.7906	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	0.04074	-3.0925	NO
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	0.04413	-8.9876	NO
		% Jeopardies - Non-Mechanized			
B.2.6.1	P-2	Switch Ports/TN (%)			Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN (%)			Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN (%)			Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)			Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)			Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)			Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic			0.00%	53				Diagnostic			0.00%	50				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic			0.00%	11				Diagnostic			7.69%	13				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic			0.00%	1				Diagnostic			0.00%	2				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic			0.00%	1				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			6.67%	15				Diagnostic			0.00%	6				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			0.00%	2				Diagnostic			0.00%	1				Diagnostic
B.2.6.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN (%)	Diagnostic								Diagnostic			0.00%	7				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic			0.00%	170				Diagnostic			0.00%	256				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			10.00%	10				Diagnostic			11.11%	18				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			43.33%	30				Diagnostic			46.15%	26				Diagnostic
		Average Jeopardy Notice Interval - Mechanized																	
B.2.8.1	P-2	Switch Ports/TN (hours)	>= 48 hrs																
B.2.8.2	P-2	Local Interoffice Transport/TN (hours)	>= 48 hrs																
B.2.8.3	P-2	Loop + Port Combinations/TN (hours)	>= 48 hrs			168.73	20				YES			102.07	20				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs			342.08	1				YES								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	>= 48 hrs			149.46	2				YES								
B.2.8.6	P-2	UNE ISDN/TN (hours)	>= 48 hrs			347.27	6				YES			389.49	5				YES
B.2.8.7	P-2	Line Sharing/TN (hours)	>= 48 hrs																
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)	>= 48 hrs			162.35	9				YES			222.31	11				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs			213.12	5				YES			155.29	3				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)	>= 48 hrs																
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	>= 48 hrs																
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	>= 48 hrs			200.61	5				YES			168.52	1				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	>= 48 hrs																
B.2.8.14	P-2	Other Design/TN (hours)	>= 48 hrs																
B.2.8.15	P-2	Other Non-Design/TN (hours)	>= 48 hrs																
B.2.8.16	P-2	INP (Standalone)/TN (hours)	>= 48 hrs																
B.2.8.17	P-2	LNP (Standalone)/TN (hours)	>= 48 hrs																
B.2.8.18	P-2	Digital Loop < DS1/TN (hours)	>= 48 hrs			297.82	8				YES			389.49	5				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)	>= 48 hrs			196.97	130				YES			193.13	131				YES
		Average Jeopardy Notice Interval - Non-Mechanized																	
B.2.9.1	P-2	Switch Ports/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)	Diagnostic			204.23	3				Diagnostic			181.11	6				Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)	Diagnostic			335.91	22				Diagnostic			332.52	11				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	Diagnostic								Diagnostic			211.18	2				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)	Diagnostic			366.90	1				Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)	Diagnostic								Diagnostic			132.03	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	Diagnostic			156.65	1				Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)	Diagnostic			366.90	1				Diagnostic			211.18	2				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)	Diagnostic			215.56	13				Diagnostic			201.67	12				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized																	
B.2.10.1	P-2	Switch Ports/TN (%)	95% >= 48 hrs																
B.2.10.2	P-2	Local Interoffice Transport/TN (%)	95% >= 48 hrs																
B.2.10.3	P-2	Loop + Port Combinations/TN (%)	95% >= 48 hrs			95.00%	20				YES			100.00%	20				YES
B.2.10.4	P-2	Combo Other/TN (%)	95% >= 48 hrs			100.00%	1				YES								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	95% >= 48 hrs			100.00%	2				YES								
B.2.10.6	P-2	UNE ISDN/TN (%)	95% >= 48 hrs			100.00%	6				YES			100.00%	5				YES
B.2.10.7	P-2	Line Sharing/TN (%)	95% >= 48 hrs																
B.2.10.8	P-2	2W Analog Loop Design/TN (%)	95% >= 48 hrs			100.00%	9				YES			81.82%	11				NO
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)	95% >= 48 hrs			100.00%	5				YES			100.00%	3				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN (%)	95% >= 48 hrs																
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	95% >= 48 hrs																
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN (%)	95% >= 48 hrs			100.00%	5				YES			100.00%	1				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	95% >= 48 hrs																
B.2.10.14	P-2	Other Design/TN (%)	95% >= 48 hrs																
B.2.10.15	P-2	Other Non-Design/TN (%)	95% >= 48 hrs																
B.2.10.16	P-2	INP (Standalone)/TN (%)	95% >= 48 hrs																
B.2.10.17	P-2	LNP (Standalone)/TN (%)	95% >= 48 hrs																
B.2.10.18	P-2	Digital Loop < DS1/TN (%)	95% >= 48 hrs			100.00%	8				YES			100.00%	5				YES
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)	95% >= 48 hrs			99.23%	130				YES			100.00%	131				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized																	
B.2.11.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			100.00%	3				Diagnostic			66.67%	6				Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)	Diagnostic			100.00%	22				Diagnostic			100.00%	11				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic								Diagnostic			100.00%	2				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)	Diagnostic			100.00%	1				Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/TN (%)	Diagnostic								Diagnostic								Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.6.7	P-2	Line Sharing/TN (%)			0.00%	55				Diagnostic			0.00%	43				Diagnostic			0.00%	48	
B.2.6.8	P-2	2W Analog Loop Design/TN (%)			0.00%	14				Diagnostic			0.00%	24				Diagnostic			5.88%	17	
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)			0.00%	1				Diagnostic								Diagnostic					
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)								Diagnostic								Diagnostic					
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)								Diagnostic								Diagnostic					
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)			0.00%	6				Diagnostic			0.00%	25				Diagnostic			0.00%	10	
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)			0.00%	1				Diagnostic								Diagnostic					
B.2.6.14	P-2	Other Design/TN (%)								Diagnostic								Diagnostic					
B.2.6.15	P-2	Other Non-Design/TN (%)								Diagnostic								Diagnostic			0.00%	1	
B.2.6.16	P-2	INP (Standalone)/TN (%)								Diagnostic								Diagnostic					
B.2.6.17	P-2	LNP (Standalone)/TN (%)			0.00%	229				Diagnostic			0.00%	253				Diagnostic			0.00%	212	
B.2.6.18	P-2	Digital Loop < DS1/TN (%)			5.00%	60				Diagnostic			7.55%	53				Diagnostic			3.92%	102	
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)			58.14%	43				Diagnostic			61.29%	31				Diagnostic			66.67%	45	
		Average Jeopardy Notice Interval - Mechanized																					
B.2.8.1	P-2	Switch Ports/TN (hours)																					
B.2.8.2	P-2	Local Interoffice Transport/TN (hours)																					
B.2.8.3	P-2	Loop + Port Combinations/TN (hours)			218.82	8				YES			114.13	8				YES			178.62	14	
B.2.8.4	P-2	Combo Other/TN (hours)			485.08	2				YES			365.78	4				YES					
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)											181.60	3				YES					
B.2.8.6	P-2	UNE ISDN/TN (hours)			274.56	7				YES			181.88	2				YES			321.73	9	
B.2.8.7	P-2	Line Sharing/TN (hours)																					
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)			298.61	7				YES			224.62	12				YES			187.30	14	
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)			179.35	4				YES			147.40	4				YES			239.77	1	
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)																					
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)																					
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)			161.76	2				YES			189.39	3				YES					
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)																					
B.2.8.14	P-2	Other Design/TN (hours)																					
B.2.8.15	P-2	Other Non-Design/TN (hours)																					
B.2.8.16	P-2	INP (Standalone)/TN (hours)																					
B.2.8.17	P-2	LNP (Standalone)/TN (hours)																					
B.2.8.18	P-2	Digital Loop < DS1/TN (hours)			274.56	7				YES			181.71	5				YES			321.73	9	
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)			178.73	92				YES			185.46	145				YES			194.06	104	
		Average Jeopardy Notice Interval - Non-Mechanized																					
B.2.9.1	P-2	Switch Ports/TN (hours)								Diagnostic								Diagnostic					
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)								Diagnostic								Diagnostic					
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)			121.35	5				Diagnostic			57.55	1				Diagnostic			107.76	4	
B.2.9.4	P-2	Combo Other/TN (hours)			319.24	17				Diagnostic			336.82	13				Diagnostic			318.76	30	
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)			443.60	1				Diagnostic			167.58	3				Diagnostic			170.69	3	
B.2.9.6	P-2	UNE ISDN/TN (hours)			341.93	2				Diagnostic			323.43	1				Diagnostic					
B.2.9.7	P-2	Line Sharing/TN (hours)								Diagnostic								Diagnostic					
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)								Diagnostic								Diagnostic			84.57	1	
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)								Diagnostic								Diagnostic					
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)								Diagnostic								Diagnostic					
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)								Diagnostic								Diagnostic					
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)								Diagnostic								Diagnostic					
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)								Diagnostic								Diagnostic					
B.2.9.14	P-2	Other Design/TN (hours)								Diagnostic								Diagnostic					
B.2.9.15	P-2	Other Non-Design/TN (hours)								Diagnostic								Diagnostic					
B.2.9.16	P-2	INP (Standalone)/TN (hours)								Diagnostic								Diagnostic					
B.2.9.17	P-2	LNP (Standalone)/TN (hours)								Diagnostic								Diagnostic					
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)			375.82	3				Diagnostic			206.55	4				Diagnostic			170.69	3	
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)			254.59	24				Diagnostic			200.89	19				Diagnostic			294.42	30	
		% Jeopardy Notice >= 48 hours - Mechanized																					
B.2.10.1	P-2	Switch Ports/TN (%)																					
B.2.10.2	P-2	Local Interoffice Transport/TN (%)																					
B.2.10.3	P-2	Loop + Port Combinations/TN (%)			100.00%	8				YES			100.00%	8				YES			100.00%	14	
B.2.10.4	P-2	Combo Other/TN (%)			100.00%	2				YES			100.00%	4				YES					
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)											100.00%	3				YES					
B.2.10.6	P-2	UNE ISDN/TN (%)			100.00%	7				YES			50.00%	2				NO			100.00%	9	
B.2.10.7	P-2	Line Sharing/TN (%)																					
B.2.10.8	P-2	2W Analog Loop Design/TN (%)			100.00%	7				YES			100.00%	12				YES			100.00%	14	
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)			100.00%	4				YES			100.00%	4				YES			100.00%	1	
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN (%)																					
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)																					
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN (%)			100.00%	2				YES			100.00%	3				YES					
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)																					
B.2.10.14	P-2	Other Design/TN (%)																					
B.2.10.15	P-2	Other Non-Design/TN (%)																					
B.2.10.16	P-2	INP (Standalone)/TN (%)																					
B.2.10.17	P-2	LNP (Standalone)/TN (%)																					
B.2.10.18	P-2	Digital Loop < DS1/TN (%)			100.00%	7				YES			80.00%	5				NO			100.00%	9	
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)			100.00%	92				YES			100.00%	145				YES			100.00%	104	
		% Jeopardy Notice >= 48 hours - Non-Mechanized																					
B.2.11.1	P-2	Switch Ports/TN (%)								Diagnostic								Diagnostic					
B.2.11.2	P-2	Local Interoffice Transport/TN (%)								Diagnostic								Diagnostic					
B.2.11.3	P-2	Loop + Port Combinations/TN (%)			100.00%	5				Diagnostic			100.00%	1				Diagnostic			75.00%	4	
B.2.11.4	P-2	Combo Other/TN (%)			100.00%	17				Diagnostic			100.00%	13				Diagnostic			100.00%	30	
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)			100.00%	1				Diagnostic			100.00%	3				Diagnostic			100.00%	3	
B.2.11.6	P-2	UNE ISDN/TN (%)			100.00%	2				Diagnostic			100.00%	1				Diagnostic					
B.2.11.7	P-2	Line Sharing/TN (%)								Diagnostic								Diagnostic					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zacore	Equity
B.2.6.7	P-2	Line Sharing/TN (%)			Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)			Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)			Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)			Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)			Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)			Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)			Diagnostic
B.2.6.14	P-2	Other Design/TN (%)			Diagnostic
B.2.6.15	P-2	Other Non-Design/TN (%)			Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN (%)			Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN (%)			Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)			Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)			Diagnostic
		Average Jeopardy Notice Interval - Mechanized			
B.2.8.1	P-2	Switch Ports/TN (hours)			
B.2.8.2	P-2	Local Interoffice Transport/TN (hours)			
B.2.8.3	P-2	Loop + Port Combinations/TN (hours)			YES
B.2.8.4	P-2	Combo Other/TN (hours)			
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)			
B.2.8.6	P-2	UNE ISDN/TN (hours)			YES
B.2.8.7	P-2	Line Sharing/TN (hours)			
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)			YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)			YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)			
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)			
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)			
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)			
B.2.8.14	P-2	Other Design/TN (hours)			
B.2.8.15	P-2	Other Non-Design/TN (hours)			
B.2.8.16	P-2	INP (Standalone)/TN (hours)			
B.2.8.17	P-2	LNP (Standalone)/TN (hours)			
B.2.8.18	P-2	Digital Loop < DS1/TN (hours)			YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)			YES
		Average Jeopardy Notice Interval - Non-Mechanized			
B.2.9.1	P-2	Switch Ports/TN (hours)			Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)			Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)			Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)			Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)			Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)			Diagnostic
B.2.9.7	P-2	Line Sharing/TN (hours)			Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)			Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)			Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)			Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)			Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)			Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)			Diagnostic
B.2.9.14	P-2	Other Design/TN (hours)			Diagnostic
B.2.9.15	P-2	Other Non-Design/TN (hours)			Diagnostic
B.2.9.16	P-2	INP (Standalone)/TN (hours)			Diagnostic
B.2.9.17	P-2	LNP (Standalone)/TN (hours)			Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)			Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)			Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized			
B.2.10.1	P-2	Switch Ports/TN (%)			
B.2.10.2	P-2	Local Interoffice Transport/TN (%)			
B.2.10.3	P-2	Loop + Port Combinations/TN (%)			YES
B.2.10.4	P-2	Combo Other/TN (%)			
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)			
B.2.10.6	P-2	UNE ISDN/TN (%)			YES
B.2.10.7	P-2	Line Sharing/TN (%)			
B.2.10.8	P-2	2W Analog Loop Design/TN (%)			YES
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)			YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN (%)			
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)			
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN (%)			
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)			
B.2.10.14	P-2	Other Design/TN (%)			
B.2.10.15	P-2	Other Non-Design/TN (%)			
B.2.10.16	P-2	INP (Standalone)/TN (%)			
B.2.10.17	P-2	LNP (Standalone)/TN (%)			
B.2.10.18	P-2	Digital Loop < DS1/TN (%)			YES
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)			YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized			
B.2.11.1	P-2	Switch Ports/TN (%)			Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN (%)			Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN (%)			Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)			Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)			Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)			Diagnostic
B.2.11.7	P-2	Line Sharing/TN (%)			Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.11.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic								Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			100.00%	1				Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			100.00%	1				Diagnostic			100.00%	2				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			100.00%	13				Diagnostic			100.00%	12				Diagnostic
		Coordinated Customers Conversions																	
B.2.12.1	P-7	Loops with INP/TN (%)	>= 95% w in 15 min																
B.2.12.2	P-7	Loops with LNP/TN (%)	>= 95% w in 15 min			99.58%	238				YES			96.76%	247				YES
		% Hot Cuts > 15 minutes Early																	
B.2.13.1	P-7A	Time-Specific SL1/TN (%)	<= 5%																
B.2.13.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			0.00%	61				YES			0.00%	64				YES
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%																
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	15				YES			0.00%	9				YES
		Hot Cut Timeliness																	
B.2.14.1	P-7A	Time-Specific SL1/TN (%)	>= 95% w in 15 min																
B.2.14.2	P-7A	Time-Specific SL2/TN (%)	>= 95% w in 15 min			100.00%	61				YES			100.00%	64				YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)	>= 95% w in 15 min																
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)	>= 95% w in 15 min			100.00%	15				YES			100.00%	9				YES
		% Hot Cuts > 15 minutes Late																	
B.2.15.1	P-7A	Time-Specific SL1/TN (%)	<= 5%																
B.2.15.2	P-7A	Time-Specific SL2/TN (%)	<= 5%			0.00%	61				YES			0.00%	64				YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)	<= 5%																
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)	<= 5%			0.00%	15				YES			0.00%	9				YES
		Average Recovery Time - CCC																	
B.2.16.1	P-7B	Loops with INP/TN (minutes)	Diagnostic								Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN (minutes)	Diagnostic			106.50	2				Diagnostic			117.20	5				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts																	
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)	<= 5%			3.66%	246				YES			1.37%	219				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN (%)	<= 5%											0.00%	2				YES
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN (%)	<= 5%			0.00%	1				YES								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)	<= 5%			0.00%	5				YES			0.00%	1				YES
		% Missed Installation Appointments																	
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.64%	16,522							6.13%	19,243						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.07%	264,516							0.04%	291,471						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.33%	79							7.87%	89						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1							0.00%	4						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	2.23%	895							1.37%	873						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3																
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3																
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3																
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	6.58%	16,756	3.65%	356		0.01328	2.2068	YES	6.00%	19,759	5.35%	374		0.01239	0.5242	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	0.07%	265,683	0.13%	14,393		0.00023	-2.1639	NO	0.04%	292,699	0.05%	20,915		0.00015	-0.3453	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	123,324	0.00%	3,226		0.00000		YES	0.00%	141,103	0.00%	2,747		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	0.14%	142,359	0.16%	11,167		0.00037	-0.6035	YES	0.08%	151,596	0.06%	18,168		0.00023	1.2165	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	5.15%	97	0.00%	3		0.12962	0.3977	YES	7.62%	105	0.00%	2		0.18938	0.4023	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	58							0.00%	66	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	0.00%	15							0.00%	14						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	0.00%	43							0.00%	52	0.00%	1		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	6.38%	17,938	10.53%	38		0.03968	-1.0455	YES	5.92%	21,196	0.00%	30		0.04310	1.3725	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	6.38%	17,938							5.92%	21,196						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	3.16%	190							4.82%	228						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	3.16%	190							4.82%	228						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.53%	1,745	0.99%	101		0.02128	1.6624	YES	5.12%	1,659	1.35%	74		0.02620	1.4400	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.04%	2,360							0.00%	2,460						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	33.33%	3							25.00%	4						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail									0.00%	1						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	6.93%	231	9.09%	33		0.04725	-0.4581	YES	4.11%	487	2.86%	35		0.03473	0.3598	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.97%	616							0.19%	528						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI																
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI																
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	4.53%	1,745	0.00%	3		0.12013	0.3768	YES	5.12%	1,659	0.00%	3		0.12741	0.4021	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.04%	2,360	0.00%	50		0.00294	0.1441	YES	0.00%	2,460	1.96%	51		0.00000		NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	33.33%	3							25.00%	4						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail									0.00%	1						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.58%	16,756	2.73%	110		0.02372	1.6253	YES	6.00%	19,759	0.86%	116		0.02211	2.3226	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.58%	16,756							6.00%	19,759						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	5.15%	97							7.62%	105						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.15%	97							7.62%	105						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.64%	16,522	5.77%	52		0.03458	0.2517	YES	6.13%	19,243	2.00%	50		0.03397	1.2163	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.14%	141,617							0.08%	150,840	0.00%	1		0.02878	0.0288	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.33%	79							7.87%	89						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or									0.00%	2						

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.11.8	P-2	2W Analog Loop Design/TN (%)								Diagnostic								Diagnostic			100.00%	1	
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)								Diagnostic								Diagnostic					
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)								Diagnostic								Diagnostic					
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)								Diagnostic								Diagnostic					
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)								Diagnostic								Diagnostic					
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)								Diagnostic								Diagnostic					
B.2.11.14	P-2	Other Design/TN (%)								Diagnostic								Diagnostic					
B.2.11.15	P-2	Other Non-Design/TN (%)								Diagnostic								Diagnostic					
B.2.11.16	P-2	INP (Standalone)/TN (%)								Diagnostic								Diagnostic					
B.2.11.17	P-2	LNP (Standalone)/TN (%)								Diagnostic								Diagnostic					
B.2.11.18	P-2	Digital Loop < DS1/TN (%)			100.00%	3				Diagnostic			100.00%	4				Diagnostic			100.00%	3	
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)			100.00%	24				Diagnostic			100.00%	19				Diagnostic			100.00%	30	
		Coordinated Customers Conversions																					
B.2.12.1	P-7	Loops with INP/TN (%)																					
B.2.12.2	P-7	Loops with LNP/TN (%)			100.00%	221				YES			100.00%	302				YES			100.00%	286	
		% Hot Cuts > 15 minutes Early																					
B.2.13.1	P-7A	Time-Specific SL1/TN (%)																					
B.2.13.2	P-7A	Time-Specific SL2/TN (%)			0.00%	50				YES			0.00%	80				YES			2.99%	67	
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)																					
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)			0.00%	17				YES			0.00%	18				YES			0.00%	11	
		Hot Cut Timeliness																					
B.2.14.1	P-7A	Time-Specific SL1/TN (%)																					
B.2.14.2	P-7A	Time-Specific SL2/TN (%)			100.00%	50				YES			97.50%	80				YES			97.01%	67	
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)																					
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)			100.00%	17				YES			100.00%	18				YES			100.00%	11	
		% Hot Cuts > 15 minutes Late																					
B.2.15.1	P-7A	Time-Specific SL1/TN (%)																					
B.2.15.2	P-7A	Time-Specific SL2/TN (%)			0.00%	50				YES			2.50%	80				YES			0.00%	67	
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)																					
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)			0.00%	17				YES			0.00%	18				YES			0.00%	11	
		Average Recovery Time - CCC																					
B.2.16.1	P-7B	Loops with INP/TN (minutes)								Diagnostic								Diagnostic					
B.2.16.2	P-7B	Loops with LNP/TN (minutes)			34.50	2				Diagnostic			38.67	3				Diagnostic					
		% Provisioning Troubles within 7 Days - Hot Cuts																					
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)			6.27%	303				NO			1.75%	286				YES			3.14%	223	
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN (%)																					
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN (%)																					
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)																					
		% Missed Installation Appointments																					
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)	8.52%	17,528							6.79%	16,027							5.93%	20,002			
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	0.04%	274,116							0.02%	250,870							0.03%	272,690			
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)	10.96%	73							2.86%	70							9.80%	102			
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	0.00%	2															0.00%	10			
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	1.96%	1,019							0.76%	793							1.46%	888	0.00%	11	
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)																					
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	0.00%	1															0.00%	1			
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)																					
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	8.45%	17,863	4.97%	342		0.01518	2.2902	YES	6.67%	16,359	3.95%	329		0.01389	1.9563	YES	5.88%	20,295	4.87%	349	
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	0.04%	276,311	0.05%	9,853		0.00020	-0.5347	YES	0.02%	252,009	0.03%	5,882		0.00020	-0.5009	YES	0.03%	273,948	0.09%	7,476	
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	0.00%	133,339	0.00%	2,797		0.00000		YES	0.00%	123,120	0.00%	2,094		0.00000		YES	0.00%	132,674	0.00%	2,490	
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	0.08%	142,972	0.07%	7,056		0.00034	0.1797	YES	0.05%	128,889	0.05%	3,788		0.00036	-0.1757	YES	0.05%	141,274	0.14%	4,986	
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	9.88%	81	0.00%	3		0.17541	0.5631	YES	4.39%	114	0.00%	8		0.07490	0.5856	YES	8.85%	113	14.29%	7	
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	0.00%	47							0.00%	35							0.00%	65	0.00%	3	
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	0.00%	10							0.00%	13							0.00%	12			
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	0.00%	37							0.00%	22							0.00%	53	0.00%	3	
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	8.13%	19,481	10.53%	38		0.04438	-0.5397	YES	6.52%	17,835	8.33%	36		0.04119	-0.4400	YES	5.78%	21,694	2.44%	41	
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)	8.13%	19,481							6.52%	17,835							5.78%	21,694			
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)	9.52%	84							5.13%	117							8.77%	114			
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)	9.52%	84							5.13%	117							8.77%	114			
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	6.77%	1,655	0.00%	82		0.02842	2.3814	YES	5.56%	1,620	0.00%	113		0.02229	2.4927	YES	4.24%	1,555	1.12%	89	
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	0.00%	2,187							0.00%	2,107							0.00%	1,955			
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	0.00%	3							0.00%	2							0.00%	4			
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	0.00%	2							0.00%	2							0.00%	1			
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	7.80%	282	4.84%	62		0.03762	0.7876	YES	6.34%	268	3.64%	55		0.03608	0.7502	YES	7.23%	332	4.84%	62	
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	0.83%	600							1.48%	540							0.99%	506			
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)	0.00%	1																			
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)																					
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	6.77%	1,655	0.00%	7		0.09514	0.7113	YES	5.56%	1,620	0.00%	5		0.10260	0.5415	YES	4.24%	1,555	20.00%	5	
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	0.00%	2,187	0.00%	48		0.00000		YES	0.00%	2,107	2.63%	38		0.00000		NO	0.00%	1,955	0.00%	45	
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	0.00%	3							0.00%	2							0.00%	4			
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	0.00%	2							0.00%	2							0.00%	1			
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	8.45%	17,863	2.31%	130		0.02448	2.5082	YES	6.67%	16,359	2.20%	182		0.01860	2.4045	YES	5.88%	20,295	2.40%	167	
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	8.45%	17,863							6.67%	16,359							5.88%	20,295			
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	9.88%	81							4.39%	114							8.85%	113			
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	9.88%	81							4.39%	114							8.85%	113			
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	8.52%	17,528	4.08%	49		0.03995	1.1120	YES	6.79%	16,027	5.56%	36		0.04197	0.2938	YES	5.93%	20,002	7.14%	28	
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	0.08%	141,246							0.04%	128,242							0.05%	140,516			
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	10.96%	73							2.86%	70							9.80%	102			
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)																	0.00%	6			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.11.8	P-2	2W Analog Loop Design/TN (%)			Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)			Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)			Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)			Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)			Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)			Diagnostic
B.2.11.14	P-2	Other Design/TN (%)			Diagnostic
B.2.11.15	P-2	Other Non-Design/TN (%)			Diagnostic
B.2.11.16	P-2	INP (Standalone)/TN (%)			Diagnostic
B.2.11.17	P-2	LNP (Standalone)/TN (%)			Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN (%)			Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)			Diagnostic
		Coordinated Customers Conversions			
B.2.12.1	P-7	Loops with INP/TN (%)			
B.2.12.2	P-7	Loops with LNP/TN (%)			YES
		% Hot Cuts > 15 minutes Early			
B.2.13.1	P-7A	Time-Specific SL1/TN (%)			
B.2.13.2	P-7A	Time-Specific SL2/TN (%)			YES
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)			
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)			YES
		Hot Cut Timeliness			
B.2.14.1	P-7A	Time-Specific SL1/TN (%)			
B.2.14.2	P-7A	Time-Specific SL2/TN (%)			YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)			
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)			YES
		% Hot Cuts > 15 minutes Late			
B.2.15.1	P-7A	Time-Specific SL1/TN (%)			
B.2.15.2	P-7A	Time-Specific SL2/TN (%)			YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)			
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)			YES
		Average Recovery Time - CCC			
B.2.16.1	P-7B	Loops with INP/TN (minutes)			Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN (minutes)			Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts			
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)			YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN (%)			
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN (%)			
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)			
		% Missed Installation Appointments			
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)			
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)			
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	0.03644	0.4018	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)			
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	0.01270	0.7967	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	0.00019	-3.5445	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	0.00033	-2.7498	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	0.11062	-0.4914	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)			
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)	0.03647	0.9150	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)			
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)			
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)			
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	0.02197	1.4203	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)			
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	0.03583	0.6671	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)			
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	0.09030	-1.7448	NO
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)			
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	0.01828	1.9077	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	0.04468	-0.2705	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)			
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)			

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.58%	16,756							6.00%	19,759						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.58%	16,756							6.00%	19,759						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	5.15%	97							7.62%	105						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.15%	97							7.62%	105						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.64%	16,522							6.13%	19,243						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.14%	141,617							0.08%	150,840	0.00%	1		0.02878	0.0288	YES
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.33%	79							7.87%	89						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or									0.00%	2						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	6.58%	16,756	0.00%	79		0.02797	2.3539	YES	6.00%	19,759	1.14%	88		0.02537	1.9162	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	6.58%	16,756							6.00%	19,759						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	5.15%	97							7.62%	105						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.15%	97							7.62%	105						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.64%	16,522	0.00%	2		0.17606	0.3771	YES	6.13%	19,243	0.00%	1		0.23992	0.2556	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.14%	141,617							0.08%	150,840						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	6.33%	79							7.87%	89						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or									0.00%	2						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)	Design	3.47%	1,182							4.80%	1,437						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	0.00%	177							2.67%	225						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	1.08%	93							2.44%	123						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	16							0.00%	12						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	6.58%	16,756							6.00%	19,759						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.07%	265,683							0.04%	292,899						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	5.15%	97							7.62%	105						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	58							0.00%	66						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.64%	16,522							6.13%	19,243	0.00%	3		0.13853	0.4427	YES
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.07%	264,516							0.04%	291,471	0.00%	3		0.01195	0.0359	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.33%	79							7.87%	89						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1							0.00%	4						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	6.64%	16,522							6.13%	19,243	0.00%	3		0.13853	0.4427	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.07%	264,516	0.00%	380		0.00138	0.5250	YES	0.04%	291,471	0.00%	495		0.00093	0.4605	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	6.33%	79							7.87%	89						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	1							0.00%	4	0.00%	8		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.67%	2,079	2.44%	123		0.01957	1.1377	YES	4.77%	2,283	1.92%	104		0.02138	1.3337	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.23%	3,068							0.03%	3,105						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	33.33%	3							25.00%	4						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1									0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	1.98%	252	6.38%	188		0.01344	-3.2731	NO	3.14%	255	7.25%	193		0.01663	-2.4751	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	112							1.46%	137						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	2.50%	40							4.44%	45						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	44							0.00%	30						
		% Provisioning Troubles within 30 Days																	
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.38%	19,243							11.37%	17,528						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.60%	291,471							3.68%	274,116						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	15.73%	89							12.33%	73						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4							0.00%	2						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	7.33%	873							8.34%	1,019						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3																
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3									0.00%	1						
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3																
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	10.21%	19,759	16.31%	374		0.01581	-3.8575	NO	11.35%	17,863	14.33%	342		0.01731	-1.7211	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	3.60%	292,699	3.00%	20,915		0.00133	4.5086	YES	3.68%	276,311	3.39%	9,853		0.00193	1.5011	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	3.18%	141,103	4.40%	2,747		0.00338	-3.6087	NO	3.37%	133,339	3.15%	2,797		0.00345	0.6395	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	3.98%	151,596	2.79%	18,168		0.00154	7.8128	YES	3.97%	142,972	3.49%	7,056		0.00238	2.0366	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	20.95%	105	50.00%	2		0.29050	-0.9999	YES	14.81%	81	0.00%	3		0.20887	0.7093	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	10.61%	66	0.00%	1		0.31024	0.3419	YES	10.64%	47						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	14.29%	14							20.00%	10						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	9.62%	52	0.00%	1		0.29762	0.3231	YES	8.11%	37						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	9.95%	21,196	16.67%	30		0.05469	-1.2282	YES	10.83%	19,481	15.79%	38		0.05046	-0.9826	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	9.95%	21,196							10.83%	19,481						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	9.65%	228							14.29%	84						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	9.65%	228							14.29%	84						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.32%	1,659	4.05%	74		0.02127	-0.3473	YES	4.65%	1,655	3.66%	82		0.02383	0.4172	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.64%	2,460							2.24%	2,187						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	4							0.00%	3						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1							50.00%	2						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	6.16%	487	11.43%	35		0.04208	-1.2521	YES	7.45%	282	8.06%	62		0.03682	-0.1677	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	0.57%	528							0.83%	600						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI									0.00%	1						
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI																
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.32%	1,659	0.00%	3		0.10346	0.3204	YES	4.65%	1,655	14.29%	7		0.07978	-1.2075	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	2.64%	2,460	23.53%	51		0.02269	-9.2052	NO	2.24%	2,187	22.92%	48		0.02159	-9.5747	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	4							0.00%	3						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	1							50.00%	2						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.21%	19,759	11.21%	116		0.02620	-0.3524	YES	11.35%	17,863	3.85%	130		0.02792	2.6868	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.21%	19,759							11.35%	17,863						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	20.95%	105							14.81%	81						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	20.95%	105							14.81%	81						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.38%	19,243	6.00%	50		0.04319	1.0137	YES	11.37%	17,528	6.12%	49		0.04541	1.1556	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.99%	150,840	0.00%	1		0.19570	0.2038	YES	3.97%	141,246						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	15.73%	89							12.33%	73						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	2														
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.21%	19,759							11.35%	17,863						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.21%	19,759							11.35%	17,863						

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	8.45%	17,863							6.67%	16,359							5.88%	20,295			
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	8.45%	17,863							6.67%	16,359							5.88%	20,295			
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	9.88%	81							4.39%	114							8.85%	113			
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	9.88%	81							4.39%	114							8.85%	113			
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	8.52%	17,528							6.79%	16,027							5.93%	20,002			
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	0.08%	141,246							0.04%	128,242							0.05%	140,516			
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	10.96%	73							2.86%	70							9.80%	102			
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)																	0.00%	6			
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	8.45%	17,863	0.00%	87		0.02989	2.8264	YES	6.67%	16,359	0.00%	104		0.02454	2.7175	YES	5.88%	20,295	0.00%	97	
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	8.45%	17,863							6.67%	16,359							5.88%	20,295			
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	9.88%	81							4.39%	114							8.85%	113			
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	9.88%	81							4.39%	114							8.85%	113			
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	8.52%	17,528							6.79%	16,027							5.93%	20,002			
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	0.08%	141,246	0.00%	1		0.02738	0.0274	YES	0.04%	128,242							0.05%	140,516			
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	10.96%	73							2.86%	70							9.80%	102			
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)																	0.00%	6			
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)	4.64%	1,618							4.88%	1,476							4.22%	1,399			
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	2.29%	218							1.04%	383							1.17%	256			
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	0.00%	3							33.33%	3							0.00%	1			
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)																	0.00%	1			
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	8.45%	17,863							6.67%	16,359							5.88%	20,295	0.00%	1	
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	0.04%	276,311							0.02%	252,009							0.03%	273,948			
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	9.88%	81							4.39%	114							8.85%	113			
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	0.00%	47							0.00%	35							0.00%	65			
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	8.52%	17,528							6.79%	16,027							5.93%	20,002			
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	0.04%	274,116							0.02%	250,870							0.03%	272,690			
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	10.96%	73							2.86%	70							9.80%	102			
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	0.00%	2															0.00%	10			
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	8.52%	17,528							6.79%	16,027							5.93%	20,002			
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	0.04%	274,116	0.43%	468		0.00091	-4.2731	NO	0.02%	250,870	0.00%	456		0.00069	0.3159	YES	0.03%	272,690	0.57%	348	
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	10.96%	73							2.86%	70							9.80%	102			
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	0.00%	2	0.00%	4		0.00000		YES			0.00%	6					0.00%	10	0.00%	9	
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	6.74%	2,062	2.21%	136		0.02220	2.0431	YES	6.01%	2,095	1.30%	154		0.01985	2.3756	YES	4.78%	2,052	2.74%	146	
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	0.17%	2,881							0.28%	2,847							0.19%	2,635			
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	0.00%	4							0.00%	2							0.00%	4			
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	0.00%	2							0.00%	2							0.00%	2			
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	4.77%	398	7.03%	185		0.01897	-1.1876	YES	4.22%	332	9.17%	229		0.01726	-2.8693	NO	2.93%	205	6.77%	192	
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	1.34%	224							0.00%	261							0.00%	132			
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	0.00%	1																			
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	0.00%	15							0.00%	7							0.00%	16			
	% Provisioning Troubles within 30 Days																						
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	11.95%	16,027							11.38%	20,002							10.86%	22,726			
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	3.51%	250,870							3.18%	272,690							3.28%	266,126			
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	17.14%	70							20.59%	102							14.43%	97			
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)									0.00%	10											
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	8.32%	793							8.00%	888	0.00%	11		0.08228	0.9717	YES	8.67%	692	0.00%	12	
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)																					
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)									0.00%	1											
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)																					
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	11.94%	16,359	12.16%	329		0.01806	-0.1183	YES	11.42%	20,295	12.03%	349		0.01717	-0.3598	YES	10.79%	23,045	14.46%	325	
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	3.51%	252,009	3.88%	5,882		0.00243	-1.5182	YES	3.18%	273,948	3.69%	7,476		0.00206	-2.5123	NO	3.27%	267,561	4.27%	5,147	
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	3.22%	123,120	3.58%	2,094		0.00389	-0.9174	YES	3.01%	132,674	3.86%	2,490		0.00346	-2.4350	NO	3.20%	131,058	4.03%	2,683	
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	3.78%	128,889	4.04%	3,788		0.00314	-0.8292	YES	3.33%	141,274	3.61%	4,986		0.00258	-1.0932	YES	3.34%	136,503	4.55%	2,464	
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	19.30%	114	0.00%	8		0.14434	1.3370	YES	22.12%	113	14.29%	7		0.16167	0.4848	YES	16.54%	127	28.57%	7	
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	5.71%	35							7.69%	65	0.00%	3		0.15736	0.4888	YES	15.56%	45	0.00%	5	
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	0.00%	13							8.33%	12							11.11%	9	0.00%	1	
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	9.09%	22							7.55%	53	0.00%	3		0.15676	0.4814	YES	16.67%	36	0.00%	4	
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	11.46%	17,835	22.22%	36		0.05313	-2.0265	NO	11.08%	21,694	14.63%	41		0.04907	-0.7240	YES	10.54%	24,781	8.57%	35	
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	11.46%	17,835							11.08%	21,694							10.54%	24,781			
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	18.80%	117							21.93%	114							15.67%	134			
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	18.80%	117							21.93%	114							15.67%	134			
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	4.14%	1,620	2.65%	113		0.01937	0.7644	YES	4.05%	1,555	4.49%	89		0.02149	-0.2061	YES	3.69%	1,787	4.88%	82	
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	3.18%	2,107							3.27%	1,955							1.70%	1,883			
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	0.00%	2							0.00%	4							0.00%	7			
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	50.00%	2							0.00%	1							0.00%	1			
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	7.46%	268	16.36%	55		0.03890	-2.2881	NO	7.53%	332	11.29%	62		0.03651	-1.0300	YES	8.49%	365	15.94%	69	
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	0.74%	540							0.59%	506							0.91%	661			
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)																					
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)																					
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)	4.14%	1,620	40.00%	5		0.08919	-4.0213	NO	4.05%	1,555	0.00%	5		0.08832	0.4587	YES	3.69%	1,787	20.00%	10	
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	3.18%	2,107	13.16%	38		0.02872	-3.4743	NO	3.27%	1,955	6.67%	45		0.02683	-1.2646	YES	1.70%	1,883	4.35%	46	
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	0.00%	2							0.00%	4							0.00%	7			
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	50.00%	2							0.00%	1							0.00%	1			
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	11.94%	16,359	10.99%	182		0.02417	0.3953	YES	11.42%	20,295	8.38%	167		0.02471	1.2276	YES	10.79%	23,045	6.57%	213	
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	11.94%	16,359							11.42%	20,295							10.79%	23,045			
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	19.30%	114							22.12%	113							16.54%	127			
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	19.30%	114							22.12%	113							16.54%	127			
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	11.95%	16,027	5.56%	36		0.05413	1.1821	YES	11.38%	20,002	0.00%	28		0.06007	1.8952	YES	10.86%	22,726	0.00%	26	
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	3.78%	128,242							3.33%	140,516							3.34%	135,735			
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	17.14%	70							20.59%	102							14.43%	97			
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)									0.00%	6											
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	11.94%	16,359							11.42%	20,295							10.79%	23,045			
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	11.94%	16,359							11.42%	20,295							10.79%	23,045			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)			
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)			
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)			
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)			
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	0.02395	2.4565	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)			
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)			
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)			
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)			
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	0.23532	0.2500	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)			
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)			
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)			
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	0.00086	-6.3894	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)			
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	0.01827	1.1147	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)			
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)			
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	0.01693	-2.2707	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)			
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)			
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)			
		% Provisioning Troubles within 30 Days			
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)			
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)			
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	0.08194	1.0582	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)			
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	0.01733	-2.1172	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	0.00250	-4.0014	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	0.00343	-2.3982	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	0.00385	-3.2987	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	0.14423	-0.8345	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	0.17085	0.9105	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	0.33127	0.3354	YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	0.19642	0.8485	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	0.05194	0.3791	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)			
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)			
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)			
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	0.02130	-0.5662	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)			
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	0.03660	-2.0354	NO
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)			
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)	0.05861	-2.7266	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	0.01929	-1.3731	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)			
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	0.02136	1.9755	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	0.06104	1.7783	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)			
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)			
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)			
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)			

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	20.95%	105							14.81%	81						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	20.95%	105							14.81%	81						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.38%	19,243							11.37%	17,528						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.99%	150,840	0.00%	1		0.19570	0.2038	YES	3.97%	141,246						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	15.73%	89							12.33%	73						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	2														
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	10.21%	19,759	10.23%	88		0.03235	-0.0044	YES	11.35%	17,863	6.90%	87		0.03409	1.3057	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	10.21%	19,759							11.35%	17,863						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	20.95%	105							14.81%	81						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	20.95%	105							14.81%	81						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.38%	19,243	0.00%	1		0.30498	0.3403	YES	11.37%	17,528						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	3.99%	150,840							3.97%	141,246	0.00%	1		0.19531	0.2034	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	15.73%	89							12.33%	73						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	0.00%	2														
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	Design	6.33%	1,437							5.13%	1,618						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	3.56%	225							2.29%	218						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	123							0.00%	3						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design	0.00%	12														
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	10.21%	19,759							11.35%	17,863						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	3.60%	292,699							3.68%	276,311						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	20.95%	105							14.81%	81						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	10.61%	66							10.64%	47						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.38%	19,243	0.00%	3		0.17609	0.5893	YES	11.37%	17,528						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.60%	291,471	0.00%	3		0.10758	0.3348	YES	3.68%	274,116						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	15.73%	89							12.33%	73						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4							0.00%	2						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	10.38%	19,243	0.00%	3		0.17609	0.5893	YES	11.37%	17,528	0.00%	1		0.31746	0.3582	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	3.60%	291,471	0.00%	497		0.00836	4.3053	YES	3.68%	274,116	0.00%	470		0.00869	4.2336	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	15.73%	89							12.33%	73						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	4	0.00%	8		0.00000		YES	0.00%	2	0.00%	5		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	4.12%	2,283	6.73%	104		0.01992	-1.3118	YES	5.09%	2,062	5.88%	136		0.01946	-0.4060	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	2.29%	3,105							1.91%	2,881						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1	0.00%	4							0.00%	4						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	1							50.00%	2						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	3.92%	255	16.58%	193		0.01852	-6.8353	NO	3.52%	398	18.92%	185		0.01639	-9.3952	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	2.19%	137							0.00%	224						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	0.00%	45							0.00%	1						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	30							6.67%	15						
		Average Completion Notice Interval - Mechanized																	
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.32	16,430			18.143				2.20	19,209			15.312			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.95	263,602			6.182				1.20	290,992			9.276			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	4.18	78			25.314				2.27	88			12.767			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.43	1			0.000				23.62	3			39.271			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice	136.58	867			296.963				93.56	871			222.368			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice																
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice																
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice																
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	R&B	2.40	16,663	0.04	287	18.458	1.09890	2.1436	YES	2.25	19,725	0.24	292	15.580	0.91849	2.1955	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.95	264,763	0.67	14,128	6.282	0.05425	5.2933	YES	1.20	292,219	0.83	20,676	9.338	0.06720	5.6217	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	1.05	122,605	0.64	3,049	6.769	0.12411	3.2403	YES	1.29	140,761	0.76	2,561	10.201	0.20339	2.6238	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	0.87	142,158	0.67	11,079	5.829	0.05749	3.4961	YES	1.12	151,458	0.84	18,115	8.457	0.06649	4.2978	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	3.41	96	0.02	2	22.847	16.32256	0.2079	YES	2.44	104	0.02	1	12.336	12.39522	0.1957	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	0.60	58			0.292				1.80	65			8.467			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	0.50	15			0.352				5.51	14			18.268			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	0.64	43			0.263				0.78	51			0.273			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	18.74	17,791			207.199				15.65	21,159			114.732			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	18.74	17,791			207.199				15.65	21,159			114.732			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	62.38	185			178.788				97.33	227			252.733			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	62.38	185			178.788				97.33	227			252.733			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	4.83	1,744	9.74	97	38.699	4.03707	-1.2161	YES	5.20	1,659	11.15	63	63.709	8.17756	-0.7268	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	0.86	2,359			4.075				0.96	2,460			4.452			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	0.03	3			0.029				11.22	4			22.253			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail									1.22	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	ISDN - BRI	45.56	227	47.82	26	100.550	20.13996	-0.1120	YES	18.85	487	26.09	30	82.222	15.46712	-0.4683	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	1.76	614			8.797				2.52	528			20.846			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN - BRI																
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI																
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	4.83	1,744			16.375				5.20	1,659			18.200			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	0.86	2,359			4.075				0.96	2,460	1.07	1	4.452	4.45261	-0.0244	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	0.03	3			0.029				11.22	4			22.253			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail									1.22	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.40	16,663	27.31	97	37.719	3.84096	-6.4860	NO	2.25	19,725	26.78	105	44.299	4.33464	-5.6580	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.40	16,663			18.458				2.25	19,725			15.580			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847				2.44	104			12.336			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847				2.44	104			12.336			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.32	16,430	0.06	50	18.143	2.56967	0.8820	YES	2.20	19,209	0.24	48	15.312	2.21280	0.8832	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.87	141,420			5.642				1.12	150,703	0.02	1	8.410	8.40996	0.1309	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	4.18	78			25.314				2.27	88			12.767			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or									0.63	1			0.000			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.40	16,663			18.458				2.25	19,725			15.580			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.40	16,663			18.458				2.25	19,725			15.580			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847				2.44	104			12.336			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847				2.44	104			12.336			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	19.30%	114							22.12%	113							16.54%	127			
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	19.30%	114							22.12%	113							16.54%	127			
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	11.95%	16,027							11.38%	20,002							10.86%	22,726			
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	3.78%	128,242							3.33%	140,516							3.34%	135,735			
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	17.14%	70							20.59%	102							14.43%	97			
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)									0.00%	6											
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	11.94%	16,359	11.54%	104		0.03190	0.1273	YES	11.42%	20,295	10.31%	97		0.03237	0.3421	YES	10.79%	23,045	8.99%	89	
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	11.94%	16,359							11.42%	20,295							10.79%	23,045			
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	19.30%	114							22.12%	113							16.54%	127			
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	19.30%	114							22.12%	113							16.54%	127			
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	11.95%	16,027							11.38%	20,002							10.86%	22,726			
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	3.78%	128,242							3.33%	140,516							3.34%	135,735			
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	17.14%	70							20.59%	102							14.43%	97			
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)									0.00%	6											
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	6.03%	1,476							6.22%	1,399							7.20%	1,736			
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	4.18%	383							4.69%	256							7.10%	155			
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	0.00%	3							0.00%	1							0.00%	7			
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)									0.00%	1							0.00%	1			
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	11.94%	16,359							11.42%	20,295	0.00%	1		0.31802	0.3590	YES	10.79%	23,045	100.00%	1	
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	3.51%	252,009							3.18%	273,948							3.27%	267,561			
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	19.30%	114							22.12%	113							16.54%	127			
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	5.71%	35							7.69%	65							15.56%	45			
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	11.95%	16,027							11.38%	20,002							10.86%	22,726			
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	3.51%	250,870							3.18%	272,690							3.28%	266,126	0.00%	1	
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	17.14%	70							20.59%	102							14.43%	97			
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)									0.00%	10											
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	11.95%	16,027							11.38%	20,002							10.86%	22,726	0.00%	2	
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	3.51%	250,870	0.00%	457		0.00862	4.0732	YES	3.18%	272,690	0.00%	350		0.00939	3.3888	YES	3.28%	266,126	0.00%	378	
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	17.14%	70							20.59%	102							14.43%	97			
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)			0.00%	7					0.00%	10	0.00%	9		0.00000		YES			0.00%	7	
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	4.87%	2,095	7.14%	154		0.01797	-1.2656	YES	4.39%	2,052	7.53%	146		0.01754	-1.7949	NO	4.34%	2,302	9.72%	144	
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	2.70%	2,847							2.85%	2,635							1.55%	2,637			
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	0.00%	2							0.00%	4							0.00%	7			
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	50.00%	2							0.00%	2							0.00%	1			
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	6.63%	332	14.41%	229		0.02137	-3.6429	NO	10.24%	205	14.58%	192		0.03045	-1.4250	YES	5.51%	272	19.23%	182	
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	3.45%	261							3.03%	132							2.44%	164			
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)																	0.00%	1			
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	0.00%	7							0.00%	16							0.00%	16			
		Average Completion Notice Interval - Mechanized																					
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	2.69	17,420			19.209				1.22	15,962			16.021				1.03	19,946			10.223
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	1.18	273,262			8.520				0.98	250,415			15.687				0.92	271,843			5.251
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	3.50	71			17.656				0.35	70			2.182				1.82	101			9.957
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	0.83	2			0.012												0.55	10			0.234
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	112.59	982			295.432				77.65	780			158.969				33.85	873			74.226
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)																					
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)																	0.02	1			0.000
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)																					
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	2.72	17,753	0.13	290	19.200	1.13661	2.2801	YES	1.49	16,291	0.02	272	17.986	1.09965	1.3371	YES	1.09	20,239	0.09	305	11.055
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	1.18	275,448	1.06	9,671	8.506	0.06800	1.3976	YES	0.97	251,549	0.93	5,603	15.669	0.21164	0.1665	YES	0.92	273,098	0.96	7,183	5.252
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	1.25	132,713	0.94	2,668	9.081	0.17756	1.7326	YES	0.99	122,632	0.84	1,891	5.105	0.11830	1.2826	YES	1.01	131,986	0.83	2,262	6.278
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	1.12	142,735	1.10	7,003	7.934	0.09711	0.1636	YES	0.95	128,717	0.98	3,712	21.329	0.35509	-0.0955	YES	0.84	141,112	1.01	4,921	4.062
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	3.18	79	0.02	3	16.757	9.85673	0.3191	YES	0.26	114	0.02	6	1.701	0.71262	0.3367	YES	8.73	112	0.02	7	75.352
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	0.81	47			0.291				15.56	35			87.547				0.76	65	0.90	1	0.286
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	0.92	10			0.195				0.81	13			0.210				0.71	12			0.236
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	0.78	37			0.306				24.29	22			110.429				0.77	53	0.90	1	0.297
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	16.32	19,301	18.59	3	117.257	67.70386	-0.0336	YES	14.18	17,722	32.31	3	122.518	70.74192	-0.2562	YES	9.87	21,619			132.826
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	16.32	19,301			117.257				14.18	17,722			122.518								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	13.52	82			92.154				0.56	117			3.764				10.52	113			77.396
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	13.52	82			92.154				0.56	117			3.764								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	5.56	1,652	14.14	43	29.326	4.53026	-1.8948	NO	5.11	1,619	7.35	66	30.978	3.89006	-0.5752	YES	8.33	1,554			26.912
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	1.46	2,187			13.765				1.23	2,107			11.676				1.00	1,955			10.287
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	5.41	3			9.329				0.02	2			0.000				28.39	4			56.708
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	1.05	2			0.165				1.03	2			0.024				406.93	1			0.000
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	32.08	275	15.36	39	55.837	9.55401	1.7506	YES	50.04	253	10.34	44	358.083	58.48916	0.6788	YES	34.80	326	25.62	48	106.904
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	3.00	598			19.318				2.84	537			16.546				2.68	503			14.912
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	25.57	1			0.000																
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)																					
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	5.56	1,652			25.251				5.11	1,619			17.384				8.33	1,554	55.33	1	26.912
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	1.46	2,187			13.765				1.23	2,107			11.676				1.00	1,955			10.287
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	5.41	3			9.329				0.02	2			0.000				28.39	4			56.708
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	1.05	2			0.165				1.03	2			0.024				406.93	1			0.000
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	2.72	17,753	20.87	111	34.326	3.26828	-5.5542	NO	1.49	16,291	28.89	153	46.862	3.80634	-7.1976	NO	1.09	20,239	18.02	152	29.315
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	2.72	17,753			19.200				1.49	16,291			17.986				1.09	20,239			11.055
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	3.16	79			16.757				0.26	114			1.701				8.73	112			75.352
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	3.16	79			16.757				0.26	114			1.701				8.73	112			75.352
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	2.69	17,420	0.06	48	19.209	2.77646	0.9461	YES	1.22	15,962	0.02	36	16.021	2.67315	0.4512	YES	1.03	19,946	0.02	28	10.223
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	1.12	141,014			7.956				0.94	128,074			21.367				0.84	140,355			4.071
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	3.50	71			17.656				0.35	70			2.162				1.82	101			9.957
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)																	0.48	6			0.207
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	2.72	17,753			19.200				1.49	16,291			17.986				1.09	20,239			11.055
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	2.72	17,753			19.200				1.49	16,291			17.986				1.09	20,239			11.055
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	3.16	79			16.757				0.26	114			1.701				8.73	112			75.352
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	3.16	79			16.757				0.26	114			1.701				8.73	112			75.352

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)			
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)			
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)			
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	0.03295	0.5472	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)			
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)			
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)			
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)			
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	0.31029	-2.8750	NO
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)			
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)			
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	0.17806	0.1841	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)			
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	0.21998	0.4935	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	0.00917	3.5768	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)			
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	0.01751	-3.0714	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)			
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)			
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	0.02186	-6.2745	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)			
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)			
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)			
	Average Completion Notice Interval - Mechanized				
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)			
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	0.63776	1.5649	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	0.08278	-0.5561	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	0.13313	1.3275	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	0.05891	-2.9584	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	29.35702	0.2967	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	0.26775	-0.4963	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	0.29950	-0.4441	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	16.52725	0.5552	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)			
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	26.92037	-1.7460	NO
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	2.38664	-7.0938	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	1.93335	0.5251	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.32	16,430			18.143				2.20	19,209			15.312			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.87	141,420			5.642				1.12	150,703			8.410			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	4.18	78			25.314				2.27	88			12.767			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or									0.63	1			0.000			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	2.40	16,663	4.57	64	18.458	2.31171	-0.9396	YES	2.25	19,725	12.75	83	43.658	4.80220	-2.1867	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	2.40	16,663			18.458				2.25	19,725			15.580			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847				2.44	104			12.336			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.41	96			22.847				2.44	104			12.336			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	2.32	16,430			18.143				2.20	19,209			15.312			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	0.87	141,420			5.642				1.12	150,703			8.410			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	4.18	78			25.314				2.27	88			12.767			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or									0.63	1			0.000			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Design	260.20	1,128			781.244				199.87	1,434			393.173			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	20.75	175			63.214				21.99	225			58.750			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	126.00	89			241.631				177.56	123			322.537			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design	58.49	15			72.055				31.49	12			50.534			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	2.40	16,663			18.458				2.25	19,725			15.580			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	0.95	264,763			6.282				1.20	292,219			9.338			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	3.41	96			22.847				2.44	104			12.336			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	0.60	58			0.292				1.80	65			8.467			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.32	16,430			18.143				2.20	19,209			15.312			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.95	263,802			6.182				1.20	290,992			9.276			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	4.18	78			25.314				2.27	88			12.767			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.43	1			0.000				23.62	3			39.271			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	2.32	16,430			18.143				2.20	19,209	0.16	2	15.312	10.82752	0.1881	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.95	263,802	0.63	213	6.182	0.42377	0.7649	YES	1.20	290,992	0.71	248	9.276	0.58926	0.8263	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	4.18	78			25.314				2.27	88			12.767			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	0.43	1			0.000				23.62	3	0.75	1	39.271	45.34592	0.5044	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	12.55	2,068	17.23	115	61.329	5.87585	-0.7959	YES	16.28	2,282	16.68	89	83.410	9.01225	-0.0447	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1	1.18	3,065			7.225				1.71	3,105			13.750			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	0.03	3			0.029				11.22	4			22.253			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1									1.22	1			0.000			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	164.60	237	57.80	155	695.946	71.89171	1.4855	YES	128.70	254	38.86	163	267.760	26.87217	3.3431	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	8.72	111			37.118				10.17	137			27.864			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	220.51	39			316.421				338.19	45			446.059			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	13.03	43			37.848				11.50	30			34.074			
		Average Completion Notice Interval - Non-Mechanized																	
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	Diagnostic			23.82	68				Diagnostic			20.09	82				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			8.64	263				Diagnostic			6.78	240				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic			6.17	174				Diagnostic			4.97	186				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic			13.45	89				Diagnostic			12.98	54				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic			17.92	1				Diagnostic			40.73	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic			27.10	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic			27.10	1				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	Diagnostic			49.73	36				Diagnostic			48.50	30				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	Diagnostic			23.63	4				Diagnostic			19.99	11				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			34.32	5				Diagnostic			33.79	5				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	Diagnostic			4.83	3				Diagnostic			0.02	3				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			0.67	50				Diagnostic			3.77	50				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			36.76	8				Diagnostic			90.47	11				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			8.64	2				Diagnostic			17.82	2				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic			13.80	1				Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	2.69	17,420			19.209				1.22	15,962			16.021				1.03	19,946			10.223
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	1.12	141,014			7.956				0.94	128,074			21.367				0.84	140,355			4.071
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	3.50	71			17.656				0.35	70			2.162				1.82	101			9.957
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)																	0.48	6			0.207
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	2.72	17,753	20.43	80	90.055	10.09115	-1.7553	NO	1.49	16,291	6.92	77	39.573	4.52043	-1.2013	YES	1.09	20,239	14.98	88	38.954
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	2.72	17,753			19.200				1.49	16,291			17.986				1.09	20,239			11.055
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	3.16	79			16.757				0.26	114			1.701				8.73	112			75.352
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	3.16	79			16.757				0.26	114			1.701				8.73	112			75.352
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	2.69	17,420			19.209				1.22	15,962			16.021				1.03	19,946			10.223
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	1.12	141,014			7.956				0.94	128,074			21.367				0.84	140,355			4.071
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	3.50	71			17.656				0.35	70			2.162				1.82	101			9.957
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)																	0.48	6			0.207
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	172.27	1,548			375.289				158.72	1,431			399.489				138.55	1,380			507.034
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	33.67	217			122.798				12.56	382			47.422				25.96	255			74.404
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	286.32	3			465.966				12.24	3			21.170				211.23	1			0.000
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)																	0.82	1			0.000
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	2.72	17,753			19.200				1.49	16,291			17.986				1.09	20,239			11.055
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	1.18	275,448			8.506				0.97	251,549			15.669				0.92	273,098			5.252
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	3.16	79			16.757				0.26	114			1.701				8.73	112			75.352
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	0.81	47			0.291				15.56	35			87.547				0.76	65			0.286
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	2.69	17,420			19.209				1.22	15,962			16.021				1.03	19,946			10.223
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	1.18	273,262			8.520				0.96	250,415			15.687				0.92	271,843			5.251
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	3.50	71			17.656				0.35	70			2.162				1.82	101			9.957
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	0.83	2			0.012												0.55	10			0.234
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	2.69	17,420			19.209				1.22	15,962			16.021				1.03	19,946			10.223
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	1.18	273,262	0.71	245	8.520	0.54455	0.8719	YES	0.96	250,415	0.67	206	15.687	1.09338	0.2624	YES	0.92	271,843	0.66	147	5.251
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	3.50	71			17.656				0.35	70			2.162				1.82	101			9.957
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	0.83	2	0.82	1	0.012	0.01443	0.5774	YES			0.43	1	0.000				0.55	10			0.234
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	15.83	2,046	14.05	76	67.474	7.88224	0.2262	YES	18.69	2,076	8.83	104	138.584	13.92549	0.7081	YES	16.86	2,042	25.62	48	106.904
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	1.84	2,879			15.354				1.89	2,844			15.486				2.44	2,632			19.032
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	10.45	4			12.633				0.02	2			0.000				28.39	4			56.708
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	1.05	2			0.165				1.03	2			0.024				203.88	2			287.168
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	119.68	391	43.98	138	255.370	25.28536	2.9935	YES	134.39	318	34.84	194	239.589	21.82671	4.5607	YES	82.12	205	32.58	146	188.933
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	22.77	222			116.592				7.95	260			41.640				16.18	132			73.533
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	824.28	1			0.000																
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	0.72	15			0.269				74.77	7			195.754				0.71	16			0.274
		Average Completion Notice Interval - Non-Mechanized																					
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic			16.46	11	
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)			22.49	52				Diagnostic			16.49	54				Diagnostic			14.64	42	
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)			8.10	182				Diagnostic			9.31	275				Diagnostic			4.18	289	
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)			4.38	129				Diagnostic			7.56	201				Diagnostic			2.04	225	
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)			17.18	53				Diagnostic			14.06	74				Diagnostic			11.69	64	
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)								Diagnostic			17.24	2				Diagnostic					
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic			14.00	2	
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)								Diagnostic								Diagnostic					
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic			14.00	2	
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)			37.58	35				Diagnostic			59.51	33				Diagnostic			70.76	41	
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic					
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic					
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)			11.46	39				Diagnostic			16.37	47				Diagnostic			11.93	89	
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)			7.64	23				Diagnostic			92.87	10				Diagnostic			31.47	14	
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)			0.02	7				Diagnostic			0.02	5				Diagnostic			0.34	4	
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)			0.77	48				Diagnostic			0.78	38				Diagnostic			0.68	45	
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)			54.78	15				Diagnostic			52.85	25				Diagnostic			46.98	15	
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic					
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic					
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	4.16156	-3.3369	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	0.43325	0.6060	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	15.61057	-0.5616	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	20.37924	2.4310	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)			
		Average Completion Notice Interval - Non-Mechanized			
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)			Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)			Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)			Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September								August							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			21.20	14				Diagnostic			17.55	5				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			31.33	2				Diagnostic			0.02	1				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic			21.89	3				Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic			55.68	4				Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic			0.02	1				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			3.60	170				Diagnostic			3.48	249				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic			0.71	7				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			30.77	8				Diagnostic			24.33	15				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			46.44	29				Diagnostic			54.95	30				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized																		
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.94	113				Diagnostic			2.87	106				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.93	4,599				Diagnostic			1.10	3,987				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			1.84	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.01	65				Diagnostic			4.89	39				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			10.25	11				Diagnostic			11.42	7				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.45	29				Diagnostic			5.89	32				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.74	11				Diagnostic			3.35	11				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			5.05	1				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic					
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)			167.62	7				Diagnostic			21.19	23				Diagnostic			53.77	9	
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)			13.77	1				Diagnostic								Diagnostic					
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)								Diagnostic								Diagnostic					
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic			20.40	1	
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)			0.02	1				Diagnostic								Diagnostic					
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)			3.57	223				Diagnostic			2.69	249				Diagnostic			3.17	203	
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)			3.99	4				Diagnostic			0.86	6				Diagnostic			0.74	9	
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)			9.77	60				Diagnostic			24.62	49				Diagnostic			14.54	98	
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)			48.27	39				Diagnostic			48.03	31				Diagnostic			49.90	44	
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)								Diagnostic								Diagnostic					
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)								Diagnostic								Diagnostic					
	Total Service Order Cycle Time - Mechanized																						
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			3.58	76				Diagnostic			2.86	105				Diagnostic			2.80	83	
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			0.82	3,371				Diagnostic			0.79	2,181				Diagnostic			0.70	1,980	
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			0.33	1				Diagnostic			5.56	2				Diagnostic			4.26	3	
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)								Diagnostic			13.88	1				Diagnostic					
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			4.86	15				Diagnostic			4.55	50				Diagnostic					
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			10.18	13				Diagnostic			10.83	16				Diagnostic					
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			5.36	33				Diagnostic			5.62	59				Diagnostic			4.94	53	
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			3.25	8				Diagnostic			4.76	5				Diagnostic			4.47	2	
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			5.79	1				Diagnostic			6.12	2				Diagnostic					
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)			Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)			Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)			Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)			Diagnostic
		Total Service Order Cycle Time - Mechanized			
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September								August							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.64	172				Diagnostic			0.64	123				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			5.60	71				Diagnostic			5.86	43				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.97	76				Diagnostic			7.43	79				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized																	
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.57	46				Diagnostic			2.96	57				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.36	945				Diagnostic			1.65	1,222				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.40	1				Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			4.48	9				Diagnostic			5.29	3				Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			10.10	2				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.21	12				Diagnostic			6.17	16				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.00	9				Diagnostic			4.74	6				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			3.99	1				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.82	24				Diagnostic			5.66	21				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			0.63	139				Diagnostic			0.63	86				Diagnostic			0.67	60	
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			7.46	26				Diagnostic			6.10	52				Diagnostic					
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			6.73	69				Diagnostic			6.86	121				Diagnostic			6.45	61	
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
		Total Service Order Cycle Time - Partially Mechanized																					
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			2.84	72				Diagnostic			3.16	44				Diagnostic			3.78	79	
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			1.18	835				Diagnostic			1.25	760				Diagnostic			2.13	1,338	
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)								Diagnostic			3.75	1				Diagnostic			6.26	2	
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic			5.14	1	
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			4.45	4				Diagnostic								Diagnostic					
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			12.75	1				Diagnostic			13.91	1				Diagnostic			10.66	22	
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			6.73	9				Diagnostic			5.77	9				Diagnostic			5.72	25	
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			4.92	4				Diagnostic			5.01	4				Diagnostic					
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			5.67	23				Diagnostic			5.52	22				Diagnostic			5.70	39	
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
		Total Service Order Cycle Time - Partially Mechanized			
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
		Total Service Order Cycle Time - Partially Mechanized			
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			1.95	2				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.29	41				Diagnostic			0.78	121				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			4.43	7				Diagnostic			7.22	5				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.91	18				Diagnostic			7.59	18				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized																	
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.52	20				Diagnostic			3.38	22				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.65	23				Diagnostic			1.45	29				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			5.83	1				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			5.75	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			11.97	11				Diagnostic			12.31	12				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			6.36	3				Diagnostic			5.16	6				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			11.41	3				Diagnostic			14.20	1				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.20	1				Diagnostic			6.02	5				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			3.05	2				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.71	6				Diagnostic			5.62	2				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			1.01	97				Diagnostic			0.84	112				Diagnostic			1.00	83	
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			2.14	1				Diagnostic			1.12	1				Diagnostic					
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			6.11	5				Diagnostic			13.91	1				Diagnostic			10.66	22	
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			6.82	16				Diagnostic			7.97	18				Diagnostic			8.17	11	
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
	Total Service Order Cycle Time - Non-Mechanized																						
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic			6.42	2	
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			3.36	14				Diagnostic			2.05	13				Diagnostic			3.62	10	
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			1.96	28				Diagnostic			2.25	28				Diagnostic			2.98	26	
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			11.23	13				Diagnostic			12.27	16				Diagnostic			12.51	18	
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			5.32	9				Diagnostic			5.45	10				Diagnostic			4.95	17	
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			12.11	4				Diagnostic			11.07	5				Diagnostic			11.13	8	
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)								Diagnostic			4.08	1				Diagnostic					
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)								Diagnostic			3.35	1				Diagnostic			4.35	1	
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			4.97	4				Diagnostic			5.73	9				Diagnostic			5.71	12	
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			5.24	3				Diagnostic			5.84	7				Diagnostic			4.97	3	
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			4.28	1				Diagnostic								Diagnostic					
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					

			Standard Error	Zacore	Equity
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
		Total Service Order Cycle Time - Non-Mechanized			
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.61	158				Diagnostic			0.71	235				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			0.35	2				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			9.08	5				Diagnostic			6.56	6				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.63	11				Diagnostic			7.39	15				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized																	
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.83	108				Diagnostic			2.87	105				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.04	3,869				Diagnostic			1.21	3,455				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			1.84	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.38	45				Diagnostic			5.20	28				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			12.33	4				Diagnostic			12.29	5				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.56	22				Diagnostic			6.05	28				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			3.74	11				Diagnostic			3.35	11				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			5.05	1				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.64	172				Diagnostic			0.64	123				Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			0.68	211				Diagnostic			0.78	233				Diagnostic			0.90	188	
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			0.33	1				Diagnostic								Diagnostic			1.58	2	
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			7.72	11				Diagnostic			8.13	11				Diagnostic			6.93	25	
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			6.52	11				Diagnostic			6.70	10				Diagnostic			7.25	9	
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
		Total Service Order Cycle Time (offered) - Mechanized																					
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			3.49	75				Diagnostic			2.82	103				Diagnostic			2.80	83	
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			0.90	2,834				Diagnostic			0.92	1,675				Diagnostic			0.80	1,535	
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			0.33	1				Diagnostic			5.56	2				Diagnostic			4.28	3	
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)								Diagnostic			13.88	1				Diagnostic					
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			5.04	12				Diagnostic			4.80	33				Diagnostic					
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			11.65	4				Diagnostic			12.15	11				Diagnostic					
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			5.35	22				Diagnostic			5.88	45				Diagnostic			5.21	42	
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			3.25	8				Diagnostic			4.76	5				Diagnostic			4.47	2	
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			5.79	1				Diagnostic			6.12	2				Diagnostic					
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			0.63	139				Diagnostic			0.63	86				Diagnostic			0.67	60	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized				
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			5.67	46				Diagnostic			6.29	30				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.12	67				Diagnostic			7.61	69				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized																	
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.45	43				Diagnostic			3.02	52				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.36	900				Diagnostic			1.60	1,163				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.40	1				Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			5.10	6				Diagnostic			5.97	2				Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			13.13	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.32	11				Diagnostic			6.41	10				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			4.00	9				Diagnostic			4.74	6				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			3.99	1				Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.69	21				Diagnostic			5.74	20				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			1.95	2				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.22	40				Diagnostic			0.78	121				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			4.87	5				Diagnostic			8.36	3				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			6.73	15				Diagnostic			6.67	41				Diagnostic					
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			6.87	57				Diagnostic			7.00	107				Diagnostic			6.95	49	
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
		Total Service Order Cycle Time (offered) - Partially Mechanized																					
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			2.84	71				Diagnostic			3.00	42				Diagnostic			3.78	71	
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			1.16	796				Diagnostic			1.24	712				Diagnostic			2.16	1,253	
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic			6.26	2	
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic			5.14	1	
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			5.44	2				Diagnostic								Diagnostic					
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			12.75	1				Diagnostic			13.91	1				Diagnostic			11.48	12	
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			6.85	8				Diagnostic			5.63	7				Diagnostic			6.07	19	
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			4.92	4				Diagnostic			4.72	3				Diagnostic					
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			5.67	23				Diagnostic			5.52	22				Diagnostic			5.70	39	
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			1.02	96				Diagnostic			0.84	111				Diagnostic			1.00	83	
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			2.14	1				Diagnostic			1.12	1				Diagnostic					
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			7.88	3				Diagnostic			13.91	1				Diagnostic			11.48	12	
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					

			Standard Error	Zscore	Equity
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized			
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September								August							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			7.12	15				Diagnostic			7.59	18				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized																		
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.52	20				Diagnostic			3.39	21				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.65	23				Diagnostic			1.47	28				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			5.83	1				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			5.75	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic			12.15	9				Diagnostic			12.31	12				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			6.89	2				Diagnostic			5.46	4				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			12.14	1				Diagnostic			14.20	1				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			6.20	1				Diagnostic			6.79	4				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic			3.05	2				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			5.71	6				Diagnostic			5.86	1				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.61	158				Diagnostic			0.71	234				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic			0.33	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			9.01	2				Diagnostic			7.56	4				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			6.71	10				Diagnostic			7.34	14				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic								Diagnostic

Disconnect Timeliness

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			6.92	13				Diagnostic			8.07	17				Diagnostic			8.46	10	
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
		Total Service Order Cycle Time (offered) - Non-Mechanized																					
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic			6.42	2	
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			3.36	14				Diagnostic			2.05	13				Diagnostic			3.62	10	
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			1.96	28				Diagnostic			2.32	27				Diagnostic			2.75	22	
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			11.61	10				Diagnostic			12.27	16				Diagnostic			12.92	15	
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			4.90	5				Diagnostic			5.90	7				Diagnostic			5.36	8	
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			12.11	4				Diagnostic			12.75	2				Diagnostic			11.45	6	
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)								Diagnostic			4.08	1				Diagnostic					
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)								Diagnostic			3.35	1				Diagnostic			4.35	1	
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			6.01	2				Diagnostic			6.40	5				Diagnostic			5.71	12	
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			5.24	3				Diagnostic			5.84	7				Diagnostic			5.05	2	
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			4.28	1				Diagnostic								Diagnostic					
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			0.68	211				Diagnostic			0.77	231				Diagnostic			0.90	188	
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			0.33	1				Diagnostic								Diagnostic			1.58	2	
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			8.80	7				Diagnostic			7.95	7				Diagnostic			7.97	14	
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			6.55	8				Diagnostic			6.91	9				Diagnostic			7.25	9	
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)								Diagnostic								Diagnostic					
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)								Diagnostic								Diagnostic					

Disconnect Timeliness

			Standard Error	Zscore	Equity
8.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized			
8.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)			Diagnostic
8.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)			Diagnostic
8.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)			Diagnostic
		Disconnect Timeliness			

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.2.31	P-13	LNP/TN (%)	>= 95% w in 15 min																
		% Completions w/o Notice or < 24 hours																	
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)	Diagnostic			9.44%	233				Diagnostic			12.20%	246				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			8.45%	5,952				Diagnostic			10.65%	5,821				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic			2.94%	34				Diagnostic			0.00%	24				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	Diagnostic			2.30%	87				Diagnostic			1.69%	59				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)	Diagnostic			22.22%	27				Diagnostic			0.00%	27				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic			0.00%	3				Diagnostic			0.00%	3				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic			0.00%	39				Diagnostic			0.00%	50				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			10.29%	68				Diagnostic			15.49%	71				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)	Diagnostic			4.17%	24				Diagnostic			4.35%	23				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic			0.00%	1				Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)	Diagnostic			42.50%	40				Diagnostic			46.34%	41				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)	Diagnostic			0.00%	1				Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic			0.00%	3				Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic			0.00%	3				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic			0.00%	2				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic			4.47%	380				Diagnostic			5.67%	494				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			7.55%	106				Diagnostic			1.22%	82				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)	Diagnostic			4.48%	134				Diagnostic			2.80%	143				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL																	
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			100.00%	78				YES			100.00%	58				YES
B.2.33.2	P-8	xDSL Other/TN (%)	>= 95% of requests																
		Service Order Accuracy																	
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			99.55%	220				YES			100.00%	220				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			99.01%	101				YES			91.11%	90				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	37				YES			100.00%	21				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	18				YES			94.12%	17				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			99.00%	200				YES			97.60%	250				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	250				YES			99.43%	350				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)	>= 95%			97.30%	74				YES			98.98%	98				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			97.67%	86				YES			98.99%	99				YES
		Unbundled Network Elements - Maintenance and Repair																	
		Missed Repair Appointments																	
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)	R&B (POTS)	9.39%	47,671							6.67%	51,817						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.41%	22,061							1.06%	22,920						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	1.00%	499	0.00%	0				YES	0.00%	533	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.38%	266	0.00%	0				YES	0.35%	288	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	R&B	9.42%	48,056	10.45%	1,790		0.00703	-1.4632	YES	6.70%	52,295	7.49%	1,669		0.00622	-1.2724	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.44%	22,355	2.46%	448		0.00569	-1.7746	NO	1.13%	23,267	1.88%	478		0.00488	-1.5522	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	R&B&D - Disp	9.33%	49,524	3.33%	30		0.05311	1.1285	YES	6.66%	53,935	0.00%	36		0.04158	1.6026	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	9.33%	49,524	0.00%	14		0.07773	1.1999	YES	6.66%	53,935	0.00%	15		0.06440	1.0347	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	41.79%	780	0.00%	11		0.14976	2.7908	YES	39.61%	813	6.67%	30		0.09093	3.6227	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	1		0.13725	0.1398	YES	2.38%	1,305	0.00%	5		0.06823	0.3481	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	23.96%	288	11.54%	26		0.08740	1.4210	YES	14.13%	375	6.06%	33		0.06325	1.2762	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	5.43%	184	0.00%	7		0.08730	0.6225	YES	4.01%	274	0.00%	6		0.08101	0.4956	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	ADSL to Retail	41.79%	780	20.00%	5		0.22128	0.9849	YES	39.61%	813	0.00%	4		0.24514	1.6157	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	14		0.03683	0.5211	YES	2.38%	1,305	16.67%	12		0.04416	-3.2361	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	9.42%	48,056	11.80%	339		0.01592	-1.4958	YES	6.70%	52,295	2.04%	343		0.01354	3.4393	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	9.42%	48,056	1.45%	69		0.03519	2.2647	YES	6.70%	52,295	0.00%	49		0.03573	1.8747	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	9.38%	47,570	11.11%	9		0.09717	-0.1786	YES	6.65%	51,693	0.00%	4		0.12459	0.5338	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	1.26%	20,233	0.00%	0				YES	1.07%	21,018	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	Design	6.34%	1,468	0.66%	151		0.02082	2.7250	YES	5.55%	1,640	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	Design	1.52%	1,052	0.00%	68		0.01531	0.9932	YES	1.82%	1,429	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	R&B	9.42%	48,056	0.00%	0				YES	6.70%	52,295	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.44%	22,355	0.00%	0				YES	1.13%	23,267	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	9.39%	47,671							6.67%	51,817						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.41%	22,061							1.06%	22,920						
		Customer Trouble Report Rate																	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.2.31	P-13	LNP/TN (%)																					
		% Completions w/o Notice or < 24 hours																					
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)								Diagnostic								Diagnostic			0.00%	4	
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)			19.66%	234				Diagnostic			15.38%	221				Diagnostic			16.80%	250	
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)			7.55%	4,489				Diagnostic			8.45%	3,302				Diagnostic			11.06%	3,824	
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)			0.00%	27				Diagnostic			10.00%	30				Diagnostic			13.33%	30	
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)			0.00%	62				Diagnostic			1.23%	81				Diagnostic			1.43%	70	
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)			0.00%	39				Diagnostic			4.08%	49				Diagnostic			7.14%	56	
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)			0.00%	7				Diagnostic			0.00%	5				Diagnostic			0.00%	5	
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)			0.00%	47				Diagnostic			0.00%	36				Diagnostic			0.00%	43	
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)			9.46%	74				Diagnostic			3.88%	103				Diagnostic			3.45%	116	
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)			22.22%	18				Diagnostic			8.33%	12				Diagnostic			66.67%	6	
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)			39.53%	43				Diagnostic			31.48%	54				Diagnostic			50.75%	67	
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)			0.00%	1				Diagnostic								Diagnostic					
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)								Diagnostic								Diagnostic			0.00%	1	
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)			100.00%	1				Diagnostic								Diagnostic					
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)			6.22%	466				Diagnostic			3.79%	448				Diagnostic			6.07%	346	
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)			0.00%	96				Diagnostic			2.52%	119				Diagnostic			4.07%	123	
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)			4.76%	126				Diagnostic			3.68%	190				Diagnostic			7.38%	122	
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
		% Cooperative Test Attempts for xDSL																					
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)			100.00%	59				YES			100.00%	94				YES			100.00%	70	
B.2.33.2	P-8	xDSL Other/TN (%)																					
		Service Order Accuracy																					
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)			100.00%	115				YES			100.00%	110				YES			100.00%	120	
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)			84.42%	77				NO			69.33%	75				NO			67.07%	82	
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)			96.00%	25				YES			100.00%	25				YES			100.00%	23	
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)			85.71%	7				NO			90.91%	11				NO			100.00%	5	
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)			97.33%	150				YES			96.33%	300				YES			96.00%	175	
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)			97.05%	440				YES			98.02%	405				YES			100.00%	150	
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)			91.30%	92				NO			97.73%	132				YES			97.90%	143	
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)			98.57%	70				YES			97.53%	81				YES			98.73%	79	
		Unbundled Network Elements - Maintenance and Repair																					
		Missed Repair Appointments																					
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)	8.11%	55,215							5.89%	43,865							5.85%	45,407			
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	1.21%	26,051							0.85%	20,326							1.08%	22,750			
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	0.96%	627	0.00%	0				YES	0.99%	506	0.00%	3		0.05728	0.1725	YES	0.00%	446	0.00%	0	
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	0.35%	287	0.00%	0				YES	0.42%	236	0.00%	0				YES	0.00%	276	0.00%	2	
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	8.13%	55,665	6.61%	1,376		0.00746	2.0367	YES	5.91%	44,209	6.62%	1,043		0.00739	-0.9543	YES	5.86%	45,817	4.87%	1,047	
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	1.24%	26,363	2.58%	388		0.00567	-2.3518	NO	0.88%	20,566	4.08%	368		0.00491	-6.5063	NO	1.10%	23,056	4.52%	310	
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	8.07%	57,548	2.63%	38		0.04421	1.2312	YES	5.80%	45,799	0.00%	22		0.04985	1.1637	YES	5.84%	47,271	0.00%	10	
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	8.07%	57,548	0.00%	19		0.06251	1.2917	YES	5.80%	45,799	0.00%	8		0.08266	0.7019	YES	5.84%	47,271	0.00%	6	
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	45.25%	948	0.00%	16		0.12548	3.6064	YES	40.16%	610	5.56%	18		0.11724	2.9519	YES	49.03%	667	0.00%	11	
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	2.43%	1,482	12.50%	8		0.05458	-1.8452	NO	2.10%	1,144	0.00%	3		0.08285	0.2532	YES	3.83%	992	0.00%	10	
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	23.77%	387	0.00%	29		0.08196	2.9006	YES	10.12%	346	7.41%	27		0.06025	0.4495	YES	16.44%	371	5.88%	34	
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	3.75%	267	0.00%	12		0.05603	0.6685	YES	2.27%	309	0.00%	8		0.05328	0.4251	YES	1.90%	315	0.00%	18	
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	45.25%	948	22.22%	9		0.16670	1.3816	YES	40.16%	610	30.00%	10		0.15629	0.6503	YES	49.03%	667	16.67%	6	
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	2.43%	1,482	16.67%	24		0.03168	-4.4943	NO	2.10%	1,144	16.67%	6		0.05866	-2.4836	NO	3.83%	992	14.29%	7	
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	8.13%	55,665	4.61%	369		0.01428	2.4695	YES	5.91%	44,209	9.74%	267		0.01448	-2.6439	NO	5.86%	45,817	4.41%	272	
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	8.13%	55,665	0.00%	78		0.03097	2.6259	YES	5.91%	44,209	1.35%	74		0.02744	1.6617	YES	5.86%	45,817	0.00%	64	
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	8.08%	55,073	0.00%	5		0.12188	0.6629	YES	5.87%	43,752	0.00%	9		0.07839	0.7494	YES	5.83%	45,266	0.00%	4	
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	1.20%	23,758	0.00%	0				YES	0.78%	18,569	0.00%	0				YES	0.85%	20,759	0.00%	0	
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	6.37%	1,883	0.00%	1		0.24433	0.2608	YES	2.77%	1,590	0.00%	1		0.16409	0.1686	YES	5.09%	1,454	0.00%	6	
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	1.05%	1,520	0.00%	0				YES	0.73%	1,366	0.00%	1		0.08528	0.0858	YES	1.07%	1,408	0.00%	0	
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	8.13%	55,665	0.00%	0				YES	5.91%	44,209	0.00%	0				YES	5.86%	45,817	0.00%	0	
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	1.24%	26,363	0.00%	0				YES	0.88%	20,566	0.00%	0				YES	1.10%	23,056	0.00%	1	
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	8.11%	55,215							5.89%	43,865							5.85%	45,407			
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	1.21%	26,051							0.85%	20,326							1.08%	22,750			
		Customer Trouble Report Rate																					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.2.31	P-13	LNP/TN (%)			
		% Completions w/o Notice or < 24 hours			
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)			Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)			Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)			Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)			Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)			Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)			Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)			Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)			Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)			Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)			Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)			Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)			Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)			Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)			Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)			Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)			Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)			Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)			Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)			Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)			Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)			Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)			Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)			Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)			Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)			Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)			Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)			Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)			Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)			Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)			Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)			Diagnostic
		% Cooperative Test Attempts for xDSL			
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)			YES
B.2.33.2	P-8	xDSL Other/TN (%)			
		Service Order Accuracy			
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)			YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)			NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)			YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)			YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)			YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)			YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)			YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)			YES
		Unbundled Network Elements - Maintenance and Repair			
		Missed Repair Appointments			
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)			
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)			
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)			YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	0.00000		YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	0.00734	1.3502	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	0.00597	-5.7212	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	0.07415	0.7874	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	0.09573	0.6099	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	0.15196	3.2261	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	0.06100	0.6280	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	0.06642	1.5699	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	0.03313	0.5750	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	0.20500	1.5785	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	0.07280	-1.4361	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	0.01429	1.0154	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	0.02939	1.9950	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	0.11714	0.4975	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)			YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	0.08991	0.5661	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)			YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)			YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	0.10438	0.1055	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)			
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)			
		Customer Trouble Report Rate			

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September								August							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	R&B (POTS)	2.13%	2,241,921							2.30%	2,254,106						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	0.98%	2,241,921							1.02%	2,254,106						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	2.18%	22,895	0.00%	152		0.01201	1.8141	YES	2.33%	22,841	0.00%	152		0.01243	1.8771	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	1.16%	22,895	0.00%	152		0.00877	1.3245	YES	1.26%	22,841	0.00%	152		0.00914	1.3798	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	R&B	2.04%	2,359,125	1.63%	109,690		0.00044	9.1905	YES	2.20%	2,372,335	1.64%	101,797		0.00046	11.6856	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	0.95%	2,359,125	0.41%	109,690		0.00030	17.9321	YES	0.98%	2,372,335	0.47%	101,797		0.00032	16.1270	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	R&B&D - Disp	1.81%	2,730,463	6.15%	488		0.00610	-7.1080	NO	1.96%	2,747,468	7.88%	457		0.00655	-9.0232	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	1.81%	2,730,463	2.87%	488		0.00610	-1.7305	NO	1.96%	2,747,468	3.28%	457		0.00655	-2.0126	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	1.30%	60,066	0.50%	2,191		0.00248	3.2137	YES	1.41%	57,459	1.39%	2,161		0.00261	0.1023	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	2.60%	60,066	0.05%	2,191		0.00351	7.2665	YES	2.27%	57,459	0.23%	2,161		0.00330	6.1769	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	1.36%	20,855	1.28%	2,039		0.00273	0.3881	YES	1.77%	21,140	1.61%	2,056		0.00308	0.5487	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	0.88%	20,855	0.34%	2,039		0.00218	2.4730	YES	1.30%	21,140	0.29%	2,056		0.00263	3.8185	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	ADSL to Retail	1.30%	60,066	0.76%	655		0.00448	1.1955	YES	1.41%	57,459	0.57%	699		0.00453	1.8617	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	2.60%	60,066	2.14%	655		0.00634	0.7333	YES	2.27%	57,459	1.72%	699		0.00573	0.9668	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	2.04%	2,359,125	0.83%	40,611		0.00071	16.8315	YES	2.20%	2,372,335	0.83%	41,271		0.00074	18.6292	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	2.04%	2,359,125	0.17%	40,611		0.00071	26.1391	YES	2.20%	2,372,335	0.12%	41,271		0.00074	28.2927	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	2.12%	2,241,921	1.68%	535		0.00630	0.6960	YES	2.29%	2,254,106	0.81%	494		0.00681	2.1772	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	0.90%	2,241,921	0.00%	535		0.00411	2.1971	YES	0.93%	2,254,106	0.00%	494		0.00435	2.1460	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	Design	0.40%	371,338	3.09%	4,883		0.00091	-29.7793	NO	0.44%	375,133	0.00%	286		0.00391	1.1176	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	Design	0.28%	371,338	1.39%	4,883		0.00077	-14.4686	NO	0.38%	375,133	0.00%	286		0.00365	1.0434	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	R&B	2.04%	2,359,125	0.00%	889		0.00479	4.2547	YES	2.20%	2,372,335	0.00%	903		0.00494	4.4607	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	R&B	0.95%	2,359,125	0.00%	889		0.00327	2.9019	YES	0.98%	2,372,335	0.00%	903		0.00330	2.9754	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	2.13%	2,241,921							2.30%	2,254,106						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	0.98%	2,241,921							1.02%	2,254,106						
	Maintenance Average Duration																		
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)	R&B (POTS)	30.68	47,671			30.518				28.40	51,817			27.251			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	R&B (POTS)	14.57	22,061			22.032				10.81	22,920			18.689			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	DS1/DS3	4.47	499	0.00	0	4.272			YES	3.79	533	0.00	0	2.759			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	DS1/DS3	1.96	266	0.00	0	4.593			YES	1.74	288	0.00	0	3.192			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	R&B	30.55	48,056	16.32	1,790	30.492	0.73401	16.6520	YES	28.25	52,295	14.62	1,669	27.223	0.67691	20.1361	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	R&B	14.41	22,355	5.91	448	21.948	1.04728	8.1168	YES	10.73	23,267	3.68	478	19.553	0.90347	7.8108	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	R&B&D - Disp	29.88	49,524	5.87	30	30.365	5.54561	4.3307	YES	27.63	53,935	4.63	36	27.122	4.52177	5.0660	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	R&B&D - Disp	29.88	49,524	4.03	14	30.365	8.11663	3.1853	YES	27.63	53,935	0.83	15	27.122	7.00374	3.8263	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	ADSL to Retail	32.60	780	10.43	11	38.845	11.79460	1.8799	YES	31.51	813	11.11	30	39.080	7.26538	2.8086	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	ADSL to Retail	1.63	1,563	3.53	1	9.060	9.06305	-0.2101	YES	2.20	1,305	2.36	5	13.576	6.08321	-0.0267	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	ISDN - BRI	17.83	288	8.84	26	25.274	5.17553	1.7368	YES	13.49	375	9.60	33	18.734	3.40170	1.1459	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	ISDN - BRI	4.65	184	3.06	7	10.843	4.17555	0.3803	YES	4.17	274	2.33	6	10.140	4.18477	0.4410	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	ADSL to Retail	32.60	780	44.80	5	38.845	17.42774	-0.6999	YES	31.51	813	12.00	4	39.080	19.58782	0.9961	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	ADSL to Retail	1.63	1,563	5.43	14	9.060	2.43225	-1.5620	YES	2.20	1,305	21.75	12	13.576	3.93717	-4.9662	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	R&B - Disp	30.55	48,056	10.83	339	30.492	1.66193	11.8641	YES	28.25	52,295	7.69	343	27.223	1.47473	13.9426	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	R&B - Disp	30.55	48,056	3.93	69	30.492	3.67343	7.2456	YES	28.25	52,295	2.15	49	27.223	3.89085	6.7096	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	R&B (POTS) excl SB FT	30.89	47,570	5.44	9	30.528	10.17684	2.4807	YES	28.41	51,693	11.75	4	27.254	13.62753	1.2227	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	R&B (POTS) excl SB FT	15.41	20,233	0.00	0	22.562			YES	11.45	21,018	0.00	0	19.144			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	Design	6.21	1,468	4.85	151	13.632	1.16501	2.8833	YES	7.77	1,640	0.00	0	12.358			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	Design	2.83	1,052	2.02	68	5.782	0.72342	1.1262	YES	3.04	1,429	0.00	0	7.071			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	R&B	30.55	48,056	0.00	0	30.492			YES	28.25	52,295	0.00	0	27.223			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	R&B	14.41	22,355	0.00	0	21.948			YES	10.73	23,267	0.00	0	19.553			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	R&B (POTS)	30.68	47,671			30.518				28.40	51,817			27.251			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	R&B (POTS)	14.57	22,061			22.032				10.81	22,920			18.689			
	% Repeat Troubles within 30 Days																		
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	R&B (POTS)	17.89%	47,671							18.59%	51,817						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	13.83%	22,061							14.88%	22,920						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	21.64%	499	0.00%	0				YES	22.70%	533	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	20.30%	266	0.00%	0				YES	25.00%	288	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	R&B	17.84%	48,056	12.68%	1,790		0.00922	5.5949	YES	18.57%	52,295	12.22%	1,669		0.00967	6.5674	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	13.82%	22,355	10.04%	448		0.01647	2.2939	YES	14.80%	23,267	10.46%	478		0.01641	2.6437	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	R&B&D - Disp	17.99%	49,524	36.67%	30		0.07015	-2.6618	NO	18.78%	53,935	52.78%	36		0.06511	-5.2222	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	17.99%	49,524	28.57%	14		0.10268	-1.0302	YES	18.78%	53,935	33.33%	15		0.10085	-1.4435	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	28.85%	780	9.09%	11		0.13756	1.4361	YES	27.55%	813	6.67%	30		0.08306	2.5145	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	25.53%	1,563	0.00%	1		0.43616	0.5853	YES	28.05%	1,305	0.00%	5		0.20128	1.3934	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	23.96%	288	19.23%	26		0.08740	0.5409	YES	21.07%	375	21.21%	33		0.07404	-0.0196	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	16.85%	184	14.29%	7		0.14413	0.1778	YES	18.61%	274	0.00%	6		0.16063	1.1588	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	ADSL to Retail	28.85%	780	60.00%	5		0.20326	-1.5327	YES	27.55%	813	50.00%	4		0.22394	-1.0024	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	25.53%	1,563	35.71%	14		0.11705	-0.8703	YES	28.05%	1,305	33.33%	12		0.13027	-0.4059	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	17.84%	48,056	7.37%	339		0.02087	5.0144	YES	18.57%	52,295	9.04%	343		0.02107	4.5263	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	17.84%	48,056	1.45%	69		0.04612	3.5534	YES	18.57%	52,295	6.12%	49		0.05558	2.2401	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	17.87%	47,570	0.00%	9		0.12772	1.3994	YES	18.58%	51,693	0.00%	4		0.19446	0.9552	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	13.98%	20,233	0.00%	0				YES	15.11%	21,018	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	Design	23.09%	1,468	21.19%	151		0.03602	0.5277	YES	25.24%	1,640	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	Design	15.78%	1,052	16.18%	68		0.04561	-0.0870	YES	16.72%	1,429	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	R&B	17.84%	48,056	0.00%	0				YES	18.57%	52,295	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	R&B	13.82%	22,355	0.00%	0				YES	14.80%	23,267	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	17.89%	47,671							18.59%	51,817						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	13.83%	22,061							14.88%	22,920						
	Out of Service > 24 hours																		
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	R&B (POTS)	41.05%	31,295							37.68%	33,757						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	30.31%	8,222							19.03%	8,096						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	1.00%	499	0.00%	0				YES	0.00%	533	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.38%	266	0.00%	0				YES	0.35%	288	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	R&B	40.85%	31,547	23.57%	1,205		0.01443	11.9775	YES	37.45%	34,048	14.05%	1,110		0.01476	15.8488	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	29.80%	8,367	7.87%	254		0.02913	7.5255	YES	18.70%	8,253	2.70%	296		0.02306	6.9344	YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	2.43%	2,271,814							1.92%	2,285,878							1.98%	2,298,859			
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	1.15%	2,271,814							0.89%	2,285,878							0.99%	2,298,859			
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	2.77%	22,606	0.00%	152		0.01355	2.0464	YES	2.28%	22,167	1.97%	152		0.01230	0.2513	YES	2.03%	21,981	0.00%	194	
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	1.27%	22,606	0.00%	152		0.00917	1.3845	YES	1.06%	22,167	0.00%	152		0.00840	1.2678	YES	1.26%	21,981	1.03%	194	
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	2.33%	2,391,216	1.58%	67,180		0.00053	14.2479	YES	1.84%	2,405,650	1.34%	77,885		0.00049	10.1015	YES	1.89%	2,419,026	1.42%	73,738	
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	1.10%	2,391,216	0.45%	67,180		0.00036	18.1593	YES	0.85%	2,405,650	0.47%	77,885		0.00034	11.3601	YES	0.95%	2,419,026	0.42%	73,738	
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	2.04%	2,822,068	9.03%	421		0.00696	-10.0384	NO	1.61%	2,837,270	5.71%	385		0.00648	-6.3317	NO	1.66%	2,852,810	2.87%	349	
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	2.04%	2,822,068	4.51%	421		0.00696	-3.5543	NO	1.61%	2,837,270	2.08%	385		0.00648	-0.7161	YES	1.66%	2,852,810	1.72%	349	
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	1.74%	54,555	0.75%	2,127		0.00291	3.3825	YES	1.17%	52,190	0.86%	2,086		0.00241	1.2673	YES	1.34%	49,835	0.48%	2,280	
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	2.72%	54,555	0.38%	2,127		0.00364	6.4249	YES	2.19%	52,190	0.14%	2,086		0.00331	6.1958	YES	1.99%	49,835	0.44%	2,280	
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	1.67%	23,108	1.42%	2,049		0.00296	0.8697	YES	1.46%	23,680	1.32%	2,049		0.00278	0.5153	YES	1.54%	24,093	1.67%	2,036	
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	1.16%	23,108	0.59%	2,049		0.00248	2.2997	YES	1.30%	23,680	0.39%	2,049		0.00263	3.4764	YES	1.31%	24,093	0.88%	2,036	
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	1.74%	54,555	1.17%	768		0.00479	1.1812	YES	1.17%	52,190	1.33%	750		0.00398	-0.4138	YES	1.34%	49,835	0.82%	734	
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	2.72%	54,555	3.13%	768		0.00599	-0.6820	YES	2.19%	52,190	0.80%	750		0.00544	2.5565	YES	1.99%	49,835	0.95%	734	
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	2.33%	2,391,216	0.89%	41,423		0.00076	19.0061	YES	1.84%	2,405,650	0.64%	41,622		0.00067	17.8489	YES	1.89%	2,419,026	0.65%	41,884	
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	2.33%	2,391,216	0.19%	41,423		0.00076	28.2970	YES	1.84%	2,405,650	0.18%	41,622		0.00067	24.7677	YES	1.89%	2,419,026	0.15%	41,884	
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	2.42%	2,271,814	1.20%	417		0.00763	1.6067	YES	1.91%	2,285,878	2.44%	369		0.00720	-0.7289	YES	1.97%	2,298,859	1.23%	326	
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	1.05%	2,271,814	0.00%	417		0.00501	2.0881	YES	0.81%	2,285,878	0.00%	369		0.00469	1.7312	YES	0.90%	2,298,859	0.00%	326	
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	0.44%	430,852	0.35%	285		0.00392	0.2200	YES	0.37%	431,620	0.35%	288		0.00358	0.0591	YES	0.34%	433,784	2.05%	293	
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	0.35%	430,852	0.00%	285		0.00352	1.0024	YES	0.32%	431,620	0.35%	288		0.00332	-0.0927	YES	0.32%	433,784	0.00%	293	
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	2.33%	2,391,216	0.00%	1,247		0.00432	5.3864	YES	1.84%	2,405,650	0.00%	1,248		0.00364	4.7878	YES	1.89%	2,419,026	0.00%	1,258	
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	1.10%	2,391,216	0.00%	1,247		0.00297	3.7069	YES	0.85%	2,405,650	0.00%	1,248		0.00262	3.2655	YES	0.95%	2,419,026	0.06%	1,258	
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)	2.43%	2,271,814							1.92%	2,285,878							1.96%	2,298,859			
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)	1.15%	2,271,814							0.89%	2,285,878							0.99%	2,298,859			
	Maintenance Average Duration																						
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)	33.78	55,215			32.759				25.61	43,865			27.363				29.39	45,407			29.240
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)	13.47	26,051			21.205				9.58	20,326			19.078				11.78	22,750			20.029
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)	4.12	627	0.00	0	3.905			YES	4.07	506	3.28	3	3.612	2.09151	0.3765	YES	3.91	446	0.00	0	3.039
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	1.97	287	0.00	0	3.132			YES	1.94	236	0.00	0	4.929			YES	1.70	276	5.88	2	2.290
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	33.60	55,665	14.01	1,376	32.722	0.89297	21.9344	YES	25.51	44,209	12.26	1,043	27.323	0.85596	15.4791	YES	29.24	45,817	11.03	1,047	29.198
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	13.35	26,363	4.46	388	21.120	1.08005	8.2246	YES	9.51	20,566	4.46	368	18.994	0.99893	5.0497	YES	11.69	23,056	5.91	310	19.968
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	32.76	57,548	4.99	38	32.570	5.28525	5.2546	YES	24.84	45,799	4.47	22	27.121	5.78364	3.5216	YES	28.57	47,271	3.72	10	29.063
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	32.76	57,548	2.96	19	32.570	7.47324	3.9874	YES	24.84	45,799	1.27	8	27.121	9.58962	2.4579	YES	28.57	47,271	2.22	6	29.063
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	38.62	948	6.99	16	49.179	12.39802	2.5510	YES	33.22	610	6.89	18	40.508	9.68776	2.7173	YES	48.16	667	5.25	11	97.206
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	2.45	1,482	7.55	8	15.388	5.45530	-0.9348	YES	1.92	1,144	0.58	3	11.169	6.45707	0.2080	YES	5.03	992	1.55	10	73.125
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	16.82	387	7.83	29	19.605	3.81309	2.3580	YES	11.90	346	8.51	27	16.173	3.23164	1.0498	YES	15.00	371	7.10	34	20.754
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	4.35	267	8.22	12	11.592	3.42074	-1.1301	YES	3.46	309	3.39	8	9.911	3.54903	0.0188	YES	2.67	315	4.07	18	7.735
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	38.62	948	49.22	9	49.179	16.47057	-0.6440	YES	33.22	610	43.50	10	40.508	12.91444	-0.7961	YES	48.16	667	43.33	6	97.206
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	2.45	1,482	33.17	24	15.388	3.16648	-9.7004	NO	1.92	1,144	15.50	6	11.169	4.57181	-2.9702	NO	5.03	992	27.43	7	73.125
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	33.60	55,665	7.85	369	32.722	1.70910	15.0676	YES	25.51	44,209	10.04	267	27.323	1.67720	9.2211	YES	29.24	45,817	8.07	272	29.198
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	33.60	55,665	3.16	78	32.722	3.70768	8.2086	YES	25.51	44,209	3.65	74	27.323	3.17892	6.8758	YES	29.24	45,817	2.94	64	29.198
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	33.79	55,073	5.00	5	32.770	14.65595	1.9646	YES	25.59	43,752	6.67	9	26.984	8.99557	2.1039	YES	29.37	45,266	2.00	4	28.871
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)	14.27	23,758	0.00	0	21.803			YES	10.12	18,569	0.00	0	19.719			YES	12.15	20,759	0.00	0	19.129
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	7.93	1,883	7.32	1	11.355	11.35806	0.0542	YES	6.36	1,590	3.38	1	8.704	8.70636	0.3416	YES	7.33	1,454	4.47	6	11.505
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)	2.75	1,520	0.00	0	6.511			YES	2.66	1,366	2.38	1	5.449	5.45130	0.0512	YES	2.35	1,408	0.00	0	5.102
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)	33.60	55,665	0.00	0	32.722			YES	25.51	44,209	0.00	0	27.323			YES	29.24	45,817	0.00	0	29.198
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	13.35	26,363	0.00	0	21.120			YES	9.51	20,566	0.00	0	18.994			YES	11.69	23,056	1.00	1	19.968
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)	33.78	55,215			32.759				25.61	43,865			27.363				29.39	45,407			29.240
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)	13.47	26,051			21.205				9.58	20,326			19.078				11.78	22,750			20.029
	% Repeat Troubles within 30 Days																						
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)	18.89%	55,215							17.23%	43,865							18.09%	45,407			
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)	14.72%	26,051							13.94%	20,326							15.03%	22,750			
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)	22.65%	627	0.00%	0				YES	23.91%	506	0.00%	3		0.24700	0.9681	YES	23.77%	446	0.00%	0	
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	20.91%	287	0.00%	0				YES	19.07%	236	0.00%	0				YES	18.12%	276	0.00%	2	
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	18.85%	55,665	12.79%	1,376		0.01067	5.6744	YES	17.22%	44,209	9.88%	1,043		0.01183	6.2084	YES	18.05%	45,817	10.32%	1,047	
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	14.62%	26,363	12.63%	388		0.01807	1.1035	YES	13.87%	20,566	12.77%	368		0.01818	0.6055	YES	15.00%	23,056	8.39%	310	
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	19.02%	57,548	26.32%	38		0.06369	-1.1448	YES	17.39%	45,799	31.82%	22		0.08083	-1.7845	NO	18.06%	47,271	10.00%	10	
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	19.02%	57,548	15.79%	19		0.09006	0.3592	YES	17.39%	45,799	37.50%	8		0.13403	-1.5002	YES	18.06%	47,271	16.67%	6	
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	29.85%	948	12.50%	16		0.11536	1.5041	YES	29.02%	610	5.56%	18		0.10854	2.1615	YES	24.44%	667	0.00%	11	
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	28.88%	1,482	12.50%	8		0.16066	1.0195	YES	27.71%	1,144	0.00%	3		0.25874	1.0709	YES	24.60%	992	10.00%	10	
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	23.77%	387	10.34%	29		0.08196	1.6384	YES	26.59%	346	3.70%	27		0.08828	2.5924	YES	18.87%	371	14.71%	34	
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	20.97%	267	33.33%	12		0.12014	-1.0288	YES	18.45%	309	25.00%	8		0.13889	-0.4718	YES	20.00%	315	16.67%	18	
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	29.85%	948	33.33%	9		0.15326	-0.2271	YES	29.02%	610	40.00%	10		0.14469	-0.7591	YES	24.44%	667	50.00%	6	
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	28.88%	1,482	37.50%	24		0.09326	-0.9243	YES	27.71%	1,144	33.33%	6		0.18320	-0.3070	YES	24.60%	992	0.00%	7	
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	18.85%	55,665	8.13%	369		0.02043	5.2464	YES	17.22%	44,209	6.37%	267		0.02317	4.6823	YES	18.05%	45,817	6.25%	272	
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	18.85%	55,665	6.41%	78		0.04431	2.8065	YES	17.22%	44,209	12.16%	74		0.04392	1.1511	YES	18.05%	45,817	7.81%	64	
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	18.87%	55,073	0.00%	5		0.17500	1.0785	YES	17.22%	43,752	22.22%	9		0.12586	-0.3974	YES	18.07%	45,266	25.00%	4	
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	14.95%	23,758	0.00%	0				YES	14.17%	18,569	0.00%	0				YES	15.20%	20,759	0.00%	0	
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	24.27%	1,883	0.00%	1		0.42883	0.5660	YES	22.26%	1,590	0.00%	1		0.41615	0.5350	YES	18.23%	1,454	0.00%	6	
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)	19.61%	1,520	0.00%	0				YES	15.96%	1,366	0.00%	1		0.36636	0.4356	YES	18.04%	1,408	0.00%	0	
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)	18.85%	55,665	0.00%	0				YES	17.22%	44,209	0.00%	0				YES	18.05%	45,817	0.00%	0	
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	14.62%	26,363	0.00%	0				YES	13.87%	20,566	0.00%	0				YES	15.00%	23,056	0.00%	1	
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)	18.89%	55,215							17.23%	43,865							18.09%	45,407			
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)	14.72%	26,051							13.94%	20,326							15.03%	22,750			
	Out of Service > 24 hours																						
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)	44.76%	36,343							31.57%	29,098							38.78%	29,279			
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)	25.61%	9,960							14.81%	6,881							19.68%	8,317			
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)	0.96%	627	0.00%	0				YES	0.99%	506	0.00%	3		0.05728	0.1725	YES	0.00%	446	0.00%	0	
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	0.35%	287	0.00%	0				YES	0.42%	236	0.00%	0				YES	0.00%	276	0.00%	2	
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	44.52%	36,584	12.63%	942		0.01640	19.4433	YES	31.42%	29,304	10.10%	683		0.01797	11.8638	YES	38.53%	29,534	6.65%	692	
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	25.22%	10,121	3.08%	227		0.02915	7.5963	YES	14.58%	7,001	1.17%	171		0.02732	4.9104	YES	19.40%	8,452	0.56%	179	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)			
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)			
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	0.01027	1.9753	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	0.00808	0.2781	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	0.00051	9.2158	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	0.00036	14.5862	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	0.00889	-1.7535	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	0.00889	-0.0903	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	0.00248	3.4547	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	0.00302	5.1363	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	0.00286	-0.4542	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	0.00284	1.6042	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	0.00430	1.2111	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	0.00525	1.9786	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	0.00088	18.3501	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	0.00088	25.6719	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	0.00777	0.9548	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	0.00526	1.7158	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)	0.00338	-5.0817	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)	0.00333	0.9749	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)	0.00388	4.8600	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)	0.00275	3.1731	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)			
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)			
	Maintenance Average Duration				
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)	1.62516	-2.5891	NO
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)	0.91261	19.9501	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)	1.14286	5.0611	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)	9.19164	2.7034	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)	11.88585	2.2206	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)	29.54953	1.4520	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)	23.24040	0.1497	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)	3.71676	2.1243	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)	1.87463	-0.7456	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)	39.86245	0.1211	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)	27.73598	-0.8076	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)	1.77564	11.9243	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)	3.65231	7.2005	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)	14.43619	1.8960	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)	4.70656	0.6079	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)	19.98664	0.5350	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)			
	% Repeat Troubles within 30 Days				
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)			
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)			
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)			YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)	0.27333	0.6828	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)	0.01202	6.4359	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)	0.02042	3.2401	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)	0.12166	0.8823	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)	0.15705	0.0886	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	0.13063	1.8708	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	0.13887	1.0885	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)	0.07011	0.5937	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)	0.09894	0.3439	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)	0.17822	-1.4506	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)	0.16335	1.5058	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)	0.02339	5.0458	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)	0.04811	2.1283	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)	0.19241	-0.3800	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)			YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)	0.15793	1.1540	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)			YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)			YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)	0.35710	0.4201	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)			
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)			
	Out of Service > 24 hours				
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)			
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)			
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)			YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)	0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)	0.01872	17.0345	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)	0.02987	6.3092	YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	R&B&D - Disp	39.32%	33,015	3.33%	30		0.08922	4.0330	YES	35.98%	35,688	0.00%	36		0.08003	4.4962	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	39.32%	33,015	0.00%	14		0.13067	3.0110	YES	35.98%	35,688	0.00%	15		0.12395	2.9031	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	41.79%	780	0.00%	11		0.14976	2.7908	YES	39.61%	813	6.67%	30		0.09093	3.6227	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	1		0.13725	0.1398	YES	2.38%	1,305	0.00%	5		0.06823	0.3481	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	24.04%	287	11.54%	26		0.06752	1.4286	YES	13.87%	375	6.06%	33		0.06275	1.2439	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	5.43%	184	0.00%	7		0.06730	0.6225	YES	4.01%	274	0.00%	6		0.08101	0.4956	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	ADSL to Retail	41.79%	780	0.00%	0				YES	39.61%	813	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	1.92%	1,563	0.00%	0				YES	2.38%	1,305	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	40.85%	31,547	11.80%	339		0.02684	10.8234	YES	37.45%	34,048	2.04%	343		0.02626	13.4818	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	40.85%	31,547	1.45%	69		0.05924	6.6509	YES	37.45%	34,048	0.00%	49		0.06919	5.4125	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	41.05%	31,288	0.00%	0				YES	37.69%	33,756	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	30.28%	8,219	0.00%	0				YES	19.04%	8,094	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	6.34%	1,468	0.66%	151		0.02082	2.7250	YES	5.55%	1,640	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	1.52%	1,052	0.00%	68		0.01531	0.9932	YES	1.82%	1,429	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	40.85%	31,547	0.00%	0				YES	37.45%	34,048	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	29.80%	8,367	0.00%	0				YES	18.70%	8,253	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	41.05%	31,295							37.68%	33,757						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	30.31%	8,222							19.03%	8,098						
	Unbundled Network Elements - Billing																		
	Invoice Accuracy																		
B.4.1	B-1	TN (%)	BST - State	97.04%	$199,247,670	99.54%	$2,882,260		0.00010	-248.7782	YES	91.42%	$202,916,330	99.98%	$2,736,136		0.00017	-502.0429	YES
	Mean Time to Deliver Invoices - CRIS																		
B.4.2	B-2	Region (business days)	BST - Region	4.05	1	3.63	1,731				YES	3.24	1	3.32	1,713				NO

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	42.65%	38,467	2.63%	38		0.08027	4.9858	YES	29.94%	30,894	0.00%	22		0.09768	3.0654	YES	36.96%	30,988	0.00%	10	
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	42.65%	38,467	0.00%	19		0.11349	3.7582	YES	29.94%	30,894	0.00%	8		0.16195	1.8489	YES	36.96%	30,988	0.00%	6	
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	45.25%	948	0.00%	16		0.12546	3.6064	YES	40.16%	610	5.56%	18		0.11724	2.9519	YES	49.03%	667	0.00%	11	
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	2.43%	1,482	12.50%	8		0.05458	-1.8452	NO	2.10%	1,144	0.00%	3		0.08285	0.2532	YES	3.83%	992	0.00%	10	
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	23.77%	387	0.00%	29		0.08196	2.9006	YES	10.12%	346	7.41%	27		0.08025	0.4495	YES	15.95%	370	5.88%	34	
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	3.75%	267	0.00%	12		0.05603	0.6685	YES	2.27%	309	0.00%	8		0.05328	0.4251	YES	1.91%	314	0.00%	18	
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)	45.25%	948	0.00%	0				YES	40.16%	610	0.00%	0				YES	49.03%	667	0.00%	0	
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)	2.43%	1,482	0.00%	0				YES	2.10%	1,144	0.00%	0				YES	3.83%	992	0.00%	0	
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	44.52%	36,584	4.61%	369		0.02600	15.3496	YES	31.42%	29,304	9.74%	267		0.02854	7.5975	YES	38.53%	29,534	4.41%	272	
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	44.52%	36,584	0.00%	78		0.05633	7.9030	YES	31.42%	29,304	1.35%	74		0.05403	5.5650	YES	38.53%	29,534	0.00%	64	
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	44.76%	36,330	0.00%	0				YES	31.58%	29,086	0.00%	0				YES	38.77%	29,272	0.00%	0	
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	25.80%	9,954	0.00%	0				YES	14.82%	6,878	0.00%	0				YES	19.69%	8,314	0.00%	0	
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	6.37%	1,883	0.00%	1		0.24433	0.2808	YES	2.77%	1,590	0.00%	1		0.16409	0.1686	YES	5.09%	1,454	0.00%	6	
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	1.05%	1,520	0.00%	0				YES	0.73%	1,366	0.00%	1		0.08528	0.0858	YES	1.07%	1,408	0.00%	0	
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	44.52%	36,584	0.00%	0				YES	31.42%	29,304	0.00%	0				YES	38.53%	29,534	0.00%	0	
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	25.22%	10,121	0.00%	0				YES	14.58%	7,001	0.00%	0				YES	19.40%	8,452	0.00%	1	
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	44.76%	36,343							31.57%	29,098							38.78%	29,279			
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	25.61%	9,960							14.81%	6,881							19.68%	8,317			
		Unbundled Network Elements - Billing																					
		Invoice Accuracy																					
B.4.1	B-1	TN (%)	97.89%	$200,304,646	99.92%	$2,919,695		0.00008	-239.9324	YES	98.14%	$196,400,142	99.99%	$2,692,920		0.00006	-223.4774	YES	98.50%	$199,477,357	99.53%	$1,874,899	
		Mean Time to Deliver Invoices - CRIS																					
B.4.2	B-2	Region (business days)	4.42	1	3.86	1,599				YES	3.82	1	3.46	1,581				YES	3.47	1	3.78	1,535	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)	0.15257	2.4209	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)	0.19706	1.8754	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	0.15196	3.2261	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	0.06100	0.8280	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)	0.08561	1.5339	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)	0.03318	0.5759	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)			YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)			YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)	0.02964	11.5089	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	0.08090	6.3267	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)			YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)			YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	0.06991	0.5661	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)			YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)			YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	0.39548	0.4906	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)			
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)			
		Unbundled Network Elements - Billing			
		Invoice Accuracy			
B.4.1	B-1	TN (%)	0.00009	-115.8986	YES
		Mean Time to Deliver Invoices - CRIS			
B.4.2	B-2	Region (business days)			NO

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
	Local Interconnection Trunks - Ordering																		
	% Rejected Service Requests																		
C.1.1	O-7	Local Interconnection Trunks/TN (%)	Diagnostic			30.77%	26				Diagnostic			66.67%	27				Diagnostic
	Reject Interval																		
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			75.00%	8				NO			100.00%	18				YES
	FOC Timeliness																		
C.1.3	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			100.00%	33				YES			100.00%	26				YES
	FOC & Reject Response Completeness																		
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%			100.00%	25				YES			100.00%	20				YES
	FOC & Reject Response Completeness (Multiple Responses)																		
C.1.5	O-11	Local Interconnection Trunks/TN (%)	>= 95%																
	Local Interconnection Trunks - Provisioning																		
	Order Completion Interval																		
C.2.1	P-4	Local Interconnection Trunks/TN (days)	Parity w Retail	26.51	41	14.15	13	22.597	7.19244	1.7182	YES	21.70	47	12.95	19	11.913	3.23856	2.7033	YES
	Held Orders																		
C.2.2	P-1	Local Interconnection Trunks/TN (days)	Parity w Retail	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
	% Jeopardies																		
C.2.3	P-2	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	45	0.00%	13		0.00000		YES	0.00%	50	0.00%	15		0.00000		YES
	Average Jeopardy Notice Interval																		
C.2.4	P-2	Local Interconnection Trunks/TN (hours)	95% >= 48 hrs																
	% Missed Installation Appointments																		
C.2.5	P-3	Local Interconnection Trunks/TN (%)	Parity w Retail	2.44%	41	0.00%	14		0.04775	0.5108	YES	2.13%	47	0.00%	19		0.03923	0.5423	YES
	% Provisioning Troubles within 30 Days																		
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	2,568	0.00%	962		0.00000		YES	0.00%	1,660	0.00%	1,576		0.00000		YES
	Average Completion Notice Interval																		
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	88.41	38	222.14	14	528.827	165.33283	-0.8089	YES	103.65	47	63.76	19	224.945	61.15370	0.6522	YES
	Total Service Order Cycle Time																		
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic			13.51	11				Diagnostic			13.73	16				Diagnostic
	% Completions w/o Notice or < 24 hours																		
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			0.00%	13				Diagnostic			0.00%	19				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic								Diagnostic								Diagnostic
	Service Order Accuracy																		
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	16				YES			100.00%	205				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	11				YES			100.00%	125				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	96				YES			100.00%	2				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	75				YES			100.00%	15				YES
	Local Interconnection Trunks - Maintenance and Repair																		
	Missed Repair Appointments																		
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	18	0.00%	6		0.00000		YES	0.00%	9	0.00%	1		0.00000		YES
	Customer Trouble Report Rate																		
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	187,383	0.00%	52,971		0.00000		YES	0.00%	186,789	0.00%	52,993		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.01%	187,383	0.01%	52,971		0.00005	-0.3568	YES	0.00%	186,789	0.00%	52,993		0.00003	0.8580	YES
	Maintenance Average Duration																		
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	1.02	18	1.59	6	1.459	0.68788	-0.8211	YES	0.66	9	6.65	1	1.041	1.09696	-5.4595	NO
	% Repeat Troubles within 30 Days																		
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	18	0.00%	6		0.00000		YES	11.11%	9	0.00%	1		0.33127	0.3354	YES
	Out of Service > 24 hours																		
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	0	0.00%	0				YES	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	18	0.00%	6		0.00000		YES	0.00%	9	0.00%	1		0.00000		YES
	Local Interconnection Trunks - Billing																		
	Invoice Accuracy																		
C.4.1	B-1	TN (%)	BST - State	97.04%	$199,247,670	90.65%	$1,983,979		0.00012	528.8502	NO	91.42%	$202,916,330	99.38%	$1,987,979		0.00020	-398.5600	YES
	Mean Time to Deliver Invoices - CABS																		
C.4.2	B-2	Region (calendar days)	BST - Region	4.68	1	4.16	11,547				YES	4.47	1	4.30	9,590				YES
	Local Interconnection Trunks - Trunk Blocking																		
	Trunk Group Performance - Aggregate																		
C.5.1	TGP-1	Local Interconnection Trunks/TN (%)	>0.5% dif 2 consec. hrs			0					YES			0					YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
	Local Interconnection Trunks - Ordering																						
	% Rejected Service Requests																						
C.1.1	O-7	Local Interconnection Trunks/TN (%)			83.87%	31				Diagnostic			56.76%	37				Diagnostic			61.90%	21	
	Reject Interval																						
C.1.2	O-8	Local Interconnection Trunks/TN (%)			96.15%	26				YES			100.00%	21				YES			100.00%	13	
	FOC Timeliness																						
C.1.3	O-9	Local Interconnection Trunks/TN (%)			100.00%	27				YES			100.00%	22				YES			100.00%	33	
	FOC & Reject Response Completeness																						
C.1.4	O-11	Local Interconnection Trunks/TN (%)			100.00%	28				YES			100.00%	27				YES			100.00%	18	
	FOC & Reject Response Completeness (Multiple Responses)																						
C.1.5	O-11	Local Interconnection Trunks/TN (%)																					
	Local Interconnection Trunks - Provisioning																						
	Order Completion Interval																						
C.2.1	P-4	Local Interconnection Trunks/TN (days)	22.59	41	15.50	18	8.677	2.45353	2.8878	YES	27.13	44	10.56	18	26.789	7.49525	2.2112	YES	23.02	31	23.33	24	17.731
	Held Orders																						
C.2.2	P-1	Local Interconnection Trunks/TN (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
	% Jeopardies																						
C.2.3	P-2	Local Interconnection Trunks/TN (%)	0.00%	40	0.00%	14		0.00000		YES	0.00%	39	0.00%	10		0.00000		YES	0.00%	27	0.00%	14	
	Average Jeopardy Notice Interval																						
C.2.4	P-2	Local Interconnection Trunks/TN (hours)																					
	% Missed Installation Appointments																						
C.2.5	P-3	Local Interconnection Trunks/TN (%)	0.00%	41	0.00%	18		0.00000		YES	0.00%	44	0.00%	21		0.00000		YES	0.00%	31	0.00%	24	
	% Provisioning Troubles within 30 Days																						
C.2.6	P-9	Local Interconnection Trunks/TN (%)	1.49%	3,216	0.00%	1,685		0.00365	4.0930	YES	0.00%	2,016	0.00%	2,583		0.00000		YES	0.00%	7,513	0.00%	1,541	
	Average Completion Notice Interval																						
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	122.61	41	38.43	17	255.462	73.69270	1.1424	YES	136.50	41	17.60	21	427.561	114.73402	1.0363	YES	131.42	31	20.01	24	331.428
	Total Service Order Cycle Time																						
C.2.8	P-10	Local Interconnection Trunks/TN (days)			17.05	17				Diagnostic			12.29	18				Diagnostic			24.48	20	
	% Completions w/o Notice or < 24 hours																						
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)			0.00%	18				Diagnostic			0.00%	18				Diagnostic			0.00%	24	
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)								Diagnostic								Diagnostic					
	Service Order Accuracy																						
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN (%)			100.00%	164				YES			100.00%	71				YES			100.00%	115	
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)			100.00%	66				YES			100.00%	29				YES			100.00%	59	
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)			100.00%	1				YES			100.00%	1				YES			100.00%	12	
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)			100.00%	10				YES			100.00%	11				YES			100.00%	20	
	Local Interconnection Trunks - Maintenance and Repair																						
	Missed Repair Appointments																						
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)	0.00%	0	0.00%	0				YES	0.00%	3	0.00%	0				YES	0.00%	1	0.00%	0	
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	0.00%	45	0.00%	0				YES	0.00%	20	0.00%	0				YES	0.00%	152	0.00%	1	
	Customer Trouble Report Rate																						
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	0.00%	187,793	0.00%	51,643		0.00000		YES	0.00%	185,574	0.00%	50,739		0.00002	0.8026	YES	0.00%	184,651	0.00%	49,032	
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	0.02%	187,793	0.00%	51,643		0.00008	3.1154	YES	0.01%	185,574	0.00%	50,739		0.00005	2.0722	YES	0.08%	184,651	0.00%	49,032	
	Maintenance Average Duration																						
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	0.00	0	0.00	0				YES	6.06	3	0.00	0	2.372			YES	1.82	1	0.00	0	0.000
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	4.24	45	0.00	0	2.650			YES	0.36	20	0.00	0	0.118			YES	0.60	152	0.42	1	0.652
	% Repeat Troubles within 30 Days																						
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	0.00%	0	0.00%	0				YES	0.00%	3	0.00%	0				YES	0.00%	1	0.00%	0	
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	26.67%	45	0.00%	0				YES	0.00%	20	0.00%	0				YES	0.66%	152	0.00%	1	
	Out of Service > 24 hours																						
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	0.00%	0	0.00%	0				YES	0.00%	3	0.00%	0				YES	0.00%	1	0.00%	0	
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	0.00%	45	0.00%	0				YES	0.00%	20	0.00%	0				YES	0.00%	152	0.00%	1	
	Local Interconnection Trunks - Billing																						
	Invoice Accuracy																						
C.4.1	B-1	TN (%)	97.89%	$200,304,646	99.83%	$2,391,737		0.00009	-207.5415	YES	98.14%	$198,400,142	99.90%	$2,090,890		0.00009	-187.9789	YES	98.50%	$199,477,357	98.15%	$2,180,447	
	Mean Time to Deliver Invoices - CABS																						
C.4.2	B-2	Region (calendar days)	4.59	1	4.61	8,119				NO	4.54	1	4.29	7,952				YES	4.96	1	4.92	7,595	
	Local Interconnection Trunks - Trunk Blocking																						
	Trunk Group Performance - Aggregate																						
C.5.1	TGP-1	Local Interconnection Trunks/TN (%)			0					YES			0					YES			0		

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
	Local Interconnection Trunks - Ordering				
	% Rejected Service Requests				
C.1.1	O-7	Local Interconnection Trunks/TN (%)			Diagnostic
	Reject Interval				
C.1.2	O-8	Local Interconnection Trunks/TN (%)			YES
	FOC Timeliness				
C.1.3	O-9	Local Interconnection Trunks/TN (%)			YES
	FOC & Reject Response Completeness				
C.1.4	O-11	Local Interconnection Trunks/TN (%)			YES
	FOC & Reject Response Completeness (Multiple Responses)				
C.1.5	O-11	Local Interconnection Trunks/TN (%)			
	Local Interconnection Trunks - Provisioning				
	Order Completion Interval				
C.2.1	P-4	Local Interconnection Trunks/TN (days)	4.82067	-0.0647	YES
	Held Orders				
C.2.2	P-1	Local Interconnection Trunks/TN (days)			YES
	% Jeopardies				
C.2.3	P-2	Local Interconnection Trunks/TN (%)	0.00000		YES
	Average Jeopardy Notice Interval				
C.2.4	P-2	Local Interconnection Trunks/TN (hours)			
	% Missed Installation Appointments				
C.2.5	P-3	Local Interconnection Trunks/TN (%)	0.00000		YES
	% Provisioning Troubles within 30 Days				
C.2.6	P-9	Local Interconnection Trunks/TN (%)	0.00000		YES
	Average Completion Notice Interval				
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	90.11229	1.2363	YES
	Total Service Order Cycle Time				
C.2.8	P-10	Local Interconnection Trunks/TN (days)			Diagnostic
	% Completions w/o Notice or < 24 hours				
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)			Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)			Diagnostic
	Service Order Accuracy				
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN (%)			YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)			YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)			YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)			YES
	Local Interconnection Trunks - Maintenance and Repair				
	Missed Repair Appointments				
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)			YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	0.00000		YES
	Customer Trouble Report Rate				
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	0.00001	0.4581	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	0.00015	5.5075	YES
	Maintenance Average Duration				
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)			YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	0.65426	0.2782	YES
	% Repeat Troubles within 30 Days				
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)			YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	0.08111	0.0811	YES
	Out of Service > 24 hours				
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)			YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	0.00000		YES
	Local Interconnection Trunks - Billing				
	Invoice Accuracy				
C.4.1	B-1	TN (%)	0.00008	41.6927	NO
	Mean Time to Deliver Invoices - CABS				
C.4.2	B-2	Region (calendar days)			YES
	Local Interconnection Trunks - Trunk Blocking				
	Trunk Group Performance - Aggregate				
C.5.1	TGP-1	Local Interconnection Trunks/TN (%)			YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
	Operations Support Systems - Pre-Ordering																		
	% Interface Availability - CLEC																		
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.93%					YES			99.96%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			99.95%					YES			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.96%					YES			99.97%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.99%					YES			99.96%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			99.94%					YES			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
	% Interface Availability - BST & CLEC																		
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			99.99%					YES			99.99%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			99.98%					YES			99.31%					NO
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			99.98%					YES			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES			100.00%					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	2.69	1,667,412	1.58	325,087				YES	2.71	1,875,902	1.67	432,083				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	9,067	1.58	325,087				YES	2.80	9,499	1.67	432,833				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.81	4,088,401	1.14	244,313				YES	2.84	4,739,402	1.06	290,626				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.68	793,264	1.14	244,313				YES	4.59	882,824	1.06	290,626				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	2.78	776,652	1.21	75,663				YES	2.77	951,947	1.03	112,631				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.49	334,800	1.21	75,663				YES	2.58	347,815	1.03	112,631				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.56	1,326,553	5.27	199,703				NO	2.61	1,567,022	2.84	901				NO
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.53	312,467	5.27	199,703				NO	2.55	340,804	2.84	901				NO
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.01	4,333,768	1.13	860,615				YES	3.07	4,861,223	1.76	1,451,266				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.60	1,238,582	1.13	860,615				YES	2.85	611,939	1.76	1,451,266				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	3.12	8,590,082	4.24	19,879				NO	3.15	9,804,361	3.38	41,314				NO
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.70	670,935	4.24	19,879				NO	3.68	733,705	3.38	41,314				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	3.12	8,590,082	0.35	40,722				YES	3.15	9,804,361	0.58	91,791				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.70	670,935	0.35	40,722				YES	3.68	733,705	0.58	91,791				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	2.69	1,667,412	1.28	645,302				YES	2.71	1,875,902	1.42	398,855				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	9,067	1.28	645,302				YES	2.80	9,499	1.42	398,855				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.81	4,088,401	2.17	109,655				YES	2.84	4,739,402	2.19	107,368				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.68	793,264	2.17	109,655				YES	4.59	882,824	2.19	107,368				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.93	25				Diagnostic			0.60	1,022				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.93	25				Diagnostic			0.60	1,022				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.78	776,652	1.69	27,742				YES	2.77	951,947	1.54	30,206				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.49	334,800	1.69	27,742				YES	2.58	347,815	1.54	30,206				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.56	1,326,553	1.06	20,838				YES	2.61	1,567,022	0.89	243,141				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.53	312,467	1.06	20,838				YES	2.55	340,804	0.89	243,141				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.01	4,333,768	2.22	654,959				YES	3.07	4,861,223	2.49	674,657				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.60	1,238,582	2.22	654,959				YES	2.85	611,939	2.49	674,657				YES
	Operations Support Systems - Maintenance and Repair																		
	% Interface Availability - BST																		
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES	100.00%							YES
	% Interface Availability - CLEC																		
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region (%)	>= 99.5%			99.93%					YES			99.94%					YES
	% Interface Availability - BST & CLEC																		
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.99%					YES			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			99.90%					YES			99.75%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			100.00%					YES			99.90%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			100.00%					YES			99.93%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.82%					YES			99.97%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
	Average Response Interval <= 4 Seconds																		
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	95.37%	1,645,159	95.85%	142,401		0.00058	-8.2905	YES	96.26%	1,743,341	96.07%	134,999		0.00054	3.3961	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.00%	48,231	2.76%	1,953		0.00323	-2.3644	YES	2.49%	53,883	3.63%	2,808		0.00302	-3.7704	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.64%	28,022	7.41%	5,453		0.00311	-8.8816	YES	4.30%	32,203	8.61%	5,761		0.00290	-14.8310	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.34%	1,645,081	99.63%	145,907		0.00022	-13.2052	YES	99.70%	1,743,263	99.66%	138,543		0.00015	2.3171	NO
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	97.47%	1,201,989	97.21%	83,905		0.00056	4.6207	NO	97.64%	1,277,836	97.39%	80,801		0.00055	4.5916	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	98.69%	118,386	98.52%	7,952		0.00132	1.3193	YES	99.26%	117,343	99.17%	7,127		0.00104	0.8603	YES
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.49%	6,026	31.01%	690		0.01833	-0.8325	YES	27.91%	6,642	35.96%	712		0.01769	-4.5462	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	34.87%	5,962	26.82%	179		0.03615	2.2282	NO	37.13%	6,874	22.75%	167		0.03784	3.7980	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	17.01%	57,608	24.44%	5,584		0.00527	-14.1074	YES	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
	Operations Support Systems - Pre-Ordering																						
	% Interface Availability - CLEC																						
D.1.1.1	OSS-2	EDI/Region (%)			100.00%					YES			100.00%					YES			99.64%		
D.1.1.2	OSS-2	LENS/Region (%)			99.93%					YES			99.76%					YES			99.85%		
D.1.1.3	OSS-2	LEO/Region (%)			100.00%					YES			100.00%					YES			100.00%		
D.1.1.4	OSS-2	LESOG/Region (%)			100.00%					YES			100.00%					YES			100.00%		
D.1.1.5	OSS-2	TAG/Region (%)			99.97%					YES			99.86%					YES			99.99%		
D.1.1.6	OSS-2	PSIMS/Region (%)			100.00%					YES			100.00%					YES			100.00%		
D.1.1.7	OSS-2	LNP Gateway/Region (%)			99.97%					YES			99.86%					YES			100.00%		
D.1.1.8	OSS-2	SGG/COG/Region (%)			99.87%					YES			99.26%					NO			100.00%		
D.1.1.9	OSS-2	DOM/Region (%)			99.94%					YES			99.49%					NO			100.00%		
D.1.1.10	OSS-2	SOG/Region (%)			99.94%					YES			99.48%					NO			100.00%		
	% Interface Availability - BST & CLEC																						
D.1.2.1	OSS-2	ATLAS/Region (%)			99.98%					YES			99.99%					YES			100.00%		
D.1.2.2	OSS-2	COFFI/Region (%)			99.98%					YES			99.99%					YES			100.00%		
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)			99.98%					YES			99.99%					YES			99.96%		
D.1.2.4	OSS-2	DSAP/Region (%)			99.96%					YES			99.98%					YES			100.00%		
D.1.2.5	OSS-2	RSAG/Region (%)			99.97%					YES			99.99%					YES			100.00%		
D.1.2.6	OSS-2	SOCS/Region (%)			99.98%					YES			99.99%					YES			100.00%		
D.1.2.7	OSS-2	SONGS/Region (%)			99.98%					YES			99.99%					YES			100.00%		
D.1.2.8	OSS-2	DOE/Region (%)			100.00%					YES			100.00%					YES			99.99%		
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)																						
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	2.80	1,846,669	1.67	396,287				YES	2.88	1,662,027	1.02	386,506				YES	2.87	1,710,355	1.20	405,644	
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	2.88	9,001	1.67	396,287				YES	2.91	8,691	1.02	386,506				YES	2.94	10,551	1.20	405,644	
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	2.94	4,755,665	1.13	256,804				YES	3.03	4,284,424	0.93	223,663				YES	2.99	4,727,745	1.10	227,755	
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	4.80	855,916	1.13	256,804				YES	4.76	778,843	0.93	223,663				YES	4.77	852,928	1.10	227,755	
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	2.93	917,634	1.07	109,936				YES	3.01	820,139	0.80	100,419				YES	2.95	878,134	0.88	79,193	
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	2.63	329,537	1.07	109,936				YES	2.61	280,482	0.80	100,419				YES	2.60	303,957	0.88	79,193	
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	2.68	1,582,104	2.87	868				NO	2.71	1,418,537	0.52	677				YES	2.71	1,570,800	0.53	796	
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	2.58	330,441	2.87	868				NO	2.57	290,595	0.52	677				YES	2.57	320,525	0.53	796	
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	3.20	4,810,027	2.01	1,364,133				YES	3.24	4,324,284	1.14	1,313,285				YES	3.21	4,906,306	2.12	1,444,660	
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	2.94	596,932	2.01	1,364,133				YES	2.95	540,104	1.14	1,313,285				YES	2.87	594,420	2.12	1,444,660	
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	3.43	10,056,860	2.97	52,384				YES	4.35	9,130,832	0.64	54,746				YES	4.60	10,251,055	0.63	62,923	
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	3.68	717,001	2.97	52,384				YES	3.73	642,068	0.64	54,746				YES	7.28	5,455	0.63	62,923	
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	3.43	10,056,860	0.63	113,088				YES	4.35	9,130,832	0.04	115,506				YES	4.60	10,251,055	0.04	127,477	
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	3.68	717,001	0.63	113,088				YES	3.73	642,068	0.04	115,505				YES	7.28	5,455	0.04	127,477	
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)																						
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	2.80	1,846,669	1.52	505,302				YES	2.88	1,662,027	1.52	397,868				YES	2.87	1,710,355	1.60	391,221	
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	2.88	9,001	1.52	505,302				YES	2.91	8,691	1.52	397,868				YES	2.94	10,551	1.60	391,221	
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	2.94	4,755,665	2.30	94,013				YES	3.03	4,284,424	2.34	97,257				YES	2.99	4,727,745	3.05	98,992	
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	4.80	855,916	2.30	94,013				YES	4.76	778,843	2.34	97,257				YES	4.77	852,928	3.05	98,992	
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)			0.65	298				Diagnostic			1.37	320				Diagnostic			1.76	162	
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)			0.65	298				Diagnostic			1.37	320				Diagnostic			1.76	162	
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	2.93	917,634	1.74	22,758				YES	3.01	820,139	1.89	21,098				YES	2.95	878,134	1.86	18,664	
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	2.63	329,537	1.74	22,758				YES	2.61	280,482	1.89	21,098				YES	2.60	303,957	1.86	18,664	
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	2.68	1,582,104	0.93	284,694				YES	2.71	1,418,537	1.83	254,711				YES	2.71	1,570,800	1.74	257,461	
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	2.58	330,441	0.93	284,694				YES	2.57	290,595	1.83	254,711				YES	2.57	320,525	1.74	257,461	
D.1.4.7.1	OSS-1	TAG/Region (seconds)	3.20	4,810,027	2.78	545,578				YES	3.24	4,324,284	2.85	446,963				YES	3.21	4,906,306	2.51	429,742	
D.1.4.7.2	OSS-1	TAG/Region (seconds)	2.94	596,932	2.78	545,578				YES	2.95	540,104	2.85	446,963				YES	2.87	594,420	2.51	429,742	
	Operations Support Systems - Maintenance and Repair																						
	% Interface Availability - BST																						
D.2.1	OSS-3	TAFI/Region (%)	100.00%							YES	100.00%							YES	100.00%				
	% Interface Availability - CLEC																						
D.2.2.1	OSS-3	CLEC TAFI/Region (%)			100.00%					YES			100.00%					YES			100.00%		
D.2.2.2	OSS-3	ECTA/Region (%)			99.64%					YES			99.86%					YES			100.00%		
	% Interface Availability - BST & CLEC																						
D.2.3.1	OSS-3	CRIS/Region (%)			99.98%					YES			99.99%					YES			99.96%		
D.2.3.2	OSS-3	LMOS HOST/Region (%)			100.00%					YES			100.00%					YES			99.91%		
D.2.3.3	OSS-3	LNP/Region (%)			100.00%					YES			99.91%					YES			100.00%		
D.2.3.4	OSS-3	MARCH/Region (%)			99.96%					YES			100.00%					YES			100.00%		
D.2.3.5	OSS-3	OSPCM/Region (%)			100.00%					YES			100.00%					YES			100.00%		
D.2.3.6	OSS-3	Predictor/Region (%)			100.00%					YES			99.92%					YES			100.00%		
D.2.3.7	OSS-3	SOCS/Region (%)			99.98%					YES			99.99%					YES			100.00%		
	Average Response Interval <= 4 Seconds																						
D.2.4.1	OSS-4	CRIS/Region (%)	95.57%	1,900,866	95.28%	147,174		0.00056	5.1462	NO	94.95%	1,604,342	94.66%	119,378		0.00066	4.4627	NO	95.12%	1,531,566	94.99%	115,940	
D.2.4.2	OSS-4	DLETH/Region (%)	1.95%	56,906	3.03%	2,313		0.00293	-3.6598	YES	2.58%	46,568	3.67%	1,309		0.00445	-2.4373	YES	3.16%	44,805	4.59%	959	
D.2.4.3	OSS-4	DLR/Region (%)	3.77%	33,201	7.42%	6,508		0.00258	-14.1538	YES	4.47%	31,637	7.51%	5,836		0.00294	-10.2981	YES	4.03%	32,864	3.36%	33,013	
D.2.4.4	OSS-4	LMOS/Region (%)	99.67%	1,900,767	99.60%	151,428		0.00015	4.1628	NO	99.61%	1,604,281	99.58%	123,250		0.00018	1.7696	NO	99.60%	1,531,539	99.60%	118,455	
D.2.4.5	OSS-4	LMOSupd/Region (%)	97.34%	1,429,571	97.09%	91,344		0.00055	4.5642	NO	79.21%	1,192,390	66.24%	73,719		0.00154	84.1631	NO	78.49%	1,134,176	66.19%	68,372	
D.2.4.6	OSS-4	LNP/Region (%)	99.79%	128,780	99.10%	7,878		0.00053	13.0274	NO	99.65%	114,733	98.81%	7,087		0.00073	11.4128	NO	99.68%	109,144	99.19%	6,261	
D.2.4.7	OSS-4	MARCH/Region (%)	28.94%	6,931	30.74%	784		0.01709	-1.0518	YES	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES	28.04%	7,267	31.69%	628	
D.2.4.8	OSS-4	OSPCM/Region (%)	35.97%	7,411	26.46%	189		0.03535	2.6925	NO	33.15%	6,214	21.43%	168		0.03681	3.1848	NO	31.23%	6,631	24.50%	151	
D.2.4.9	OSS-4	Predictor/Region (%)	14.52%	67,284	24.35%	6,057		0.00473	-20.8142	YES	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES	13.82%	68,436	19.61%	6,793	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
	Operations Support Systems - Pre-Ordering				
	% Interface Availability - CLEC				
D.1.1.1	OSS-2	EDI/Region (%)			YES
D.1.1.2	OSS-2	LENS/Region (%)			YES
D.1.1.3	OSS-2	LEO/Region (%)			YES
D.1.1.4	OSS-2	LESOG/Region (%)			YES
D.1.1.5	OSS-2	TAG/Region (%)			YES
D.1.1.6	OSS-2	PSIMS/Region (%)			YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)			YES
D.1.1.8	OSS-2	SGG/COG/Region (%)			YES
D.1.1.9	OSS-2	DOM/Region (%)			YES
D.1.1.10	OSS-2	SOG/Region (%)			YES
	% Interface Availability - BST & CLEC				
D.1.2.1	OSS-2	ATLAS/Region (%)			YES
D.1.2.2	OSS-2	COFFI/Region (%)			YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)			YES
D.1.2.4	OSS-2	DSAP/Region (%)			YES
D.1.2.5	OSS-2	RSAG/Region (%)			YES
D.1.2.6	OSS-2	SOCS/Region (%)			YES
D.1.2.7	OSS-2	SONGS/Region (%)			YES
D.1.2.8	OSS-2	DOE/Region (%)			YES
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)				
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)			YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)			YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)			YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)			YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)			YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)			YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)			YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)			YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)			YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)			YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)			YES
D.1.3.6.2	OSS-1	COFFI/Region (seconds)			YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)			YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)			YES
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)				
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)			YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)			YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)			NO
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)			YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)			Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)			Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)			Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)			Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)			YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)			YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)			YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)			YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)			YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)			YES
	Operations Support Systems - Maintenance and Repair				
	% Interface Availability - BST				
D.2.1	OSS-3	TAFI/Region (%)			YES
	% Interface Availability - CLEC				
D.2.2.1	OSS-3	CLEC TAFI/Region (%)			YES
D.2.2.2	OSS-3	ECTA/Region (%)			YES
	% Interface Availability - BST & CLEC				
D.2.3.1	OSS-3	CRIS/Region (%)			YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)			YES
D.2.3.3	OSS-3	LNP/Region (%)			YES
D.2.3.4	OSS-3	MARCH/Region (%)			YES
D.2.3.5	OSS-3	OSPCM/Region (%)			YES
D.2.3.6	OSS-3	Predictor/Region (%)			YES
D.2.3.7	OSS-3	SOCS/Region (%)			YES
	Average Response Interval <= 4 Seconds				
D.2.4.1	OSS-4	CRIS/Region (%)	0.00066	2.0340	NO
D.2.4.2	OSS-4	DLETH/Region (%)	0.00571	-2.4980	YES
D.2.4.3	OSS-4	DLR/Region (%)	0.00153	4.3691	NO
D.2.4.4	OSS-4	LMOS/Region (%)	0.00019	0.3902	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)	0.00162	76.0102	NO
D.2.4.6	OSS-4	LNP/Region (%)	0.00073	6.8108	NO
D.2.4.7	OSS-4	MARCH/Region (%)	0.01868	-1.9499	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	0.03814	1.7642	NO
D.2.4.9	OSS-4	Predictor/Region (%)	0.00439	-13.1884	YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.58%	196,432	99.90%	16,833		0.00052	-6.2026	YES	99.89%	224,543	99.94%	19,073		0.00025	-2.0246	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	82.12%	57,096	83.79%	4,941		0.00568	-2.9403	YES	86.40%	85,839	85.56%	5,057		0.00500	1.6674	NO
		Average Response Interval <= 10 Seconds																	
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	98.98%	1,645,159	99.38%	142,401		0.00028	-14.2506	YES	99.15%	1,743,341	99.46%	134,999		0.00026	-12.0851	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	75.40%	48,231	84.74%	1,953		0.00994	-9.3937	YES	76.03%	53,883	83.37%	2,808		0.00826	-8.8777	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	67.49%	28,022	40.45%	5,453		0.00693	38.9947	NO	85.56%	32,203	43.46%	5,761		0.00680	32.4990	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.65%	1,645,081	99.85%	145,907		0.00016	-12.7728	YES	99.83%	1,743,263	99.83%	138,543		0.00011	0.3690	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.80%	1,201,989	99.56%	83,905		0.00016	14.9894	NO	99.82%	1,277,836	99.63%	80,801		0.00015	12.2289	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	98.87%	118,386	98.79%	7,952		0.00123	0.6007	YES	99.35%	117,343	99.44%	7,127		0.00098	-0.8832	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.49%	6,026	31.01%	690		0.01833	-0.8325	YES	27.91%	6,642	35.98%	712		0.01769	-4.5462	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.40%	5,962	98.88%	179		0.00588	0.8738	YES	99.29%	6,874	99.40%	167		0.00659	-0.1731	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	17.01%	57,608	24.44%	5,584		0.00527	-14.1074	YES	14.11%	64,344	22.26%	5,817		0.00477	-17.0999	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.82%	196,432	99.99%	16,833		0.00034	-5.0907	YES	99.99%	224,543	100.00%	19,073		0.00007	-1.2823	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.56%	57,096	99.45%	4,941		0.00099	1.0293	YES	99.70%	85,839	99.58%	5,057		0.00080	1.4334	YES
		Average Response Interval > 10 Seconds																	
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	1.02%	1,645,159	0.62%	142,401		0.00028	14.2506	YES	0.85%	1,743,341	0.54%	134,999		0.00026	12.0851	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	24.60%	48,231	15.26%	1,953		0.00994	9.3937	YES	23.97%	53,883	16.63%	2,808		0.00826	8.8777	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	32.51%	28,022	59.55%	5,453		0.00693	-38.9947	NO	34.44%	32,203	56.54%	5,761		0.00680	-32.4990	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.35%	1,645,081	0.15%	145,907		0.00016	12.7728	YES	0.17%	1,743,263	0.17%	138,543		0.00011	-0.3690	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.20%	1,201,989	0.44%	83,905		0.00016	-14.9894	NO	0.18%	1,277,836	0.37%	80,801		0.00015	-12.2289	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	1.13%	118,386	1.21%	7,952		0.00123	-0.6007	YES	0.65%	117,343	0.56%	7,127		0.00098	0.8832	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	70.51%	6,026	68.99%	690		0.01833	0.8325	YES	72.09%	6,642	64.04%	712		0.01769	4.5462	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	0.60%	5,962	1.12%	179		0.00588	-0.8738	YES	0.71%	6,874	0.60%	167		0.00659	0.1731	YES
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	82.99%	57,608	75.56%	5,584		0.00527	14.1074	YES	85.89%	64,344	77.74%	5,817		0.00477	17.0999	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.18%	196,432	0.01%	16,833		0.00034	5.0907	YES	0.01%	224,543	0.00%	19,073		0.00007	1.2823	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.44%	57,096	0.55%	4,941		0.00099	-1.0293	YES	0.30%	85,839	0.42%	5,057		0.00080	-1.4334	YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May				
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation
D.2.4.10	OSS-4	SOCS/Region (%)	99.77%	218,772	99.85%	19,512		0.00036	-2.3657	YES	99.81%	209,127	99.86%	17,586		0.00034	-1.5009	YES	99.85%	213,326	99.88%	17,941	
D.2.4.11	OSS-4	NIW/Region (%)	84.21%	71,762	83.76%	5,658		0.00504	0.8937	YES	82.83%	62,644	81.89%	4,528		0.00580	1.6105	YES	84.01%	62,771	83.00%	4,329	
	Average Response Interval <= 10 Seconds																						
D.2.5.1	OSS-4	CRIS/Region (%)	99.05%	1,900,866	99.40%	147,174		0.00026	-13.3501	YES	99.02%	1,604,342	99.39%	119,378		0.00030	-12.5894	YES	99.05%	1,531,566	99.46%	115,940	
D.2.5.2	OSS-4	DLETH/Region (%)	76.79%	56,906	83.31%	2,313		0.00896	-7.2867	YES	77.66%	46,568	82.58%	1,309		0.01167	-4.2178	YES	79.20%	44,805	85.30%	959	
D.2.5.3	OSS-4	DLR/Region (%)	66.69%	33,201	40.80%	6,508		0.00839	40.5221	NO	71.06%	31,637	41.67%	5,836		0.00646	45.5375	NO	76.65%	32,864	88.18%	33,013	
D.2.5.4	OSS-4	LMOS/Region (%)	99.82%	1,900,767	99.82%	151,428		0.00011	-0.5698	YES	99.80%	1,604,261	99.85%	123,250		0.00013	-3.7432	YES	99.79%	1,531,539	99.84%	118,455	
D.2.5.5	OSS-4	LMOSupd/Region (%)	99.77%	1,429,571	99.56%	91,344		0.00016	12.8762	NO	90.59%	1,192,390	80.53%	73,719		0.00111	90.8098	NO	90.04%	1,134,176	80.25%	68,372	
D.2.5.6	OSS-4	LNP/Region (%)	99.92%	128,780	99.77%	7,878		0.00033	4.3479	NO	99.83%	114,733	99.52%	7,087		0.00051	6.0140	NO	99.81%	109,144	99.63%	6,261	
D.2.5.7	OSS-4	MARCH/Region (%)	28.94%	6,931	30.74%	784		0.01709	-1.0518	YES	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES	28.04%	7,267	31.69%	628	
D.2.5.8	OSS-4	OSPCM/Region (%)	98.65%	7,411	98.94%	189		0.00850	-0.3426	YES	98.41%	6,214	95.83%	168		0.00979	2.6287	NO	97.81%	6,631	97.35%	151	
D.2.5.9	OSS-4	Predictor/Region (%)	14.52%	67,284	24.35%	6,057		0.00473	-20.8142	YES	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES	13.82%	68,436	19.61%	6,793	
D.2.5.10	OSS-4	SOCS/Region (%)	99.98%	218,772	99.98%	19,512		0.00011	-0.6958	YES	99.98%	209,127	100.00%	17,586		0.00010	-1.6712	YES	99.98%	213,326	100.00%	17,941	
D.2.5.11	OSS-4	NIW/Region (%)	99.65%	71,762	99.51%	5,658		0.00081	1.8006	NO	99.42%	62,644	99.25%	4,528		0.00117	1.4676	YES	99.39%	62,771	99.21%	4,329	
	Average Response Interval > 10 Seconds																						
D.2.6.1	OSS-4	CRIS/Region (%)	0.95%	1,900,866	0.60%	147,174		0.00026	13.3501	YES	0.98%	1,604,342	0.61%	119,378		0.00030	12.5894	YES	0.95%	1,531,566	0.54%	115,940	
D.2.6.2	OSS-4	DLETH/Region (%)	23.21%	56,906	16.69%	2,313		0.00896	7.2867	YES	22.34%	46,568	17.42%	1,309		0.01167	4.2178	YES	20.80%	44,805	14.70%	959	
D.2.6.3	OSS-4	DLR/Region (%)	33.31%	33,201	59.20%	6,508		0.00839	-40.5221	NO	28.92%	31,637	58.33%	5,836		0.00646	-45.5375	NO	23.35%	32,864	11.82%	33,013	
D.2.6.4	OSS-4	LMOS/Region (%)	0.18%	1,900,767	0.18%	151,428		0.00011	0.5698	YES	0.20%	1,604,261	0.15%	123,250		0.00013	3.7432	YES	0.21%	1,531,539	0.16%	118,455	
D.2.6.5	OSS-4	LMOSupd/Region (%)	0.23%	1,429,571	0.44%	91,344		0.00016	-12.8762	NO	9.41%	1,192,390	19.47%	73,719		0.00111	-90.8098	NO	9.96%	1,134,176	19.75%	68,372	
D.2.6.6	OSS-4	LNP/Region (%)	0.08%	128,780	0.23%	7,878		0.00033	-4.3479	NO	0.17%	114,733	0.48%	7,087		0.00051	-6.0140	NO	0.19%	109,144	0.37%	6,261	
D.2.6.7	OSS-4	MARCH/Region (%)	71.06%	6,931	69.26%	784		0.01709	1.0518	YES	71.90%	6,430	70.36%	685		0.01807	0.8482	YES	71.96%	7,267	68.31%	628	
D.2.6.8	OSS-4	OSPCM/Region (%)	1.35%	7,411	1.06%	189		0.00850	0.3426	YES	1.59%	6,214	4.17%	168		0.00979	-2.6287	NO	2.19%	6,631	2.65%	151	
D.2.6.9	OSS-4	Predictor/Region (%)	85.48%	67,284	75.65%	6,057		0.00473	20.8142	YES	87.29%	64,264	78.27%	6,345		0.00438	20.5823	YES	86.18%	68,436	80.39%	6,793	
D.2.6.10	OSS-4	SOCS/Region (%)	0.02%	218,772	0.02%	19,512		0.00011	0.6958	YES	0.02%	209,127	0.00%	17,586		0.00010	1.6712	YES	0.02%	213,326	0.00%	17,941	
D.2.6.11	OSS-4	NIW/Region (%)	0.35%	71,762	0.49%	5,658		0.00081	-1.8006	NO	0.58%	62,644	0.75%	4,528		0.00117	-1.4676	YES	0.61%	62,771	0.79%	4,329	

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Standard Error	Zscore	Equity
D.2.4.10	OSS-4	SOCS/Region (%)	0.00030	-0.8960	YES
D.2.4.11	OSS-4	NIW/Region (%)	0.00576	1.7539	NO
	Average Response Interval <= 10 Seconds				
D.2.5.1	OSS-4	CRIS/Region (%)	0.00030	-13.8678	YES
D.2.5.2	OSS-4	DLETH/Region (%)	0.01325	-4.6024	YES
D.2.5.3	OSS-4	DLR/Region (%)	0.00330	-34.9788	YES
D.2.5.4	OSS-4	LMOS/Region (%)	0.00014	-3.4019	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	0.00118	83.0395	NO
D.2.5.6	OSS-4	LNP/Region (%)	0.00057	3.1191	NO
D.2.5.7	OSS-4	MARCH/Region (%)	0.01868	-1.9499	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	0.01204	0.3841	YES
D.2.5.9	OSS-4	Predictor/Region (%)	0.00439	-13.1884	YES
D.2.5.10	OSS-4	SOCS/Region (%)	0.00011	-1.8286	YES
D.2.5.11	OSS-4	NIW/Region (%)	0.00123	1.3876	YES
	Average Response Interval > 10 Seconds				
D.2.6.1	OSS-4	CRIS/Region (%)	0.00030	13.8678	YES
D.2.6.2	OSS-4	DLETH/Region (%)	0.01325	4.6024	YES
D.2.6.3	OSS-4	DLR/Region (%)	0.00330	34.9788	YES
D.2.6.4	OSS-4	LMOS/Region (%)	0.00014	3.4019	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	0.00118	-83.0395	NO
D.2.6.6	OSS-4	LNP/Region (%)	0.00057	-3.1191	NO
D.2.6.7	OSS-4	MARCH/Region (%)	0.01868	1.9499	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	0.01204	-0.3841	YES
D.2.6.9	OSS-4	Predictor/Region (%)	0.00439	13.1884	YES
D.2.6.10	OSS-4	SOCS/Region (%)	0.00011	1.8286	YES
D.2.6.11	OSS-4	NIW/Region (%)	0.00123	-1.3876	YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
	Collocation - Collocation																		
	Average Response Time																		
E.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 days																
E.1.1.2	C-1	Physical Caged/TN (calendar days)	<= 30 days			9	13				YES			10	3				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)	<= 30 days			4	2				YES			5	4				YES
	Average Arrangement Time																		
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 days																
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 days																
E.1.2.3	C-2	Physical Caged-Ordinary/TN (calendar days)	<= 90 days			3	4				YES			6	2				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)	<= 30 days			10	2				YES			5	3				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)	<= 90 days																
	% Due Dates Missed																		
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed																
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	6				YES			0.00%	5				YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								May							
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	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/TN (calendar days)																			3	1				YES
E.1.1.2	C-1	Physical Caged/TN (calendar days)			5	5				YES			8	2				YES			15	2				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)			5	2				YES			8	2				YES			6	5				YES
	Average Arrangement Time																									
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)																								
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)																								
E.1.2.3	C-2	Physical Caged-Ordinary/TN (calendar days)			13	6				YES			18	3				YES			66	4				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)			0	2				YES			5	7				YES								
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)											49	1				YES			85	2				YES
	% Due Dates Missed																									
E.1.3.1	C-3	Virtual/TN (%)																								
E.1.3.2	C-3	Physical/TN (%)			0.00%	8				YES			0.00%	11				YES			0.00%	6				YES

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
	General - Flow Through																		
	% Flow Through Service Requests																		
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			89.83%	368,804				Diagnostic			88.47%	455,659				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			89.83%	368,804				Diagnostic			88.47%	455,659				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			90.20%	154,447				NO			89.52%	187,816				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			77.80%	4,459				NO			76.17%	4,864				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			89.81%	209,898				YES			87.94%	262,979				YES
	% Flow Through Service Requests - Achieved																		
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			83.37%	397,389				Diagnostic			81.19%	496,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			83.37%	397,389				Diagnostic			81.19%	496,519				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			85.39%	163,154				Diagnostic			82.63%	203,468				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			57.73%	6,009				Diagnostic			54.74%	6,768				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			82.60%	228,226				Diagnostic			80.79%	286,283				Diagnostic
	% Flow Through Service Requests - LNP																		
F.1.3.1	O-3	Summary/Region (%)	>= 85%			88.81%	9,298				YES			88.09%	10,967				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			88.81%	9,298				YES			88.09%	10,967				YES
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic								Diagnostic
	General - Pre-Ordering																		
	Loop Makeup Inquiry (Manual)																		
F.2.1	PO-1	Loops/TN (%)	>= 95% w in 3 bus days			40.00%	5				NO			0.00%	1				NO
	Loop Makeup Inquiry (Electronic)																		
F.2.2	PO-2	Loops/TN (%)	>= 95% w in 1 min			99.89%	910				YES			99.52%	836				YES
	General - Ordering																		
	Service Inquiry with Firm Order																		
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 5 bus days			100.00%	2				YES			100.00%	5				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)	>= 95% w in 5 bus days			100.00%	1				YES			25.00%	4				NO
	Average Speed of Answer																		
F.4.1	O-12	Region (seconds)	Parity w Retail	315.73	5,596,672	22.08	40,855				YES	282.45	6,382,181	40.05	44,308				YES
	General - Maintenance Center																		
	Average Answer Time																		
F.5.1	M&R-6	Region (seconds)	Parity w Retail	66.71	2,022,954	26.57	96,672				YES	53.70	2,241,269	24.35	101,422				YES
	General - Operator Services (Toll)																		
	Average Speed to Answer																		
F.6.1	OS-1	TN (seconds)	PBD			4.42					PBD			4.26					PBD
	% Answered in 10 seconds																		
F.6.2	OS-2	TN (%)	PBD			83.30%					PBD			84.20%					PBD
	General - Directory Assistance																		
	Average Speed to Answer																		
F.7.1	DA-1	TN (seconds)	PBD			4.69					PBD			4.42					PBD
	% Answered in 10 seconds																		
F.7.2	DA-2	TN (%)	PBD			85.60%					PBD			86.60%					PBD
	General - E911																		
	Mean Interval																		
F.8.1	E-3	TN (hours)	PBD			1.58	2,004				PBD			1.97	2,162				PBD
	% Accuracy																		
F.8.2	E-2	TN (%)	PBD			93.96%	236,071				PBD			96.59%	283,499				PBD
	% Timeliness																		
F.8.3	E-1	TN (%)	PBD			100.00%	2,004				PBD			100.00%	2,162				PBD
	General - Billing																		
	Usage Data Delivery Accuracy																		
F.9.1	B-3	Region (%)	Parity w Retail	99.92%	2,354	100.00%	25,526		0.00063	-1.3538	YES	99.70%	3,330	99.34%	26,909		0.00101	3.5564	NO
	Usage Data Delivery Timeliness																		
F.9.2	B-5	Region (%)	Parity w Retail	99.83%	55,590	99.64%	638,999,122		0.00017	11.0808	NO	99.00%	55,284	97.94%	619,230,222		0.00042	24.9559	NO
	Usage Data Delivery Completeness																		
F.9.3	B-4	Region (%)	Parity w Retail	99.92%	55,590	99.95%	638,999,122		0.00012	-2.6148	YES	99.65%	55,284	99.98%	619,230,222		0.00025	-13.1550	YES
	Mean Time to Deliver Usage																		
F.9.4	B-6	Region (days)	Parity w Retail	3.41	55,590	2.29	638,999,122				YES	3.34	55,284	2.21	619,230,222				YES
	Recurring Charge Completeness																		

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June								M			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
	General - Flow Through																					
	% Flow Through Service Requests																					
F.1.1.1	O-3	Summary/Region (%)			88.26%	421,397				Diagnostic			85.96%	368,639				Diagnostic			84.50%	371,918
F.1.1.2	O-3	Aggregate/Region (%)			88.26%	421,397				Diagnostic			85.96%	368,639				Diagnostic			84.50%	371,918
F.1.1.3	O-3	Residence/Region (%)			87.70%	195,690				NO			88.58%	175,117				NO			86.74%	190,895
F.1.1.4	O-3	Business/Region (%)			73.23%	5,589				NO			73.74%	4,836				NO			69.54%	5,979
F.1.1.5	O-3	UNE/Region (%)			89.13%	220,118				YES			83.84%	188,686				NO			82.57%	175,044
	% Flow Through Service Requests - Achieved																					
F.1.2.1	O-3	Summary/Region (%)			80.59%	461,472				Diagnostic			78.96%	401,329				Diagnostic			76.58%	410,373
F.1.2.2	O-3	Aggregate/Region (%)			80.59%	461,472				Diagnostic			78.96%	401,329				Diagnostic			76.58%	410,373
F.1.2.3	O-3	Residence/Region (%)			80.99%	211,903				Diagnostic			81.68%	189,918				Diagnostic			79.88%	207,309
F.1.2.4	O-3	Business/Region (%)			45.85%	8,927				Diagnostic			53.42%	6,676				Diagnostic			51.58%	8,061
F.1.2.5	O-3	UNE/Region (%)			81.53%	240,642				Diagnostic			77.27%	204,735				Diagnostic			74.12%	195,003
	% Flow Through Service Requests - LNP																					
F.1.3.1	O-3	Summary/Region (%)			88.50%	9,771				YES			83.63%	8,563				NO			89.75%	10,881
F.1.3.2	O-3	Aggregate/Region (%)			88.50%	9,771				YES			83.63%	8,563				NO			89.75%	10,881
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/TN (%)			14.29%	7				NO			10.00%	10				NO				
	Loop Makeup Inquiry (Electronic)																					
F.2.2	PO-2	Loops/TN (%)			99.61%	513				YES			80.51%	662				NO			99.84%	1,217
	General - Ordering																					
	Service Inquiry with Firm Order																					
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/TN (%)			100.00%	4				YES			100.00%	10				YES			100.00%	20
F.3.1.2	O-10	Local Interoffice Transport/TN (%)											50.00%	2				NO				
	Average Speed of Answer																					
F.4.1	O-12	Region (seconds)	269.17	6,408,394	29.60	42,614				YES	259.48	5,582,890	58.19	41,576				YES	194.86	6,278,471	35.16	35,479
	General - Maintenance Center																					
	Average Answer Time																					
F.5.1	M&R-6	Region (seconds)	84.66	2,308,025	27.23	108,851				YES	52.80	1,593,224	28.04	91,272				YES	64.68	1,522,154	25.99	88,118
	General - Operator Services (Toll)																					
	Average Speed to Answer																					
F.6.1	OS-1	TN (seconds)			5.51					PBD			5.53					PBD			6.00	
	% Answered in 10 seconds																					
F.6.2	OS-2	TN (%)			78.60%					PBD			78.80%					PBD			76.80%	
	General - Directory Assistance																					
	Average Speed to Answer																					
F.7.1	DA-1	TN (seconds)			3.83					PBD			4.54					PBD			5.08	
	% Answered in 10 seconds																					
F.7.2	DA-2	TN (%)			89.70%					PBD			86.10%					PBD			83.50%	
	General - E911																					
	Mean Interval																					
F.8.1	E-3	TN (hours)			2.47	2,201				PBD			1.54	1,987				PBD			0.77	2,088
	% Accuracy																					
F.8.2	E-2	TN (%)			96.04%	239,344				PBD			95.72%	220,455				PBD			96.78%	232,595
	% Timeliness																					
F.8.3	E-1	TN (%)			100.00%	2,201				PBD			100.00%	1,987				PBD			100.00%	2,088
	General - Billing																					
	Usage Data Delivery Accuracy																					
F.9.1	B-3	Region (%)	100.00%	3,616	100.00%	26,125		0.00000		YES	100.00%	3,216	100.00%	22,639		0.00000		YES	95.22%	3,810	100.00%	24,397
	Usage Data Delivery Timeliness																					
F.9.2	B-5	Region (%)	97.81%	39,195	99.56%	617,439,932		0.00074	-23.6044	YES	99.33%	27,358	99.38%	475,419,169		0.00049	-0.9527	YES	94.93%	28,227	97.64%	492,390,383
	Usage Data Delivery Completeness																					
F.9.3	B-4	Region (%)	99.10%	39,195	99.91%	617,439,932		0.00048	-16.8707	YES	99.92%	27,358	99.91%	475,419,169		0.00017	0.7704	YES	97.21%	28,227	99.95%	492,390,383
	Mean Time to Deliver Usage																					
F.9.4	B-6	Region (days)	3.60	39,195	2.31	617,439,932				YES	3.24	27,358	2.43	475,419,169				YES	4.34	28,227	2.52	492,390,383
	Recurring Charge Completeness																					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

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			Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through					
	% Flow Through Service Requests					
F.1.1.1	O-3	Summary/Region (%)				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)				Diagnostic
F.1.1.3	O-3	Residence/Region (%)				NO
F.1.1.4	O-3	Business/Region (%)				NO
F.1.1.5	O-3	UNE/Region (%)				NO
	% Flow Through Service Requests - Achieved					
F.1.2.1	O-3	Summary/Region (%)				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)				Diagnostic
F.1.2.3	O-3	Residence/Region (%)				Diagnostic
F.1.2.4	O-3	Business/Region (%)				Diagnostic
F.1.2.5	O-3	UNE/Region (%)				Diagnostic
	% Flow Through Service Requests - LNP					
F.1.3.1	O-3	Summary/Region (%)				YES
F.1.3.2	O-3	Aggregate/Region (%)				YES
F.1.3.3	O-3	Residence/Region (%)				Diagnostic
F.1.3.4	O-3	Business/Region (%)				Diagnostic
	General - Pre-Ordering					
	Loop Makeup Inquiry (Manual)					
F.2.1	PO-1	Loops/TN (%)				
	Loop Makeup Inquiry (Electronic)					
F.2.2	PO-2	Loops/TN (%)				YES
	General - Ordering					
	Service Inquiry with Firm Order					
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/TN (%)				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)				
	Average Speed of Answer					
F.4.1	O-12	Region (seconds)				YES
	General - Maintenance Center					
	Average Answer Time					
F.5.1	M&R-5	Region (seconds)				YES
	General - Operator Services (Toll)					
	Average Speed to Answer					
F.6.1	OS-1	TN (seconds)				PBD
	% Answered in 10 seconds					
F.6.2	OS-2	TN (%)				PBD
	General - Directory Assistance					
	Average Speed to Answer					
F.7.1	DA-1	TN (seconds)				PBD
	% Answered in 10 seconds					
F.7.2	DA-2	TN (%)				PBD
	General - E911					
	Mean Interval					
F.8.1	E-3	TN (hours)				PBD
	% Accuracy					
F.8.2	E-2	TN (%)				PBD
	% Timeliness					
F.8.3	E-1	TN (%)				PBD
	General - Billing					
	Usage Data Delivery Accuracy					
F.9.1	B-3	Region (%)		0.00372	-12.8574	YES
	Usage Data Delivery Timeliness					
F.9.2	B-5	Region (%)		0.00131	-20.7307	YES
	Usage Data Delivery Completeness					
F.9.3	B-4	Region (%)		0.00098	-27.9433	YES
	Mean Time to Deliver Usage					
F.9.4	B-6	Region (days)				YES
	Recurring Charge Completeness					

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September BST Measure	September BST Volume	September CLEC Measure	September CLEC Volume	September Standard Deviation	September Standard Error	September Zscore	September Equity	August BST Measure	August BST Volume	August CLEC Measure	August CLEC Volume	August Standard Deviation	August Standard Error	August Zscore	August Equity
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail	82.30%	$7,344,148	87.85%	$185,908		0.00213	-26.0874	YES	82.56%	$8,501,392	99.20%	$161,842		0.00228	-72.9493	YES
F.9.5.2	B-7	UNE/TN (%)	>= 90%			99.16%	$214,108				YES			98.56%	$271,733				YES
F.9.5.3	B-7	Interconnection/TN (%)	>= 90%			92.88%	$6,330				YES			98.54%	$1,560				YES
		Non-Recurring Charge Completeness																	
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail	87.60%	$10,149,649	97.75%	$280,926		0.00179	-56.6534	YES	84.67%	$12,281,556	98.73%	$272,424		0.00178	-78.8796	YES
F.9.6.2	B-8	UNE/TN (%)	>= 90%			97.68%	$309,270				YES			98.46%	$362,355				YES
F.9.6.3	B-8	Interconnection/TN (%)	>= 90%			98.58%	$75,441				YES			98.78%	$89,793				YES
		General - Change Management																	
		% Software Release Notices Sent On Time																	
F.10.1	CM-1	TN (%)	>= 95% w in 30 days											100.00%	1				YES
		Average Software Release Notice Delay Days																	
F.10.2	CM-2	TN (average)	>= 22 days prior to release																
		% Change Management Documentation Sent On Time																	
F.10.3	CM-3A	TN (%)	>= 95% w in 30 days																
		% Change Management Documentation (Defects, Corrections, etc.) Sent On Time																	
F.10.4	CM-3B	TN (%)	>= 95% w in 5 days											100.00%	1				YES
		Average Documentation Release Delay Days																	
F.10.5	CM-4	TN (average)	>= 22 days prior to release																
		% CLEC Interface Outages Sent within 15 Minutes																	
F.10.6	CM-5	TN (%)	>= 97% w in 15 min			100.00%	11				YES			100.00%	19				YES
		% Software Errors Corrected within 10 Business Days																	
F.10.7	CM-6A	Region (%)	>= 95% w in 10 days			100.00%	1				YES			100.00%	4				YES
		% Software Errors Corrected within 30 Business Days																	
F.10.8	CM-6B	Region (%)	>= 95% w in 30 days			100.00%	3				YES								
		% Software Errors Corrected within 45 Business Days																	
F.10.9	CM-6C	Region (%)	>= 95% w in 45 days																
		% Change Requests Accepted or Rejected within 10 Business Days																	
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	5				YES			100.00%	7				YES
		% Change Requests Rejected Within The Reporting Period																	
F.10.11	CM-8	Region (%)	Diagnostic			40.00%	5				Diagnostic			71.43%	7				Diagnostic
		Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented																	
F.10.12	CM-9A	Region (number)	= 0 Defects																
		Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented																	
F.10.13	CM-9B	Region (number)	= 0 Defects											3					NO
		Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented																	
F.10.14	CM-9C	Region (number)	= 0 Defects											4					NO
		% Test Deck Weight Failure in Production Release																	
F.10.15	CM-10	Region (%)	<= 5%											0.00%	100				YES
		% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented																	
F.10.16	CM-11A	Region (%)	>= 95% w in 60 days																
		% Type 6 Change Requests (Implemented Within 60 Weeks) of those implemented																	
F.10.17	CM-11B	Region (%)	>= 95% w in 60 days																
		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%	8				YES			100.00%	8				YES
		% Quotes Provided within 10 Business Days																	
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days																
		% Quotes Provided within X Business Days																	
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days	This measure not applicable after June data month								This measure not applicable after June data month							
F.11.2.2	BFR-2B	Region (%)	>= 90% w in 30 bus days	This measure not applicable after June data month								This measure not applicable after June data month							
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days	This measure not applicable after June data month								This measure not applicable after June data month							
		% Quotes Provided within 30 Business Days																	
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	8				YES			100.00%	6				YES
		% Quotes Provided within 60 Business Days																	
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days											100.00%	2				YES
		General - Ordering																	
		Acknowledgement Message Timeliness																	
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			100.00%	170,425				YES			99.95%	194,313				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	488,345				YES			100.00%	422,794				YES
		Acknowledgement Message Completeness																	
F.12.2.1	O-2	EDI/Region (%)	100%			100.00%	170,425				YES			99.94%	194,435				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	488,345				YES			100.00%	422,795				NO
		General - Database Updates																	
		Average Database Update Interval																	
F.13.1.1	D-1	LIDB/TN (hours)	PBD	0.56	21	0.56	21				PBD	0.51	22	0.51	22				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD	0.07	26	0.07	26				PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD	3.27	20	3.29	20				PBD	4.20	24	4.13	24				PBD
		% Update Accuracy																	

BellSouth Monthly Performance Summary

Tennessee, September 2002 - May 2002

			July								June								M			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
F.9.5.1	B-7	Resale/TN (%)	76.44%	$7,334,880	98.63%	$121,451		0.00253	-67.7370	YES	79.55%	$7,456,136	98.60%	$171,566		0.00218	-87.4378	YES	79.15%	$6,884,639	98.84%	$131,017
F.9.5.2	B-7	UNE/TN (%)			99.55%	$124,279				YES			98.13%	$134,439				YES			96.50%	$147,570
F.9.5.3	B-7	Interconnection/TN (%)			99.95%	$6,703				YES			99.36%	$2,491				YES			99.62%	$5,056
	Non-Recurring Charge Completeness																					
F.9.6.1	B-8	Resale/TN (%)	87.70%	$10,552,378	99.10%	$258,466		0.00186	-61.1249	YES	84.98%	$10,880,491	98.53%	$273,568		0.00178	-75.9267	YES	85.35%	$10,791,301	97.05%	$253,998
F.9.6.2	B-8	UNE/TN (%)			99.52%	$437,614				YES			98.63%	$323,426				YES			80.93%	$410,987
F.9.6.3	B-8	Interconnection/TN (%)			95.19%	$129,282				YES			56.16%	$108,965				NO			98.95%	$168,851
	General - Change Management																					
	% Software Release Notices Sent On Time																					
F.10.1	CM-1	TN (%)			100.00%	1				YES											100.00%	1
	Average Software Release Notice Delay Days																					
F.10.2	CM-2	TN (average)																				
	% Change Management Documentation Sent On Time																					
F.10.3	CM-3A	TN (%)			100.00%	1				YES			100.00%	1				YES				
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time																					
F.10.4	CM-3B	TN (%)			100.00%	7				YES												
	Average Documentation Release Delay Days																					
F.10.5	CM-4	TN (average)																				
	% CLEC Interface Outages Sent within 15 Minutes																					
F.10.6	CM-5	TN (%)			100.00%	17				YES			100.00%	23				YES			100.00%	15
	% Software Errors Corrected within 10 Business Days																					
F.10.7	CM-6A	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	% Software Errors Corrected within 30 Business Days																					
F.10.8	CM-6B	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	% Software Errors Corrected within 45 Business Days																					
F.10.9	CM-6C	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	% Change Requests Accepted or Rejected within 10 Business Days																					
F.10.10	CM-7	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	% Change Requests Rejected Within The Reporting Period																					
F.10.11	CM-8	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented																					
F.10.12	CM-9A	Region (number)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented																					
F.10.13	CM-9B	Region (number)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented																					
F.10.14	CM-9C	Region (number)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	% Test Deck Weight Failure in Production Release																					
F.10.15	CM-10	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented																					
F.10.16	CM-11A	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented																					
F.10.17	CM-11B	Region (%)	This measure not applicable before August data month								This measure not applicable before August data month								This measure not applicab			
	General - New Business Requests																					
	% New Business Requests Processed within 30 Business Days																					
F.11.1	BFR-1	Region (%)											100.00%	2				YES			100.00%	3
	% Quotes Provided within 10 Business Days																					
F.11.2	BFR-2A	Region (%)									This measure not applicable before July data month								This measure not applica			
	% Quotes Provided within X Business Days																					
F.11.2.1	BFR-2A	Region (%)	This measure not applicable after June data month																		100.00%	2
F.11.2.2	BFR-2B	Region (%)	This measure not applicable after June data month																			
F.11.2.3	BFR-2C	Region (%)	This measure not applicable after June data month										100.00%	2				YES			100.00%	1
	% Quotes Provided within 30 Business Days																					
F.11.3	BFR-2B	Region (%)									This measure not applicable before July data month								This measure not applica			
	% Quotes Provided within 60 Business Days																					
F.11.4	BFR-2C	Region (%)									This measure not applicable before July data month								This measure not applica			
	General - Ordering																					
	Acknowledgement Message Timeliness																					
F.12.1.1	O-1	EDI/Region (%)			100.00%	151,902				YES			100.00%	121,803				YES			100.00%	111,412
F.12.1.2	O-1	TAG/Region (%)			100.00%	384,297				YES			100.00%	388,915				YES			100.00%	391,591
	Acknowledgement Message Completeness																					
F.12.2.1	O-2	EDI/Region (%)			99.97%	151,944				NO			99.62%	122,263				NO			100.00%	111,412
F.12.2.2	O-2	TAG/Region (%)			100.00%	384,300				NO			100.00%	388,932				NO			99.99%	391,615
	General - Database Updates																					
	Average Database Update Interval																					
F.13.1.1	D-1	LIDB/TN (hours)	0.57	23	0.57	23				PBD	0.51	19	0.51	19				PBD	0.47	22	0.47	22
F.13.1.2	D-1	Directory Listings/TN (hours)	0.09	27	0.09	27				PBD	0.11	25	0.11	25				PBD	0.10	27	0.10	27
F.13.1.3	D-1	Directory Assistance/TN (hours)	4.11	27	3.31	27				PBD	6.46	23	5.54	23				PBD	4.70	19	3.79	19
	% Update Accuracy																					

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

ay

			Standard Deviation	Standard Error	Zscore	Equity
F.9.5.1	B-7	Resale/TN (%)		0.00248	-79.3563	YES
F.9.5.2	B-7	UNE/TN (%)				YES
F.9.5.3	B-7	Interconnection/TN (%)				YES
		Non-Recurring Charge Completeness				
F.9.6.1	B-8	Resale/TN (%)		0.00185	-63.0713	YES
F.9.6.2	B-8	UNE/TN (%)				NO
F.9.6.3	B-8	Interconnection/TN (%)				YES
		General - Change Management				
		% Software Release Notices Sent On Time				
F.10.1	CM-1	TN (%)				YES
		Average Software Release Notice Delay Days				
F.10.2	CM-2	TN (average)				
		% Change Management Documentation Sent On Time				
F.10.3	CM-3A	TN (%)				
		% Change Management Documentation (Defects, Corrections, etc.) Sent On Time				
F.10.4	CM-3B	TN (%)				
		Average Documentation Release Delay Days				
F.10.5	CM-4	TN (average)				
		% CLEC Interface Outages Sent within 15 Minutes				
F.10.6	CM-5	TN (%)				YES
		% Software Errors Corrected within 10 Business Days				
F.10.7	CM-6A	Region (%)				
		% Software Errors Corrected within 30 Business Days				
F.10.8	CM-6B	Region (%)				
		% Software Errors Corrected within 45 Business Days				
F.10.9	CM-6C	Region (%)				
		% Change Requests Accepted or Rejected within 10 Business Days				
F.10.10	CM-7	Region (%)				
		% Change Requests Rejected Within The Reporting Period				
F.10.11	CM-8	Region (%)				
		Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented				
F.10.12	CM-9A	Region (number)				
		Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented				
F.10.13	CM-9B	Region (number)				
		Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented				
F.10.14	CM-9C	Region (number)				
		% Test Deck Weight Failure in Production Release				
F.10.15	CM-10	Region (%)				
		% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented				
F.10.16	CM-11A	Region (%)				
		% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented				
F.10.17	CM-11B	Region (%)				
		General - New Business Requests				
		% New Business Requests Processed within 30 Business Days				
F.11.1	BFR-1	Region (%)				YES
		% Quotes Provided within 10 Business Days				
F.11.2	BFR-2A	Region (%)				
		% Quotes Provided within X Business Days				
F.11.2.1	BFR-2A	Region (%)				YES
F.11.2.2	BFR-2B	Region (%)				
F.11.2.3	BFR-2C	Region (%)				YES
		% Quotes Provided within 30 Business Days				
F.11.3	BFR-2B	Region (%)				
		% Quotes Provided within 60 Business Days				
F.11.4	BFR-2C	Region (%)				
		General - Ordering				
		Acknowledgement Message Timeliness				
F.12.1.1	O-1	EDI/Region (%)				YES
F.12.1.2	O-1	TAG/Region (%)				YES
		Acknowledgement Message Completeness				
F.12.2.1	O-2	EDI/Region (%)				YES
F.12.2.2	O-2	TAG/Region (%)				NO
		General - Database Updates				
		Average Database Update Interval				
F.13.1.1	D-1	LIDB/TN (hours)				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)				PBD
		% Update Accuracy				

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			Benchmark/ Analog	September								August							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F.13.2.1	D-2	LIDB/TN (%)	>= 95%			99.93%	1,360				YES			99.48%	1,143				YES
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%			99.76%	838				YES			99.66%	892				YES
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%			99.38%	646				YES			98.56%	348				YES
		% NXXs / LRNs Loaded by LERG Effective Date																	
F.13.3	D-3	Region (%)	100%			100.00%	63				YES			100.00%	82				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	127	1	120	1				YES	379	2	289	2				YES

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

			July								June												M
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
F.13.2.1	D-2	LIDB/TN (%)			99.36%	1,571				YES			93.48%	660				NO			100.00%	519
F.13.2.2	D-2	Directory Listings/TN (%)			99.18%	733				YES			99.35%	1,072				YES			99.79%	483
F.13.2.3	D-2	Directory Assistance/TN (%)			98.10%	473				YES			99.19%	246				YES			97.87%	141
	% NXXs / LRNs Loaded by LERG Effective Date																					
F.13.3	D-3	Region (%)			100.00%	44				YES			98.41%	63				NO			100.00%	94
	General - Network Outage Notification																					
	Mean Time to Notify CLEC of Major Network Outages																					
F.14.1	M&R-7	Region (minutes)	47	1	40	1				YES	791	4	502	4				YES	154	2	123	2

BellSouth Monthly Performance Summary
Tennessee, September 2002 - May 2002

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			Standard Deviation	Standard Error	Zscore	Equity
F.13.2.1	D-2	LIDB/TN (%)				YES
F.13.2.2	D-2	Directory Listings/TN (%)				YES
F.13.2.3	D-2	Directory Assistance/TN (%)				YES
		% NXXs / LRNs Loaded by LERG Effective Date				
F.13.3	D-3	Region (%)				YES
		General - Network Outage Notification				
		Mean Time to Notify CLEC of Major Network Outages				
F.14.1	M&R-7	Region (minutes)				YES