Federal Communications Commission

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BellSouth

...and Thank You for Your Comments

Your Confirmation Number is: '2002117800414'

Date Received Nov 7 2002

Docket: 02-307

Number of Files Transmitted: 1

#2

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Vice President-Federal Regulatory

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November 7,2002

WRITTEN EX PARTE

Ms Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: WC Docket No. 02-307 - Ex Parte # 2

Dear Ms Dortch:

I am providing you with a copy of the spreadsheet that I sent electronically to Christine Newcomb and Pamela Megna of the Commission's Wireline Competition Bureau on November 6, 2002. This spreadsheet is a multi-month summary of BellSouth's performance in Florida for the months of May through September 2002. The e-mailed documents were sent to Ms. Newcomb and Dr. Megna at their request.

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

Sincerely,

Kathleen B. Levitz

Attachments

cc: Christine Newcomb
Janice Myles
Luin Fitch
Beth Keating
Pamela Megna
James Davis-Smith
Sara Kyle

BellSouth Monthly Performance Summary

Florida Permanent, 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/FL (%)	Diagnostic			11.11%	27,582				Diagnostic			14.71%	41,247				Diagnostic
A.1.1.2	O-7	Business/FL (%)	Diagnostic			25.63%	1,120				Diagnostic			24.60%	1,559				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/FL (%)	Diagnostic								Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized																		
A.1.2.1	O-7	Residence/FL (%)	Diagnostic			27.85%	4,240				Diagnostic			29.82%	9,302				Diagnostic
A.1.2.2	O-7	Business/FL (%)	Diagnostic			46.12%	870				Diagnostic			49.29%	1,130				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL (%)	Diagnostic								Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized																		
A.1.3.1	O-7	Residence/FL (%)	Diagnostic			47.86%	234				Diagnostic			46.08%	536				Diagnostic
A.1.3.2	O-7	Business/FL (%)	Diagnostic			54.76%	557				Diagnostic			54.42%	882				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL (%)	Diagnostic			41.53%	118				Diagnostic			34.71%	121				Diagnostic
A.1.3.4	O-7	PBX/FL (%)	Diagnostic			26.67%	15				Diagnostic			56.56%	18				Diagnostic
A.1.3.5	O-7	Centrex/FL (%)	Diagnostic			81.54%	13				Diagnostic			57.14%	7				Diagnostic
A.1.3.6	O-7	ISDN/FL (%)	Diagnostic			41.03%	39				Diagnostic			45.45%	11				Diagnostic
	Reject Interval - Mechanized																		
A.1.4.1	O-8	Residence/FL (%)	>= 97% w in 1 hr			98.86%	3,068				YES			98.82%	6,150				NO
A.1.4.2	O-8	Business/FL (%)	>= 97% w in 1 hr			98.61%	287				YES			98.87%	363				NO
A.1.4.3	O-8	Design (Specials)/FL (%)	>= 97% w in 1 hr																
A.1.4.4	O-8	PBX/FL (%)	>= 97% w in 1 hr																
A.1.4.5	O-8	Centrex/FL (%)	>= 97% w in 1 hr																
A.1.4.6	O-8	ISDN/FL (%)	>= 97% w in 1 hr																
	Reject Interval - Partially Mechanized - 10 hours																		
A.1.7.1	O-8	Residence/FL (%)	>= 95% w in 10 hrs			97.58%	1,157				YES			91.87%	2,590				NO
A.1.7.2	O-8	Business/FL (%)	>= 95% w in 10 hrs			97.74%	310				YES			96.83%	568				YES
A.1.7.3	O-8	Design (Specials)/FL (%)	>= 95% w in 10 hrs																
A.1.7.4	O-8	PBX/FL (%)	>= 95% w in 10 hrs																
A.1.7.5	O-8	Centrex/FL (%)	>= 95% w in 10 hrs																
A.1.7.6	O-8	ISDN/FL (%)	>= 95% w in 10 hrs																
	Reject Interval - Non-Mechanized																		
A.1.8.1	O-8	Residence/FL (%)	>= 95% w in 24 hrs			95.58%	113				YES			98.84%	259				YES
A.1.8.2	O-8	Business/FL (%)	>= 95% w in 24 hrs			98.04%	312				YES			98.57%	488				YES
A.1.8.3	O-8	Design (Specials)/FL (%)	>= 95% w in 24 hrs			96.15%	52				YES			93.02%	43				NO
A.1.8.4	O-8	PBX/FL (%)	>= 95% w in 24 hrs			50.00%	4				NO			80.00%	10				NO
A.1.8.5	O-8	Centrex/FL (%)	>= 95% w in 24 hrs			100.00%	8				YES			83.33%	6				NO
A.1.8.6	O-8	ISDN/FL (%)	>= 95% w in 24 hrs			88.24%	17				NO			83.33%	6				NO
	FOC Timeliness - Mechanized																		
A.1.9.1	O-9	Residence/FL (%)	>= 95% w in 3 hrs			98.65%	24,510				YES			98.45%	35,246				YES
A.1.9.2	O-9	Business/FL (%)	>= 95% w in 3 hrs			99.28%	831				YES			99.15%	1,183				YES
A.1.9.3	O-9	Design (Specials)/FL (%)	>= 95% w in 3 hrs																
A.1.9.4	O-9	PBX/FL (%)	>= 95% w in 3 hrs																
A.1.9.5	O-9	Centrex/FL (%)	>= 95% w in 3 hrs																
A.1.9.6	O-9	ISDN/FL (%)	>= 95% w in 3 hrs																
	FOC Timeliness - Partially Mechanized - 10 hours																		
A.1.12.1	O-9	Residence/FL (%)	>= 95% w in 10 hrs			91.78%	3,384				NO			87.32%	7,501				NO
A.1.12.2	O-9	Business/FL (%)	>= 95% w in 10 hrs			91.51%	441				NO			80.90%	603				NO
A.1.12.3	O-9	Design (Specials)/FL (%)	>= 95% w in 10 hrs																
A.1.12.4	O-9	PBX/FL (%)	>= 95% w in 10 hrs																
A.1.12.5	O-9	Centrex/FL (%)	>= 95% w in 10 hrs																
A.1.12.6	O-9	ISDN/FL (%)	>= 95% w in 10 hrs																
	FOC Timeliness - Non-Mechanized																		
A.1.13.1	O-9	Residence/FL (%)	>= 95% w in 24 hrs			86.18%	110				NO			93.90%	295				NO
A.1.13.2	O-9	Business/FL (%)	>= 95% w in 24 hrs			95.06%	243				YES			97.66%	384				YES
A.1.13.3	O-9	Design (Specials)/FL (%)	>= 95% w in 24 hrs			90.28%	72				NO			92.19%	64				NO
A.1.13.4	O-9	PBX/FL (%)	>= 95% w in 24 hrs			88.89%	9				NO			87.50%	8				NO
A.1.13.5	O-9	Centrex/FL (%)	>= 95% w in 24 hrs			50.00%	4				NO			100.00%	4				YES
A.1.13.6	O-9	ISDN/FL (%)	>= 95% w in 24 hrs			100.00%	23				YES			80.00%	5				NO
	FOC & Reject Response Completeness - Mechanized																		
A.1.14.1.1	O-11	Residence/EDI/FL (%)	>= 95%			100.00%	94				YES			98.21%	112				YES
A.1.14.1.2	O-11	Residence/TAG/FL (%)	>= 95%			99.81%	27,458				YES			99.88%	41,135				YES
A.1.14.2.1	O-11	Business/EDI/FL (%)	>= 95%			100.00%	29				YES			100.00%	22				YES
A.1.14.2.2	O-11	Business/TAG/FL (%)	>= 95%			99.82%	1,100				YES			99.80%	1,537				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL (%)	>= 95%																
A.1.14.3.2	O-11	Design (Specials)/TAG/FL (%)	>= 95%																
A.1.14.4.1	O-11	PBX/EDI/FL (%)	>= 95%																
A.1.14.4.2	O-11	PBX/TAG/FL (%)	>= 95%																
A.1.14.5.1	O-11	Centrex/EDI/FL (%)	>= 95%																
A.1.14.5.2	O-11	Centrex/TAG/FL (%)	>= 95%																
A.1.14.6.1	O-11	ISDN/EDI/FL (%)	>= 95%																
A.1.14.6.2	O-11	ISDN/TAG/FL (%)	>= 95%																
	FOC & Reject Response Completeness - Partially Mechanized																		
A.1.15.1.1	O-11	Residence/EDI/FL (%)	>= 95%			100.00%	29				YES			100.00%	43				YES
A.1.15.1.2	O-11	Residence/TAG/FL (%)	>= 95%			99.86%	4,214				YES			99.87%	9,259				YES
A.1.15.2.1	O-11	Business/EDI/FL (%)	>= 95%			100.00%	5				YES			100.00%	23				YES
A.1.15.2.2	O-11	Business/TAG/FL (%)	>= 95%			99.55%	665				YES			99.73%	1,107				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL (%)	>= 95%																
A.1.15.3.2	O-11	Design (Specials)/TAG/FL (%)	>= 95%																
A.1.15.4.1	O-11	PBX/EDI/FL (%)	>= 95%																
A.1.15.4.2	O-11	PBX/TAG/FL (%)	>= 95%																
A.1.15.5.1	O-11	Centrex/EDI/FL (%)	>= 95%																
A.1.15.5.2	O-11	Centrex/TAG/FL (%)	>= 95%																
A.1.15.6.1	O-11	ISDN/EDI/FL (%)	>= 95%																
A.1.15.6.2	O-11	ISDN/TAG/FL (%)	>= 95%																
	FOC & Reject Response Completeness - Non-Mechanized																		
A.1.16.1	O-11	Residence/FL (%)	>= 95%			92.74%	234				NO			95.71%	536				YES
A.1.16.2	O-11	Business/FL (%)	>= 95%			96.59%	557				YES			96.76%	882				YES
A.1.16.3	O-11	Design (Specials)/FL (%)	>= 95%			96.61%	118				YES			86.05%	121				NO
A.1.16.4	O-11	PBX/FL (%)	>= 95%			86.67%	15				NO			100.00%	18				YES
A.1.16.5	O-11	Centrex/FL (%)	>= 95%			92.31%	13				NO			100.00%	7				YES
A.1.16.6	O-11	ISDN/FL (%)	>= 95%			97.44%	39				YES			90.91%	11				NO
	Resale - Provisioning																		
	Order Completion Interval																		
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL (days)	Res	4.87	32,941	4.15	997	4.221	0.13771	3.7948	YES	4.39	42,430	4.13	1,432	4.023	0.10806	2.4024	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL (days)	Res	1.00	572,501	0.73	20,865	1.529	0.01083	24.4990	YES	0.81	637,540	0.77	32,076	1.127	0.00848	5.7615	YES

BellSouth Monthly Performance Summary

Florida Permanent, 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
	Resale - Ordering																						
	% Rejected Service Requests - Mechanized																						
A.1.1.1	O-7	Residence/FL (%)			17.66%	54,561				Diagnostic			16.89%	49,954				Diagnostic			17.80%	58,656	
A.1.1.2	O-7	Business/FL (%)			28.04%	2,179				Diagnostic			26.39%	2,031				Diagnostic			28.76%	2,726	
A.1.1.3	O-7	Design (Specials)/FL (%)								Diagnostic								Diagnostic					
A.1.1.4	O-7	PBX/FL (%)								Diagnostic								Diagnostic					
A.1.1.5	O-7	Centrex/FL (%)								Diagnostic								Diagnostic					
A.1.1.6	O-7	ISDN/FL (%)								Diagnostic								Diagnostic			0.00%	1	
	% Rejected Service Requests - Partially Mechanized																						
A.1.2.1	O-7	Residence/FL (%)			26.41%	14,120				Diagnostic			29.05%	14,578				Diagnostic			26.15%	18,483	
A.1.2.2	O-7	Business/FL (%)			40.40%	2,605				Diagnostic			43.74%	1,470				Diagnostic			38.64%	1,872	
A.1.2.3	O-7	Design (Specials)/FL (%)								Diagnostic								Diagnostic					
A.1.2.4	O-7	PBX/FL (%)								Diagnostic			0.00%	1				Diagnostic			50.00%	2	
A.1.2.5	O-7	Centrex/FL (%)								Diagnostic								Diagnostic					
A.1.2.6	O-7	ISDN/FL (%)								Diagnostic			0.00%	1				Diagnostic					
	% Rejected Service Requests - Non-Mechanized																						
A.1.3.1	O-7	Residence/FL (%)			46.46%	579				Diagnostic			48.23%	664				Diagnostic			41.42%	676	
A.1.3.2	O-7	Business/FL (%)			52.74%	730				Diagnostic			49.31%	726				Diagnostic			50.30%	1,016	
A.1.3.3	O-7	Design (Specials)/FL (%)			36.42%	151				Diagnostic			31.18%	93				Diagnostic			27.18%	103	
A.1.3.4	O-7	PBX/FL (%)			56.25%	18				Diagnostic			45.45%	11				Diagnostic			42.86%	28	
A.1.3.5	O-7	Centrex/FL (%)			58.33%	24				Diagnostic			55.56%	18				Diagnostic			40.91%	66	
A.1.3.6	O-7	ISDN/FL (%)			20.00%	10				Diagnostic			35.00%	20				Diagnostic			16.67%	12	
	Reject Interval - Mechanized																						
A.1.4.1	O-8	Residence/FL (%)			96.58%	9,649				NO			97.80%	8,345				YES			96.79%	10,460	
A.1.4.2	O-8	Business/FL (%)			96.74%	614				NO			97.03%	538				YES			96.83%	788	
A.1.4.3	O-8	Design (Specials)/FL (%)																					
A.1.4.4	O-8	PBX/FL (%)																					
A.1.4.5	O-8	Centrex/FL (%)																					
A.1.4.6	O-8	ISDN/FL (%)																					
	Reject Interval - Partially Mechanized - 10 hours																						
A.1.7.1	O-8	Residence/FL (%)			96.12%	3,814				YES			92.86%	4,348				NO			84.55%	4,708	
A.1.7.2	O-8	Business/FL (%)			96.03%	1,017				YES			96.01%	854				YES			93.55%	775	
A.1.7.3	O-8	Design (Specials)/FL (%)																					
A.1.7.4	O-8	PBX/FL (%)																			100.00%	1	
A.1.7.5	O-8	Centrex/FL (%)																					
A.1.7.6	O-8	ISDN/FL (%)																					
	Reject Interval - Non-Mechanized																						
A.1.8.1	O-8	Residence/FL (%)			95.96%	272				YES			89.07%	324				YES			98.62%	290	
A.1.8.2	O-8	Business/FL (%)			97.95%	391				YES			97.81%	377				YES			99.43%	526	
A.1.8.3	O-8	Design (Specials)/FL (%)			92.73%	55				NO			96.88%	32				YES			100.00%	29	
A.1.8.4	O-8	PBX/FL (%)			100.00%	8				YES			100.00%	5				YES			92.31%	13	
A.1.8.5	O-8	Centrex/FL (%)			100.00%	14				YES			90.00%	10				NO			96.55%	29	
A.1.8.6	O-8	ISDN/FL (%)			100.00%	2				YES			100.00%	7				YES			66.67%	3	
	FOC Timeliness - Mechanized																						
A.1.9.1	O-9	Residence/FL (%)			98.89%	45,099				YES			98.18%	41,031				YES			99.55%	47,165	
A.1.9.2	O-9	Business/FL (%)			99.36%	1,564				YES			98.93%	1,490				YES			99.79%	1,669	
A.1.9.3	O-9	Design (Specials)/FL (%)																					
A.1.9.4	O-9	PBX/FL (%)																					
A.1.9.5	O-9	Centrex/FL (%)																					
A.1.9.6	O-9	ISDN/FL (%)																			100.00%	1	
	FOC Timeliness - Partially Mechanized - 10 hours																						
A.1.12.1	O-9	Residence/FL (%)			93.85%	11,238				NO			86.84%	11,328				NO			84.84%	15,031	
A.1.12.2	O-9	Business/FL (%)			93.01%	1,632				NO			67.86%	963				NO			86.56%	1,587	
A.1.12.3	O-9	Design (Specials)/FL (%)																					
A.1.12.4	O-9	PBX/FL (%)											0.00%	1				NO			50.00%	2	
A.1.12.5	O-9	Centrex/FL (%)																					
A.1.12.6	O-9	ISDN/FL (%)											0.00%	1				NO					
	FOC Timeliness - Non-Mechanized																						
A.1.13.1	O-9	Residence/FL (%)			93.97%	282				NO			90.56%	338				NO			94.96%	377	
A.1.13.2	O-9	Business/FL (%)			94.10%	322				NO			96.08%	357				YES			93.63%	471	
A.1.13.3	O-9	Design (Specials)/FL (%)			100.00%	96				YES			92.98%	57				NO			93.85%	65	
A.1.13.4	O-9	PBX/FL (%)			100.00%	7				YES			71.43%	7				NO			78.57%	14	
A.1.13.5	O-9	Centrex/FL (%)			100.00%	6				YES			88.89%	9				NO			92.11%	38	
A.1.13.6	O-9	ISDN/FL (%)			71.43%	7				NO			92.31%	13				NO			90.91%	11	
	FOC & Reject Response Completeness - Mechanized																						
A.1.14.1.1	O-11	Residence/EDI/FL (%)			100.00%	86				YES			100.00%	69				YES			95.04%	141	
A.1.14.1.2	O-11	Residence/TAG/FL (%)			99.91%	54,475				YES			99.95%	49,895				YES			97.80%	58,515	
A.1.14.2.1	O-11	Business/EDI/FL (%)			100.00%	39				YES			100.00%	21				YES			100.00%	50	
A.1.14.2.2	O-11	Business/TAG/FL (%)			99.16%	2,140				YES			99.10%	2,010				YES			96.56%	2,678	
A.1.14.3.1	O-11	Design (Specials)/EDI/FL (%)																					
A.1.14.3.2	O-11	Design (Specials)/TAG/FL (%)																					
A.1.14.4.1	O-11	PBX/EDI/FL (%)																					
A.1.14.4.2	O-11	PBX/TAG/FL (%)																					
A.1.14.5.1	O-11	Centrex/EDI/FL (%)																					
A.1.14.5.2	O-11	Centrex/TAG/FL (%)																					
A.1.14.6.1	O-11	ISDN/EDI/FL (%)																			100.00%	1	
A.1.14.6.2	O-11	ISDN/TAG/FL (%)																					
	FOC & Reject Response Completeness - Partially Mechanized																						
A.1.15.1.1	O-11	Residence/EDI/FL (%)			100.00%	18				YES			96.43%	28				YES			96.43%	28	
A.1.15.1.2	O-11	Residence/TAG/FL (%)			99.80%	14,102				YES			99.73%	14,548				YES			99.86%	18,455	
A.1.15.2.1	O-11	Business/EDI/FL (%)			100.00%	15				YES			100.00%	13				YES			88.24%	17	
A.1.15.2.2	O-11	Business/TAG/FL (%)			99.48%	2,487				YES			99.86%	1,467				YES			99.74%	1,956	
A.1.15.3.1	O-11	Design (Specials)/EDI/FL (%)																					
A.1.15.3.2	O-11	Design (Specials)/TAG/FL (%)																					
A.1.15.4.1	O-11	PBX/EDI/FL (%)											100.00%	1				YES			100.00%	2	
A.1.15.4.2	O-11	PBX/TAG/FL (%)																					
A.1.15.5.1	O-11	Centrex/EDI/FL (%)																					
A.1.15.5.2	O-11	Centrex/TAG/FL (%)																					
A.1.15.6.1	O-11	ISDN/EDI/FL (%)											100.00%	1				YES					
A.1.15.6.2	O-11	ISDN/TAG/FL (%)																					
	FOC & Reject Response Completeness - Non-Mechanized																						
A.1.16.1	O-11	Residence/FL (%)			95.51%	579				YES			94.43%	664				NO			94.82%	676	
A.1.16.2	O-11	Business/FL (%)			94.11%	730				NO			94.92%	726				NO			94.88%	1,016	
A.1.16.3	O-11	Design (Specials)/FL (%)			95.36%	151				YES			95.70%	93				YES			86.41%	103	
A.1.16.4	O-11	PBX/FL (%)			100.00%	18				YES			90.91%	11				NO			85.71%	28	
A.1.16.5	O-11	Centrex/FL (%)			91.67%	24				NO			100.00%	18				YES			93.94%	66	
A.1.16.6	O-11	ISDN/FL (%)			90.00%	10				NO			100.00%	20				YES			100.00%	12	
	Resale - Provisioning																						
	Order Completion Interval																						
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL (days)	4.91	38,334	4.80	1,647	4.450	0.11546	2.6790	YES	4.36	34,521	3.86	1,540	4.174	0.10670	4.6187	YES	4.44	35,819	3.73	1,933	3.852
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL (days)	0.83	609,730	0.83	42,151	1.109	0.00558	0.0005	YES	0.84	577,621	0.88	41,811	1.130	0.00573	-0.0686	NO	0.86	621,845	0.70	49,060	1.378

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Standard Error	Zscore	Equity
	Resale - Ordering				
	% Rejected Service Requests - Mechanized				
A.1.1.1	O-7	Residence/FL (%)			Diagnostic
A.1.1.2	O-7	Business/FL (%)			Diagnostic
A.1.1.3	O-7	Design (Specials)/FL (%)			Diagnostic
A.1.1.4	O-7	PBX/FL (%)			Diagnostic
A.1.1.5	O-7	Centrex/FL (%)			Diagnostic
A.1.1.6	O-7	ISDN/FL (%)			Diagnostic
	% Rejected Service Requests - Partially Mechanized				
A.1.2.1	O-7	Residence/FL (%)			Diagnostic
A.1.2.2	O-7	Business/FL (%)			Diagnostic
A.1.2.3	O-7	Design (Specials)/FL (%)			Diagnostic
A.1.2.4	O-7	PBX/FL (%)			Diagnostic
A.1.2.5	O-7	Centrex/FL (%)			Diagnostic
A.1.2.6	O-7	ISDN/FL (%)			Diagnostic
	% Rejected Service Requests - Non-Mechanized				
A.1.3.1	O-7	Residence/FL (%)			Diagnostic
A.1.3.2	O-7	Business/FL (%)			Diagnostic
A.1.3.3	O-7	Design (Specials)/FL (%)			Diagnostic
A.1.3.4	O-7	PBX/FL (%)			Diagnostic
A.1.3.5	O-7	Centrex/FL (%)			Diagnostic
A.1.3.6	O-7	ISDN/FL (%)			Diagnostic
	Reject Interval - Mechanized				
A.1.4.1	O-8	Residence/FL (%)			NO
A.1.4.2	O-8	Business/FL (%)			NO
A.1.4.3	O-8	Design (Specials)/FL (%)			
A.1.4.4	O-8	PBX/FL (%)			
A.1.4.5	O-8	Centrex/FL (%)			
A.1.4.6	O-8	ISDN/FL (%)			
	Reject Interval - Partially Mechanized - 10 hours				
A.1.7.1	O-8	Residence/FL (%)			NO
A.1.7.2	O-8	Business/FL (%)			NO
A.1.7.3	O-8	Design (Specials)/FL (%)			YES
A.1.7.4	O-8	PBX/FL (%)			
A.1.7.5	O-8	Centrex/FL (%)			
A.1.7.6	O-8	ISDN/FL (%)			
	Reject Interval - Non-Mechanized				
A.1.8.1	O-8	Residence/FL (%)			YES
A.1.8.2	O-8	Business/FL (%)			YES
A.1.8.3	O-8	Design (Specials)/FL (%)			YES
A.1.8.4	O-8	PBX/FL (%)			NO
A.1.8.5	O-8	Centrex/FL (%)			YES
A.1.8.6	O-8	ISDN/FL (%)			NO
	FOC Timeliness - Mechanized				
A.1.9.1	O-9	Residence/FL (%)			YES
A.1.9.2	O-9	Business/FL (%)			YES
A.1.9.3	O-9	Design (Specials)/FL (%)			
A.1.9.4	O-9	PBX/FL (%)			
A.1.9.5	O-9	Centrex/FL (%)			
A.1.9.6	O-9	ISDN/FL (%)			YES
	FOC Timeliness - Partially Mechanized - 10 hours				
A.1.12.1	O-9	Residence/FL (%)			NO
A.1.12.2	O-9	Business/FL (%)			NO
A.1.12.3	O-9	Design (Specials)/FL (%)			
A.1.12.4	O-9	PBX/FL (%)			NO
A.1.12.5	O-9	Centrex/FL (%)			
A.1.12.6	O-9	ISDN/FL (%)			
	FOC Timeliness - Non-Mechanized				
A.1.13.1	O-9	Residence/FL (%)			NO
A.1.13.2	O-9	Business/FL (%)			NO
A.1.13.3	O-9	Design (Specials)/FL (%)			NO
A.1.13.4	O-9	PBX/FL (%)			NO
A.1.13.5	O-9	Centrex/FL (%)			NO
A.1.13.6	O-9	ISDN/FL (%)			NO
	FOC & Reject Response Completeness - Mechanized				
A.1.14.1.1	O-11	Residence/EDI/FL (%)			YES
A.1.14.1.2	O-11	Residence/TAG/FL (%)			YES
A.1.14.2.1	O-11	Business/EDI/FL (%)			YES
A.1.14.2.2	O-11	Business/TAG/FL (%)			YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL (%)			
A.1.14.3.2	O-11	Design (Specials)/TAG/FL (%)			
A.1.14.4.1	O-11	PBX/EDI/FL (%)			
A.1.14.4.2	O-11	PBX/TAG/FL (%)			
A.1.14.5.1	O-11	Centrex/EDI/FL (%)			
A.1.14.5.2	O-11	Centrex/TAG/FL (%)			
A.1.14.6.1	O-11	ISDN/EDI/FL (%)			
A.1.14.6.2	O-11	ISDN/TAG/FL (%)			YES
	FOC & Reject Response Completeness - Partially Mechanized				
A.1.15.1.1	O-11	Residence/EDI/FL (%)			YES
A.1.15.1.2	O-11	Residence/TAG/FL (%)			YES
A.1.15.2.1	O-11	Business/EDI/FL (%)			NO
A.1.15.2.2	O-11	Business/TAG/FL (%)			YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL (%)			
A.1.15.3.2	O-11	Design (Specials)/TAG/FL (%)			
A.1.15.4.1	O-11	PBX/EDI/FL (%)			YES
A.1.15.4.2	O-11	PBX/TAG/FL (%)			
A.1.15.5.1	O-11	Centrex/EDI/FL (%)			
A.1.15.5.2	O-11	Centrex/TAG/FL (%)			
A.1.15.6.1	O-11	ISDN/EDI/FL (%)			
A.1.15.6.2	O-11	ISDN/TAG/FL (%)			
	FOC & Reject Response Completeness - Non-Mechanized				
A.1.16.1	O-11	Residence/FL (%)			NO
A.1.16.2	O-11	Business/FL (%)			NO
A.1.16.3	O-11	Design (Specials)/FL (%)			NO
A.1.16.4	O-11	PBX/FL (%)			NO
A.1.16.5	O-11	Centrex/FL (%)			NO
A.1.16.6	O-11	ISDN/FL (%)			YES
	Resale - Provisioning				
	Order Completion Interval				
A.2.1.1.1.1	P-4	Residence/< 10 circuits/Dispatch/FL (days)	0.08005	7.0416	YES
A.2.1.1.1.2	P-4	Residence/< 10 circuits/Non-Dispatch/FL (days)	0.00645	23.8618	YES

BellSouth Monthly Performance Summary

Florida Permanent, 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.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL (days)	Res	4.25	83	4.00	6	1.529	0.64035	0.3914	YES	4.64	104	4.00	4	3.246	1.65382	0.3857	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL (days)	Res																
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL (days)	Bus	5.58	12,718	5.58	235	9.557	0.83181	0.5130	YES	4.92	17,147	4.40	446	7.028	0.38027	1.1250	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL (days)	Bus	1.28	73,886	0.92	1,054	2.896	0.08890	4.1429	YES	1.25	80,175	0.54	1,542	2.123	0.05459	7.4174	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL (days)	Bus	13.70	247	6.60	5	24.539	11.08474	0.6406	YES	14.71	214	3.33	3	22.121	12.86093	0.8847	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL (days)	Bus	0.83	10			1.147				1.00	22	7.00	1	1.392	1.42286	-4.2169	NO
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL (days)	Design	23.69	2,109	2.50	22	26.451	5.66863	3.7388	YES	26.81	2,235	10.74	19	27.092	6.24178	2.5755	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Design	8.04	497	2.61	37	12.749	2.17258	2.4978	YES	7.22	803	4.56	9	8.857	2.98874	0.9218	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Design	27.69	196			22.910				10.89	115			13.865			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Design	4.67	6			0.516				7.00	6			7.694			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL (days)	PBX	6.10	52	0.33	1	10.614	10.71531	0.7251	YES	12.73	67	0.67	2	15.356	11.04100	1.0923	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL (days)	PBX	3.30	209	1.17	2	3.953	2.80887	0.7577	YES	1.90	170	1.05	7	3.773	1.45527	0.5830	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL (days)	PBX	15.93	15			12.355				12.42	12			11.421			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL (days)	PBX	6.86	62	1.56	3	19.213	11.35792	0.4514	YES	5.89	58	4.50	2	20.118	14.46856	0.0981	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL (days)	Centrex	6.03	711			8.668				5.51	738			13.542			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL (days)	Centrex	3.72	1,788	5.00	4	4.613	2.30924	-0.5548	YES	5.83	1,390	2.00	2	11.060	7.82631	0.4891	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL (days)	Centrex	10.54	30			11.327				11.32	45			12.010			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Centrex	3.57	53	1.42	4	6.851	3.55217	0.6051	YES	2.30	158			4.132			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL (days)	ISDN	11.51	711	12.00	2	17.257	12.21061	-0.0402	YES	5.68	1,706			10.883			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL (days)	ISDN	2.61	1,382	2.10	7	4.964	1.88077	0.2738	YES	2.86	1,155			5.212			
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL (days)	ISDN	26.43	105	6.67	3	28.112	16.49051	1.0791	YES	27.02	146	36.00	1	17.192	17.25060	-0.5204	YES
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL (days)	ISDN	10.58	77	3.00	2	20.335	14.56451	0.5207	YES	23.91	88			30.962			
		Average Order Completion and Completion Notice Interval - Mechanized																	
A.2.2.1.1.1	P-4A	Residence/<10 circuits/Dispatch/FL (days)	Res	4.92	28,837	4.82	844	3.156	0.11020	2.7026	YES	4.73	38,193	4.47	1,272	3.267	0.09312	2.7355	YES
A.2.2.1.1.2	P-4A	Residence/<10 circuits/Non-Dispatch/FL (days)	Res	1.21	584,535	0.86	19,496	1.561	0.01137	30.6618	YES	1.02	629,431	0.95	30,812	1.171	0.00683	8.7999	YES
A.2.2.1.2.1	P-4A	Residence/>=10 circuits/Dispatch/FL (days)	Res	4.63	77	4.78	4	1.450	0.74348	-0.1958	YES	4.74	90	4.25	3	2.049	1.20258	0.4112	YES
A.2.2.1.2.2	P-4A	Residence/>=10 circuits/Non-Dispatch/FL (days)	Res																
A.2.2.2.1.1	P-4A	Business/<10 circuits/Dispatch/FL (days)	Bus	4.80	10,471	4.19	132	4.907	0.42980	1.4289	YES	4.00	14,699	4.32	359	4.239	0.22642	-1.4403	YES
A.2.2.2.1.2	P-4A	Business/<10 circuits/Non-Dispatch/FL (days)	Bus	1.50	72,528	1.10	771	2.002	0.07249	5.5131	YES	1.50	79,086	1.09	1,186	1.715	0.05016	8.2981	YES
A.2.2.2.2.1	P-4A	Business/>=10 circuits/Dispatch/FL (days)	Bus	6.15	141	5.02	2	4.667	3.34496	0.3362	YES	9.15	124	3.93	1	11.815	11.86160	0.4484	YES
A.2.2.2.2.2	P-4A	Business/>=10 circuits/Non-Dispatch/FL (days)	Bus	1.15	2			0.150				3.86	5			1.712			
A.2.2.3.1.1	P-4A	Design (Specials)/<10 circuits/Dispatch/FL (days)	Design	16.19	998			9.914				15.94	892			7.981			
A.2.2.3.1.2	P-4A	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Design	6.84	439	0.33	1	8.706	6.71377	0.9667	YES	6.32	700			5.393			
A.2.2.3.2.1	P-4A	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Design	22.13	60			20.284				18.49	33			7.524			
A.2.2.3.2.2	P-4A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Design	5.94	2			0.017				7.62	3			6.410			
A.2.2.4.1.1	P-4A	PBX/<10 circuits/Dispatch/FL (days)	PBX	6.52	38			5.422				7.31	38			4.991			
A.2.2.4.1.2	P-4A	PBX/<10 circuits/Non-Dispatch/FL (days)	PBX	3.53	199	0.33	1	4.120	4.13877	0.7710	YES	1.88	160	0.58	3	1.981	1.15419	0.9514	YES
A.2.2.4.2.1	P-4A	PBX/>=10 circuits/Dispatch/FL (days)	PBX	12.78	3			3.200				3.14	2			3.159			
A.2.2.4.2.2	P-4A	PBX/>=10 circuits/Non-Dispatch/FL (days)	PBX	2.75	63			3.602				1.90	51			3.053			
A.2.2.5.1.1	P-4A	Centrex/<10 circuits/Dispatch/FL (days)	Centrex	5.85	573			4.926				5.39	555			4.388			
A.2.2.5.1.2	P-4A	Centrex/<10 circuits/Non-Dispatch/FL (days)	Centrex	3.89	1,761	3.18	1	8.630	4.63091	0.1552	YES	5.45	1,338			10.352			
A.2.2.5.2.1	P-4A	Centrex/>=10 circuits/Dispatch/FL (days)	Centrex	8.66	18			4.877				8.40	22			8.813			
A.2.2.5.2.2	P-4A	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Centrex	2.12	47			2.857				2.32	151			3.875			
A.2.2.6.1.1	P-4A	ISDN/<10 circuits/Dispatch/FL (days)	ISDN	6.06	452			7.129				4.21	1,468			4.867			
A.2.2.6.1.2	P-4A	ISDN/<10 circuits/Non-Dispatch/FL (days)	ISDN	2.26	1,321			2.861				2.58	1,066			3.892			
A.2.2.6.2.1	P-4A	ISDN/>=10 circuits/Dispatch/FL (days)	ISDN	13.88	16			10.267				16.33	18			8.228			
A.2.2.6.2.2	P-4A	ISDN/>=10 circuits/Non-Dispatch/FL (days)	ISDN	4.28	55			8.099				3.89	47			4.198			
		Average Order Completion and Completion Notice Interval - Non-Mechanized																	
A.2.3.1.1.1	P-4A	Residence/<10 circuits/Dispatch/FL (days)	Res			5.35	43				Diagnostic			5.89	70				Diagnostic
A.2.3.1.1.2	P-4A	Residence/<10 circuits/Non-Dispatch/FL (days)	Res			0.89	793				Diagnostic			1.50	578				Diagnostic
A.2.3.1.2.1	P-4A	Residence/>=10 circuits/Dispatch/FL (days)	Res			4.92	1				Diagnostic			5.90	1				Diagnostic
A.2.3.1.2.2	P-4A	Residence/>=10 circuits/Non-Dispatch/FL (days)	Res								Diagnostic								Diagnostic
A.2.3.2.1.1	P-4A	Business/<10 circuits/Dispatch/FL (days)	Bus			5.79	40				Diagnostic			6.36	37				Diagnostic
A.2.3.2.1.2	P-4A	Business/<10 circuits/Non-Dispatch/FL (days)	Bus			1.92	201				Diagnostic			1.99	245				Diagnostic
A.2.3.2.2.1	P-4A	Business/>=10 circuits/Dispatch/FL (days)	Bus			1.00	1				Diagnostic								Diagnostic
A.2.3.2.2.2	P-4A	Business/>=10 circuits/Non-Dispatch/FL (days)	Bus								Diagnostic			8.66	1				Diagnostic
A.2.3.3.1.1	P-4A	Design (Specials)/<10 circuits/Dispatch/FL (days)	Design			6.16	19				Diagnostic			13.44	14				Diagnostic
A.2.3.3.1.2	P-4A	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Design			6.07	32				Diagnostic			6.55	9				Diagnostic
A.2.3.3.2.1	P-4A	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Design								Diagnostic								Diagnostic
A.2.3.3.2.2	P-4A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Design								Diagnostic								Diagnostic
A.2.3.4.1.1	P-4A	PBX/<10 circuits/Dispatch/FL (days)	PBX			1.85	1				Diagnostic			3.43	2				Diagnostic
A.2.3.4.1.2	P-4A	PBX/<10 circuits/Non-Dispatch/FL (days)	PBX								Diagnostic			3.78	4				Diagnostic
A.2.3.4.2.1	P-4A	PBX/>=10 circuits/Dispatch/FL (days)	PBX								Diagnostic								Diagnostic
A.2.3.4.2.2	P-4A	PBX/>=10 circuits/Non-Dispatch/FL (days)	PBX			2.16	3				Diagnostic			7.37	2				Diagnostic
A.2.3.5.1.1	P-4A	Centrex/<10 circuits/Dispatch/FL (days)	Centrex								Diagnostic								Diagnostic
A.2.3.5.1.2	P-4A	Centrex/<10 circuits/Non-Dispatch/FL (days)	Centrex			6.45	3				Diagnostic			4.82	1				Diagnostic
A.2.3.5.2.1	P-4A	Centrex/>=10 circuits/Dispatch/FL (days)	Centrex								Diagnostic								Diagnostic
A.2.3.5.2.2	P-4A	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Centrex			3.80	4				Diagnostic								Diagnostic
A.2.3.6.1.1	P-4A	ISDN/<10 circuits/Dispatch/FL (days)	ISDN			15.67	1				Diagnostic								Diagnostic
A.2.3.6.1.2	P-4A	ISDN/<10 circuits/Non-Dispatch/FL (days)	ISDN			6.02	7				Diagnostic								Diagnostic
A.2.3.6.2.1	P-4A	ISDN/>=10 circuits/Dispatch/FL (days)	ISDN			11.14	2				Diagnostic								Diagnostic
A.2.3.6.2.2	P-4A	ISDN/>=10 circuits/Non-Dispatch/FL (days)	ISDN			4.83	2				Diagnostic								Diagnostic
		Held Orders																	
A.2.4.1.1.1.1	P-1	Residence/<10 circuits/Dispatch/Facility/FL (days)	Res	9.97	245	5.00	2	12.269	8.71042	0.5587	YES	6.49	360	8.33	8	8.811	3.62678	0.0421	YES
A.2.4.1.1.1.2	P-1	Residence/<10 circuits/Dispatch/Equipment/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.1.1.3	P-1	Residence/<10 circuits/Dispatch/Other/FL (days)	Res	6.32	114	6.00	1	6.928	8.96700	0.0362	YES	4.75	68	2.00	1	4.773	4.80777	0.5750	YES
A.2.4.1.1.2.1	P-1	Residence/<10 circuits/Non-Dispatch/Facility/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.1.2.2	P-1	Residence/<10 circuits/Non-Dispatch/Equipment/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.1.2.3	P-1	Residence/<10 circuits/Non-Dispatch/Other/FL (days)	Res	8.67	3	0.00	0	5.083			YES	20.67	3	0.00	0	14.978			YES
A.2.4.1.2.1.1	P-1	Residence/>=10 circuits/Dispatch/Facility/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.2.1.2	P-1	Residence/>=10 circuits/Dispatch/Equipment/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.2.1.3	P-1	Residence/>=10 circuits/Dispatch/Other/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.2.2.1	P-1	Residence/>=10 circuits/Non-Dispatch/Facility/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.2.2.2	P-1	Residence/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.1.2.2.3	P-1	Residence/>=10 circuits/Non-Dispatch/Other/FL (days)	Res	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.1.1.1	P-1	Business/<10 circuits/Dispatch/Facility/FL (days)	Bus	5.94	77	0.00	0	6.055			YES	6.97	96	11.00	2	8.041	4.31590	-0.9340	YES
A.2.4.2.1.1.2	P-1	Business/<10 circuits/Dispatch/Equipment/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.1.1.3	P-1	Business/<10 circuits/Dispatch/Other/FL (days)	Bus	7.88	34	0.00	0	10.663			YES	11.66	25	0.00	0	13.962			YES
A.2.4.2.1.2.1	P-1	Business/<10 circuits/Non-Dispatch/Facility/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.1.2.2	P-1	Business/<10 circuits/Non-Dispatch/Equipment/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.1.2.3	P-1	Business/<10 circuits/Non-Dispatch/Other/FL (days)	Bus	0.00	0	0.00	0				YES	44.00	1	0.00	0	0.000			YES
A.2.4.2.2.1.1	P-1	Business/>=10 circuits/Dispatch/Facility/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.2.1.2	P-1	Business/>=10 circuits/Dispatch/Equipment/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.2.1.3	P-1	Business/>=10 circuits/Dispatch/Other/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.2.2.1	P-1	Business/>=10 circuits/Non-Dispatch/Facility/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.2.2.2	P-1	Business/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.2.2.2.3	P-1	Business/>=10 circuits/Non-Dispatch/Other/FL (days)	Bus	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.3.1.1.1	P-1	Design (Specials)/<10 circuits/Dispatch/Facility/FL (days)	Design	22.00	5	0.00	0	27.613			YES	13.63	8	0.00	0	12.560			YES
A.2.4.3.1.1.2	P-1	Design (Specials)/<10 circuits/Dispatch/Equipment/FL (days)	Design	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.3.1.1.3	P-1	Design (Specials)/<10 circuits/Dispatch/Other/FL (days)	Design	20.00	4	0.00	0	29.348			YES	15.33	9	0.00	0	13.058			YES
A.2.4.3.1.2.1	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Facility/FL (days)	Design	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.3.1.2.2	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Equipment/FL (days)	Design	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.3.1.2.3	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Other/FL (days)	Design	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES

BellSouth Monthly Performance Summary

Florida Permanent, 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
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL (days)	4.86	96	5.00	2	3.554	2.53934	-0.0561	YES	4.88	74	4.33	3	3.952	2.32754	0.1519	YES	4.64	76	4.00	3	3.963
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL (days)	0.33	1			0.000																
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL (days)	6.40	14,046	4.08	305	9.522	0.55111	4.2004	YES	6.02	12,793	4.10	248	9.007	0.57745	3.3294	YES	3.54	32,518	3.25	286	7.653
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL (days)	1.73	71,615	0.95	2,322	2.194	0.04626	5.9284	YES	1.22	66,220	1.08	1,950	2.825	0.06031	2.4136	YES	1.29	53,016	0.94	3,449	2.672
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL (days)	12.35	235	5.50	8	12.996	4.67230	0.6167	YES	11.50	239	5.25	4	14.643	7.38237	0.8473	YES	10.28	268	8.57	7	16.551
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL (days)	0.52	7			0.325				13.72	18	5.50	2	26.920	22.30137	0.3687	YES	4.07	10	7.00	3	4.863
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL (days)	23.84	2,349	12.49	19	24.454	5.63276	2.0147	YES	23.01	2,237	6.62	13	21.994	6.11776	2.6804	YES	21.06	2,239	10.11	9	22.193
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	8.97	550	3.55	26	7.944	1.59430	3.3825	YES	8.45	406	4.50	4	8.045	4.03086	0.9769	YES	10.96	853	4.13	8	14.934
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL (days)	8.00	1			0.000				29.35	82			22.375				26.41	17			10.542
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	7.00	1			0.000				2.00	1			0.000								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL (days)	12.04	92			15.426				12.49	64	6.00	1	12.327	12.42319	0.5228	YES	12.69	68	4.67	3	15.049
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL (days)	4.52	174	1.17	10	14.190	4.61449	0.7257	YES	6.50	176	2.87	5	18.455	6.36960	0.4246	YES	5.49	233	4.79	13	18.988
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL (days)	4.00	2			2.828				68.60	5			53.449				70.50	6			44.248
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL (days)	1.28	27	8.00	1	0.928	0.94477	-8.1671	NO	8.97	12			24.892				3.51	40	5.50	2	13.775
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL (days)	8.15	598			13.759				7.24	450			8.387				8.56	587	1.00	1	8.280
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL (days)	4.18	1,194	0.89	6	8.099	3.31463	0.9937	YES	2.18	1,108	1.55	11	2.356	0.71384	0.8883	YES	1.43	1,282	3.04	9	3.229
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL (days)	13.32	87			8.665				14.78	58			12.150				9.70	44			13.993
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL (days)	2.71	134			7.965				4.08	72	0.94	11	13.247	4.28854	0.7331	YES	3.64	155	1.17	2	7.998
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL (days)	21.29	656	10.00	4	23.078	12.02540	0.9367	YES	17.78	546	8.33	3	25.678	14.88473	0.6353	YES	22.03	490	11.80	5	34.098
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL (days)	3.23	1,054	5.78	3	9.212	5.32600	-0.4789	YES	2.52	830	1.44	3	4.629	2.67745	0.4023	YES	2.20	1,616	1.20	15	5.746
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL (days)	23.75	4			7.890				13.33	9			9.206				11.50	2			2.121
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL (days)	4.61	91	13.00	2	8.141	4.39008	-1.9107	NO	9.65	67			9.699				3.20	57			4.635
		Average Order Completion and Completion Notice Interval - Mechanized																					
A.2.2.1.1.1	P-4A	Residence/<10 circuits/Dispatch/FL (days)	5.13	34,123	5.15	1,366	3.277	0.09043	-0.1971	YES	4.56	30,226	4.49	1,353	2.876	0.07992	0.8815	YES	4.57	31,410	4.28	1,704	2.897
A.2.2.1.1.2	P-4A	Residence/<10 circuits/Non-Dispatch/FL (days)	1.04	601,022	1.06	40,763	1.209	0.00616	-2.5228	NO	1.09	569,636	1.21	40,084	1.188	0.00614	-18.8981	NO	1.06	612,932	0.95	47,070	1.309
A.2.2.1.2.1	P-4A	Residence/>=10 circuits/Dispatch/FL (days)	5.04	83	5.20	2	3.251	2.32038	-0.0654	YES	4.49	60	4.96	3	2.587	1.53070	-0.3066	YES	4.78	63	4.36	3	2.604
A.2.2.1.2.2	P-4A	Residence/>=10 circuits/Non-Dispatch/FL (days)	6.69	1			0.000																
A.2.2.2.1.1	P-4A	Business/<10 circuits/Dispatch/FL (days)	5.11	11,359	4.41	230	4.334	0.28980	2.4448	YES	4.77	10,122	4.20	166	4.350	0.34008	1.6627	YES	2.84	28,884	3.67	194	3.274
A.2.2.2.1.2	P-4A	Business/<10 circuits/Non-Dispatch/FL (days)	1.46	70,816	1.19	1,848	1.796	0.04128	6.5851	YES	1.54	64,907	1.45	1,555	1.657	0.04253	1.3605	YES	1.50	91,555	1.28	2,750	2.220
A.2.2.2.2.1	P-4A	Business/>=10 circuits/Dispatch/FL (days)	8.69	145	8.60	4	8.317	4.21544	0.0197	YES	7.64	181	3.26	2	6.777	4.82170	0.9094	YES	8.02	166	4.57	2	10.203
A.2.2.2.2.2	P-4A	Business/>=10 circuits/Non-Dispatch/FL (days)	0.47	6			0.333				3.56	15	8.00	1	3.155	3.25653	-1.3541	YES	2.79	8	7.07	1	3.828
A.2.2.3.1.1	P-4A	Design (Specials)/<10 circuits/Dispatch/FL (days)	15.09	1,014			9.871				16.65	855			12.200				16.51	978			10.879
A.2.2.3.1.2	P-4A	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	6.40	443			5.452				7.20	398			5.733				7.73	474	2.22	1	8.398
A.2.2.3.2.1	P-4A	Design (Specials)/>=10 circuits/Dispatch/FL (days)	13.77	1			0.000				20.68	3			4.608				31.55	5			20.517
A.2.2.3.2.2	P-4A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	7.19	1			0.000				2.19	1			0.000								
A.2.2.4.1.1	P-4A	PBX/<10 circuits/Dispatch/FL (days)	8.24	46			11.827				7.00	25			5.536				7.66	38	6.92	1	7.893
A.2.2.4.1.2	P-4A	PBX/<10 circuits/Non-Dispatch/FL (days)	2.10	149	0.89	4	3.108	1.57485	0.8978	YES	2.95	147	3.28	2	4.480	3.18941	-0.1052	YES	2.02	203	1.21	2	2.346
A.2.2.4.2.1	P-4A	PBX/>=10 circuits/Dispatch/FL (days)	2.40	1			0.000				2.77	1			0.000				2.38	1			0.000
A.2.2.4.2.2	P-4A	PBX/>=10 circuits/Non-Dispatch/FL (days)	1.40	26			0.983				2.18	11			2.859				1.74	39			1.781
A.2.2.5.1.1	P-4A	Centrex/<10 circuits/Dispatch/FL (days)	7.45	470			7.649				6.04	341			5.271				6.96	478			4.740
A.2.2.5.1.2	P-4A	Centrex/<10 circuits/Non-Dispatch/FL (days)	1.54	1,019	0.33	2	2.323	1.64406	0.7349	YES	2.51	1,088			2.491				1.53	1,258	4.11	3	2.240
A.2.2.5.2.1	P-4A	Centrex/>=10 circuits/Dispatch/FL (days)	10.62	41			4.880				14.25	43			9.828				6.50	30			3.741
A.2.2.5.2.2	P-4A	Centrex/>=10 circuits/Non-Dispatch/FL (days)	2.06	118			2.447				1.66	64	3.22	1	1.412	1.42269	-1.0978	YES	3.90	148			7.840
A.2.2.6.1.1	P-4A	ISDN/<10 circuits/Dispatch/FL (days)	12.87	239			8.754				9.20	263			8.118				12.33	188			7.103
A.2.2.6.1.2	P-4A	ISDN/<10 circuits/Non-Dispatch/FL (days)	2.17	976	0.33	1	3.248	3.24974	0.5862	YES	2.40	772	1.24	1	2.777	2.77859	0.4190	YES	1.96	1,544	7.53	1	3.105
A.2.2.6.2.1	P-4A	ISDN/>=10 circuits/Dispatch/FL (days)																					
A.2.2.6.2.2	P-4A	ISDN/>=10 circuits/Non-Dispatch/FL (days)	3.32	80			3.818				2.80	34			3.808				2.44	53			1.964
		Average Order Completion and Completion Notice Interval - Non-Mechanized																					
A.2.3.1.1.1	P-4A	Residence/<10 circuits/Dispatch/FL (days)			5.16	76				Diagnostic			4.30	71				Diagnostic			4.00	65	
A.2.3.1.1.2	P-4A	Residence/<10 circuits/Non-Dispatch/FL (days)			1.47	562				Diagnostic			1.47	900				Diagnostic			1.37	738	
A.2.3.1.2.1	P-4A	Residence/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.3.1.2.2	P-4A	Residence/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.3.2.1.1	P-4A	Business/<10 circuits/Dispatch/FL (days)			6.29	34				Diagnostic			5.38	42				Diagnostic			4.95	35	
A.2.3.2.1.2	P-4A	Business/<10 circuits/Non-Dispatch/FL (days)			2.08	225				Diagnostic			2.29	243				Diagnostic			2.13	319	
A.2.3.2.2.1	P-4A	Business/>=10 circuits/Dispatch/FL (days)			4.22	1				Diagnostic			13.22	1				Diagnostic			12.96	3	
A.2.3.2.2.2	P-4A	Business/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			5.85	1				Diagnostic			7.16	1	
A.2.3.3.1.1	P-4A	Design (Specials)/<10 circuits/Dispatch/FL (days)			13.00	11				Diagnostic			9.57	9				Diagnostic			14.26	5	
A.2.3.3.1.2	P-4A	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			6.65	20				Diagnostic			7.43	3				Diagnostic			5.97	6	
A.2.3.3.2.1	P-4A	Design (Specials)/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.3.3.2.2	P-4A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.3.4.1.1	P-4A	PBX/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic			8.80	2	
A.2.3.4.1.2	P-4A	PBX/<10 circuits/Non-Dispatch/FL (days)			2.19	4				Diagnostic			7.86	1				Diagnostic			4.01	9	
A.2.3.4.2.1	P-4A	PBX/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.3.4.2.2	P-4A	PBX/>=10 circuits/Non-Dispatch/FL (days)			10.89	1				Diagnostic								Diagnostic			7.24	2	
A.2.3.5.1.1	P-4A	Centrex/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic			2.73	1	
A.2.3.5.1.2	P-4A	Centrex/<10 circuits/Non-Dispatch/FL (days)			1.76	3				Diagnostic			4.30	11				Diagnostic			5.16	6	
A.2.3.5.2.1	P-4A	Centrex/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.3.5.2.2	P-4A	Centrex/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			2.34	10				Diagnostic			2.88	2	
A.2.3.6.1.1	P-4A	ISDN/<10 circuits/Dispatch/FL (days)			12.77	3				Diagnostic			7.58	2				Diagnostic			17.65	4	
A.2.3.6.1.2	P-4A	ISDN/<10 circuits/Non-Dispatch/FL (days)			4.24	1				Diagnostic			3.34	2				Diagnostic			5.14	5	
A.2.3.6.2.1	P-4A	ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.3.6.2.2	P-4A	ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
		Held Orders																					
A.2.4.1.1.1.1	P-1	Residence/<10 circuits/Dispatch/Facility/FL (days)	9.12	308	5.00	4	8.740	4.39624	0.9368	YES	9.33	318	9.27	11	5.206	2.51673	0.0216	YES	6.35	313	3.43	7	7.020
A.2.4.1.1.1.2	P-1	Residence/<10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.1.1.1.3	P-1	Residence/<10 circuits/Dispatch/Other/FL (days)	7.10	20	2.50	2	9.808	7.27393	0.6324	YES	10.54	46	12.50	2	15.830	11.44079	-0.1710	YES	10.21	39	2.25	4	11.131
A.2.4.1.1.2.1	P-1	Residence/<10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.1.1.2.2	P-1	Residence/<10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.1.1.2.3	P-1	Residence/<10 circuits/Non-Dispatch/Other/FL (days)	2.00	1	0.00	0	0.000			YES	5.00	1	0.00	0	0.000			YES	0.00	0	0.00	0	
A.2.4.1.2.1.1	P-1	Residence/>=10 circuits/Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.1.2.1.2	P-1	Residence/>=10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.1.2.1.3	P-1	Residence/>=10 circuits/Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.1.2.2.2	P-1	Residence/>=10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.1.2.2.3	P-1	Residence/>=10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.1.1.1	P-1	Business/<10 circuits/Dispatch/Facility/FL (days)	7.86	74	4.00	2	7.147	5.12136	0.7151	YES	8.56	94	7.67	3	7.216	4.23239	0.2120	YES	7.20	91	6.00	4	8.635
A.2.4.2.1.1.2	P-1	Business/<10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.1.1.3	P-1	Business/<10 circuits/Dispatch/Other/FL (days)	13.00	11	0.00	0	13.787			YES	3.38	8	0.00	0	0.518			YES	5.36	14	0.00	0	7.682
A.2.4.2.1.2.1	P-1	Business/<10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.1.2.2	P-1	Business/<10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.1.2.3	P-1	Business/<10 circuits/Non-Dispatch/Other/FL (days)	3.00	1	0.00	0	0.000			YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.2.1.1	P-1	Business/>=10 circuits/Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.2.1.2	P-1	Business/>=10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.2.1.3	P-1	Business/>=10 circuits/Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.2.2.1	P-1	Business/>=10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.2.2.2	P-1	Business/>=10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.2.2.2.3	P-1	Business/>=10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.3.1.1.1	P-1	Design (Specials)/<10 circuits/Dispatch/Facility/FL (days)	6.22	9	0.00	0	2.906			YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.3.1.1.2	P-1	Design (Specials)/<10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	45.88	6	0.00	0	38.264
A.2.4.3.1.1.3	P-1	Design (Specials)/<10 circuits/Dispatch/Other/FL (days)	9.20	5	0.00	0	5.215			YES	17.79	19	0.00	0	11.603			YES	0.00	0	0.00	0	
A.2.4.3.1.2.1	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.3.1.2.2	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
A.2.4.3.1.2.3	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Standard Error	Zscore	Equity
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL (days)	2.34444	0.2731	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL (days)			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL (days)	0.45451	0.6480	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL (days)	0.05047	6.9540	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL (days)	6.33675	0.2690	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL (days)	3.20128	-0.9153	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL (days)	7.41261	1.5990	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	5.31226	1.2906	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL (days)			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL (days)	8.87629	0.9033	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL (days)	5.41125	0.1289	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL (days)			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL (days)	9.98060	-0.1996	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL (days)	8.28702	0.6704	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL (days)	1.08027	-1.4835	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL (days)			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL (days)	5.56775	0.4950	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL (days)	15.73281	0.6503	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL (days)	1.49054	0.6734	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL (days)			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL (days)			
		Average Order Completion and Completion Notice Interval - Mechanized			
A.2.2.1.1.1	P-4A	Residence/<10 circuits/Dispatch/FL (days)	0.07206	3.9682	YES
A.2.2.1.1.2	P-4A	Residence/<10 circuits/Non-Dispatch/FL (days)	0.00626	17.9288	YES
A.2.2.1.2.1	P-4A	Residence/>=10 circuits/Dispatch/FL (days)	1.53587	0.2614	YES
A.2.2.1.2.2	P-4A	Residence/>=10 circuits/Non-Dispatch/FL (days)			
A.2.2.2.1.1	P-4A	Business/<10 circuits/Dispatch/FL (days)	0.23587	-3.5264	NO
A.2.2.2.1.2	P-4A	Business/<10 circuits/Non-Dispatch/FL (days)	0.04348	5.5411	YES
A.2.2.2.2.1	P-4A	Business/>=10 circuits/Dispatch/FL (days)	7.25765	0.4764	YES
A.2.2.2.2.2	P-4A	Business/>=10 circuits/Non-Dispatch/FL (days)	4.06052	-1.0525	YES
A.2.2.3.1.1	P-4A	Design (Specials)/<10 circuits/Dispatch/FL (days)			
A.2.2.3.1.2	P-4A	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	6.40440	0.8611	YES
A.2.2.3.2.1	P-4A	Design (Specials)/>=10 circuits/Dispatch/FL (days)			
A.2.2.3.2.2	P-4A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			
A.2.2.4.1.1	P-4A	PBX/<10 circuits/Dispatch/FL (days)	7.99579	0.0924	YES
A.2.2.4.1.2	P-4A	PBX/<10 circuits/Non-Dispatch/FL (days)	1.66724	0.4900	YES
A.2.2.4.2.1	P-4A	PBX/>=10 circuits/Dispatch/FL (days)			
A.2.2.4.2.2	P-4A	PBX/>=10 circuits/Non-Dispatch/FL (days)			
A.2.2.5.1.1	P-4A	Centrex/<10 circuits/Dispatch/FL (days)			
A.2.2.5.1.2	P-4A	Centrex/<10 circuits/Non-Dispatch/FL (days)	1.29465	-1.9902	NO
A.2.2.5.2.1	P-4A	Centrex/>=10 circuits/Dispatch/FL (days)			
A.2.2.5.2.2	P-4A	Centrex/>=10 circuits/Non-Dispatch/FL (days)			
A.2.2.6.1.1	P-4A	ISDN/<10 circuits/Dispatch/FL (days)			
A.2.2.6.1.2	P-4A	ISDN/<10 circuits/Non-Dispatch/FL (days)	3.10606	-1.7945	NO
A.2.2.6.2.1	P-4A	ISDN/>=10 circuits/Dispatch/FL (days)			
A.2.2.6.2.2	P-4A	ISDN/>=10 circuits/Non-Dispatch/FL (days)			
		Average Order Completion and Completion Notice Interval - Non-Mechanized			
A.2.3.1.1.1	P-4A	Residence/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.1.1.2	P-4A	Residence/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.1.2.1	P-4A	Residence/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.1.2.2	P-4A	Residence/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.2.1.1	P-4A	Business/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.2.1.2	P-4A	Business/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.2.2.1	P-4A	Business/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.2.2.2	P-4A	Business/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.3.1.1	P-4A	Design (Specials)/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.3.1.2	P-4A	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.3.2.1	P-4A	Design (Specials)/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.3.2.2	P-4A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.4.1.1	P-4A	PBX/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.4.1.2	P-4A	PBX/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.4.2.1	P-4A	PBX/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.4.2.2	P-4A	PBX/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.5.1.1	P-4A	Centrex/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.5.1.2	P-4A	Centrex/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.5.2.1	P-4A	Centrex/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.5.2.2	P-4A	Centrex/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.6.1.1	P-4A	ISDN/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.6.1.2	P-4A	ISDN/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.3.6.2.1	P-4A	ISDN/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.3.6.2.2	P-4A	ISDN/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
		Held Orders			
A.2.4.1.1.1.1	P-1	Residence/<10 circuits/Dispatch/Facility/FL (days)	2.68283	1.0007	YES
A.2.4.1.1.1.2	P-1	Residence/<10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.1.1.1.3	P-1	Residence/<10 circuits/Dispatch/Other/FL (days)	5.84406	1.3612	YES
A.2.4.1.1.2.1	P-1	Residence/<10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.1.1.2.2	P-1	Residence/<10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.1.1.2.3	P-1	Residence/<10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.1.2.1.1	P-1	Residence/>=10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.1.2.1.2	P-1	Residence/>=10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.1.2.1.3	P-1	Residence/>=10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.1.2.2.1	P-1	Residence/>=10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.1.2.2.2	P-1	Residence/>=10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.1.2.2.3	P-1	Residence/>=10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.2.1.1.1	P-1	Business/<10 circuits/Dispatch/Facility/FL (days)	3.38978	0.3534	YES
A.2.4.2.1.1.2	P-1	Business/<10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.2.1.1.3	P-1	Business/<10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.2.1.2.1	P-1	Business/<10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.2.1.2.2	P-1	Business/<10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.2.1.2.3	P-1	Business/<10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.2.2.1.1	P-1	Business/>=10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.2.2.1.2	P-1	Business/>=10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.2.2.1.3	P-1	Business/>=10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.2.2.2.1	P-1	Business/>=10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.2.2.2.2	P-1	Business/>=10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.2.2.2.3	P-1	Business/>=10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.3.1.1.1	P-1	Design (Specials)/<10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.3.1.1.2	P-1	Design (Specials)/<10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.3.1.1.3	P-1	Design (Specials)/<10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.3.1.2.1	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.3.1.2.2	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.3.1.2.3	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Other/FL (days)			YES

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Benchmark/	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.2.4.3.2.1.1	P-1	Design (Specials)/>=10 circuits/Dispatch/Facility/FL (days)	Analog	0.00	0							0.00	0						
A.2.4.3.2.1.2	P-1	Design (Specials)/>=10 circuits/Dispatch/Equipment/FL (days)	Design	0.00	0							0.00	0						
A.2.4.3.2.1.3	P-1	Design (Specials)/>=10 circuits/Dispatch/Other/FL (days)	Design	0.00	0							4.00	1			0.000			
A.2.4.3.2.2.1	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Facility/FL (days)	Design	0.00	0							0.00	0						
A.2.4.3.2.2.2	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Design	0.00	0							0.00	0						
A.2.4.3.2.2.3	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Other/FL (days)	Design	0.00	0							0.00	0						
A.2.4.4.1.1.1	P-1	PBX/<10 circuits/Dispatch/Facility/FL (days)	PBX	1.00	1	0.00	0	0.000			YES	0.00	0	0.00	0				YES
A.2.4.4.1.1.2	P-1	PBX/<10 circuits/Dispatch/Equipment/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.1.1.3	P-1	PBX/<10 circuits/Dispatch/Other/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.1.2.1	P-1	PBX/<10 circuits/Non-Dispatch/Facility/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.1.2.2	P-1	PBX/<10 circuits/Non-Dispatch/Equipment/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.1.2.3	P-1	PBX/<10 circuits/Non-Dispatch/Other/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.2.1.1	P-1	PBX/>=10 circuits/Dispatch/Facility/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.2.1.2	P-1	PBX/>=10 circuits/Dispatch/Equipment/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.2.1.3	P-1	PBX/>=10 circuits/Dispatch/Other/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.2.2.1	P-1	PBX/>=10 circuits/Non-Dispatch/Facility/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.2.2.2	P-1	PBX/>=10 circuits/Non-Dispatch/Equipment/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.4.2.2.3	P-1	PBX/>=10 circuits/Non-Dispatch/Other/FL (days)	PBX	0.00	0	0.00	0				YES	0.00	0	0.00	0	3.924			YES
A.2.4.5.1.1.1	P-1	Centrex/<10 circuits/Dispatch/Facility/FL (days)	Centrex	17.83	6	0.00	0	12.826			YES	11.20	10	0.00	0				YES
A.2.4.5.1.1.2	P-1	Centrex/<10 circuits/Dispatch/Equipment/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.1.1.3	P-1	Centrex/<10 circuits/Dispatch/Other/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.1.2.1	P-1	Centrex/<10 circuits/Non-Dispatch/Facility/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.1.2.2	P-1	Centrex/<10 circuits/Non-Dispatch/Equipment/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.1.2.3	P-1	Centrex/<10 circuits/Non-Dispatch/Other/FL (days)	Centrex	5.00	1	0.00	0	0.000			YES	0.00	0	0.00	0				YES
A.2.4.5.2.1.1	P-1	Centrex/>=10 circuits/Dispatch/Facility/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.2.1.2	P-1	Centrex/>=10 circuits/Dispatch/Equipment/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.2.1.3	P-1	Centrex/>=10 circuits/Dispatch/Other/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.2.2.1	P-1	Centrex/>=10 circuits/Non-Dispatch/Facility/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.2.2.2	P-1	Centrex/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.5.2.2.3	P-1	Centrex/>=10 circuits/Non-Dispatch/Other/FL (days)	Centrex	0.00	0	0.00	0				YES	0.00	0	0.00	0	0.000			YES
A.2.4.6.1.1.1	P-1	ISDN/<10 circuits/Dispatch/Facility/FL (days)	ISDN	8.00	1	0.00	0	0.000			YES	4.00	1	0.00	0				YES
A.2.4.6.1.1.2	P-1	ISDN/<10 circuits/Dispatch/Equipment/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.1.1.3	P-1	ISDN/<10 circuits/Dispatch/Other/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.1.2.1	P-1	ISDN/<10 circuits/Non-Dispatch/Facility/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.1.2.2	P-1	ISDN/<10 circuits/Non-Dispatch/Equipment/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.1.2.3	P-1	ISDN/<10 circuits/Non-Dispatch/Other/FL (days)	ISDN	0.00	0	0.00	0				YES	2.00	1	0.00	0	0.000			YES
A.2.4.6.2.1.1	P-1	ISDN/>=10 circuits/Dispatch/Facility/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.2.1.2	P-1	ISDN/>=10 circuits/Dispatch/Equipment/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.2.1.3	P-1	ISDN/>=10 circuits/Dispatch/Other/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.2.2.1	P-1	ISDN/>=10 circuits/Non-Dispatch/Facility/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.2.2.2	P-1	ISDN/>=10 circuits/Non-Dispatch/Equipment/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
A.2.4.6.2.2.3	P-1	ISDN/>=10 circuits/Non-Dispatch/Other/FL (days)	ISDN	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
		Mean Held Order Interval & Distribution Intervals																	
A.2.5.1.1.1.1	P-1	Residence/<10 circuits/Dispatch/Facility/FL (days)	Res	9.63	1,456	8.61	31	9.060	1.64811	0.6171	YES	9.64	1,612	7.98	44	8.463	1.29117	1.2683	YES
A.2.5.1.1.1.2	P-1	Residence/<10 circuits/Dispatch/Equipment/FL (days)	Res	6.50	2			6.364				1.58	6			0.835			
A.2.5.1.1.1.3	P-1	Residence/<10 circuits/Dispatch/Other/FL (days)	Res	2.87	1,086	3.08	17	4.506	1.10136	-0.1738	YES	1.81	1,699	3.36	25	2.256	0.45484	-3.4106	NO
A.2.5.1.1.2.1	P-1	Residence/<10 circuits/Non-Dispatch/Facility/FL (days)	Res																
A.2.5.1.1.2.2	P-1	Residence/<10 circuits/Non-Dispatch/Equipment/FL (days)	Res																
A.2.5.1.1.2.3	P-1	Residence/<10 circuits/Non-Dispatch/Other/FL (days)	Res	2.65	31	3.75	16	3.179	0.97845	-1.1292	YES	3.55	74	1.79	29	6.652	1.45735	1.2083	YES
A.2.5.1.2.1.1	P-1	Residence/>=10 circuits/Dispatch/Facility/FL (days)	Res	1.00	1			0.000				10.00	2			1.414			
A.2.5.1.2.1.2	P-1	Residence/>=10 circuits/Dispatch/Equipment/FL (days)	Res																
A.2.5.1.2.1.3	P-1	Residence/>=10 circuits/Dispatch/Other/FL (days)	Res	5.00	1	3.00	1	0.000	0.00000		YES	1.00	4			0.000			
A.2.5.1.2.2.1	P-1	Residence/>=10 circuits/Non-Dispatch/Facility/FL (days)	Res																
A.2.5.1.2.2.2	P-1	Residence/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Res																
A.2.5.1.2.2.3	P-1	Residence/>=10 circuits/Non-Dispatch/Other/FL (days)	Res																
A.2.5.2.1.1.1	P-1	Business/<10 circuits/Dispatch/Facility/FL (days)	Bus	9.69	354	9.20	5	11.734	5.28484	0.0931	YES	9.08	409	11.45	11	8.056	2.46144	-0.9634	YES
A.2.5.2.1.1.2	P-1	Business/<10 circuits/Dispatch/Equipment/FL (days)	Bus									3.00	1			0.000			
A.2.5.2.1.1.3	P-1	Business/<10 circuits/Dispatch/Other/FL (days)	Bus	4.97	231	2.50	6	5.518	3.62253	0.7023	YES	3.91	233	5.20	5	6.064	3.64503	-0.3526	YES
A.2.5.2.1.2.1	P-1	Business/<10 circuits/Non-Dispatch/Facility/FL (days)	Bus																
A.2.5.2.1.2.2	P-1	Business/<10 circuits/Non-Dispatch/Equipment/FL (days)	Bus																
A.2.5.2.1.2.3	P-1	Business/<10 circuits/Non-Dispatch/Other/FL (days)	Bus	8.14	14	2.00	1	13.850	14.33617	0.4285	YES	4.79	24	3.00	7	9.910	3.62743	0.4681	YES
A.2.5.2.2.1.1	P-1	Business/>=10 circuits/Dispatch/Facility/FL (days)	Bus	3.29	7			2.563				7.00	3			2.646			
A.2.5.2.2.1.2	P-1	Business/>=10 circuits/Dispatch/Equipment/FL (days)	Bus																
A.2.5.2.2.1.3	P-1	Business/>=10 circuits/Dispatch/Other/FL (days)	Bus	1.20	5			0.447				7.67	3			11.547			
A.2.5.2.2.2.1	P-1	Business/>=10 circuits/Non-Dispatch/Facility/FL (days)	Bus																
A.2.5.2.2.2.2	P-1	Business/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Bus																
A.2.5.2.2.2.3	P-1	Business/>=10 circuits/Non-Dispatch/Other/FL (days)	Bus																
A.2.5.3.1.1.1	P-1	Design (Specials)/<10 circuits/Dispatch/Facility/FL (days)	Design	18.78	18			18.804				13.78	17			11.649			
A.2.5.3.1.1.2	P-1	Design (Specials)/<10 circuits/Dispatch/Equipment/FL (days)	Design	3.75	8			3.576				8.33	9			3.808			
A.2.5.3.1.1.3	P-1	Design (Specials)/<10 circuits/Dispatch/Other/FL (days)	Design	8.44	45	4.00	1	9.906	10.61713	0.4437	YES	13.00	44	1.00	2	13.118	9.48480	1.2652	YES
A.2.5.3.1.2.1	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Facility/FL (days)	Design																
A.2.5.3.1.2.2	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Equipment/FL (days)	Design																
A.2.5.3.1.2.3	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Other/FL (days)	Design	1.00	4			0.000				2.33	3			2.309			
A.2.5.3.2.1.1	P-1	Design (Specials)/>=10 circuits/Dispatch/Facility/FL (days)	Design																
A.2.5.3.2.1.2	P-1	Design (Specials)/>=10 circuits/Dispatch/Equipment/FL (days)	Design																
A.2.5.3.2.1.3	P-1	Design (Specials)/>=10 circuits/Dispatch/Other/FL (days)	Design	7.00	2			1.414				4.00	1			0.000			
A.2.5.3.2.2.1	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Facility/FL (days)	Design																
A.2.5.3.2.2.2	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Design																
A.2.5.3.2.2.3	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Other/FL (days)	Design									8.00	1			0.000			
A.2.5.4.1.1.1	P-1	PBX/<10 circuits/Dispatch/Facility/FL (days)	PBX	1.00	1			0.000											
A.2.5.4.1.1.2	P-1	PBX/<10 circuits/Dispatch/Equipment/FL (days)	PBX	4.17	8			1.329				2.50	4			1.291			
A.2.5.4.1.1.3	P-1	PBX/<10 circuits/Dispatch/Other/FL (days)	PBX																
A.2.5.4.1.2.1	P-1	PBX/<10 circuits/Non-Dispatch/Facility/FL (days)	PBX																
A.2.5.4.1.2.2	P-1	PBX/<10 circuits/Non-Dispatch/Equipment/FL (days)	PBX																
A.2.5.4.1.2.3	P-1	PBX/<10 circuits/Non-Dispatch/Other/FL (days)	PBX																
A.2.5.4.2.1.1	P-1	PBX/>=10 circuits/Dispatch/Facility/FL (days)	PBX																
A.2.5.4.2.1.2	P-1	PBX/>=10 circuits/Dispatch/Equipment/FL (days)	PBX	4.00	1			0.000											
A.2.5.4.2.1.3	P-1	PBX/>=10 circuits/Dispatch/Other/FL (days)	PBX																
A.2.5.4.2.2.1	P-1	PBX/>=10 circuits/Non-Dispatch/Facility/FL (days)	PBX	1.00	1			0.000											
A.2.5.4.2.2.2	P-1	PBX/>=10 circuits/Non-Dispatch/Equipment/FL (days)	PBX	26.00	1			0.000											
A.2.5.4.2.2.3	P-1	PBX/>=10 circuits/Non-Dispatch/Other/FL (days)	PBX	12.85	26			11.330				8.04	23			4.866			
A.2.5.5.1.1.1	P-1	Centrex/<10 circuits/Dispatch/Facility/FL (days)	Centrex																
A.2.5.5.1.1.2	P-1	Centrex/<10 circuits/Dispatch/Equipment/FL (days)	Centrex	1.33	15			0.900				1.57	7			1.512			
A.2.5.5.1.1.3	P-1	Centrex/<10 circuits/Dispatch/Other/FL (days)	Centrex																
A.2.5.5.1.2.1	P-1	Centrex/<10 circuits/Non-Dispatch/Facility/FL (days)	Centrex																
A.2.5.5.1.2.2	P-1	Centrex/<10 circuits/Non-Dispatch/Equipment/FL (days)	Centrex	2.87	3			2.867				1.00	1			0.000			
A.2.5.5.1.2.3	P-1	Centrex/<10 circuits/Non-Dispatch/Other/FL (days)	Centrex	4.87	3			1.528											
A.2.5.5.2.1.1	P-1	Centrex/>=10 circuits/Dispatch/Facility/FL (days)	Centrex																
A.2.5.5.2.1.2	P-1	Centrex/>=10 circuits/Dispatch/Equipment/FL (days)	Centrex	4.00	3			5.196											
A.2.5.5.2.1.3	P-1	Centrex/>=10 circuits/Dispatch/Other/FL (days)	Centrex																
A.2.5.5.2.2.1	P-1	Centrex/>=10 circuits/Non-Dispatch/Facility/FL (days)	Centrex																
A.2.5.5.2.2.2	P-1	Centrex/>=10 circuits/Non-Dispatch/Equipment/FL (days)	Centrex									15.80	10			16.844			
A.2.5.5.2.2.3	P-1	Centrex/>=10 circuits/Non-Dispatch/Other/FL (days)	ISDN	10.13	8			8.821											
A.2.5.6.1.1.1	P-1	ISDN/<10 circuits/Dispatch/Facility/FL (days)	ISDN									4.25	8	3.33	3	6.036	3.40911	0.2689	YES
A.2.5.6.1.1.2	P-1	ISDN/<10 circuits/Dispatch/Equipment/FL (days)	ISDN	3.25	4			2.872											
A.2.5.6.1.1.3	P-1	ISDN/<10 circuits/Dispatch/Other/FL (days)																	

BellSouth Monthly Performance Summary

Florida Permanent, 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
3.1.1	P-1 Design (Specials)/>=10 circuits/Dispatch/Facility/FL (days)	0.00	0							0.00	0							0.00	0			
3.1.2	P-1 Design (Specials)/>=10 circuits/Dispatch/Equipment/FL (days)	0.00	0							0.00	0							0.00	0			
3.1.3	P-1 Design (Specials)/>=10 circuits/Dispatch/Other/FL (days)	0.00	0							0.00	0							0.00	0			
3.2.2.1	P-1 Design (Specials)/>=10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0							0.00	0							0.00	0			
3.2.2.2	P-1 Design (Specials)/>=10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0							0.00	0							0.00	0			
3.2.2.3	P-1 Design (Specials)/>=10 circuits/Non-Dispatch/Other/FL (days)	0.00	0							0.00	0							0.00	0			
5.1.1.1	P-1 PBX/<10 circuits/Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.1.1.2	P-1 PBX/<10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.1.1.3	P-1 PBX/<10 circuits/Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.1	P-1 PBX/<10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.2	P-1 PBX/<10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.3	P-1 PBX/<10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0	
5.1.1.1	P-1 PBX/>=10 circuits/Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0	
5.1.1.2	P-1 PBX/>=10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0	
5.1.1.3	P-1 PBX/>=10 circuits/Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0	
5.2.2.1	P-1 PBX/>=10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0	
5.2.2.2	P-1 PBX/>=10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0	
5.2.2.3	P-1 PBX/>=10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0	0.00	0	
5.1.1.1	P-1 Centrex/<10 circuits/Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	11.00	4	0.00	0	10.033			YES	10.33	3	0.00	0	13.650
5.1.1.2	P-1 Centrex/<10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.1.1.3	P-1 Centrex/<10 circuits/Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	3.33	3	0.00	0	4.041
5.2.2.1	P-1 Centrex/<10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.2	P-1 Centrex/<10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.3	P-1 Centrex/<10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	1.43	7	0.00	0	1.134
5.1.1.1	P-1 Centrex/>=10 circuits/Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.1.1.2	P-1 Centrex/>=10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.1.1.3	P-1 Centrex/>=10 circuits/Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.1	P-1 Centrex/>=10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.2	P-1 Centrex/>=10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.3	P-1 Centrex/>=10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0							12.00	1	0.00	0	0.000
5.1.1.1	P-1 ISDN/<10 circuits/Dispatch/Facility/FL (days)	13.67	3	0.00	0	7.024			YES	3.00	1	0.00	0	0.000			YES	0.00	0	0.00	0	
5.1.1.2	P-1 ISDN/<10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.1.1.3	P-1 ISDN/<10 circuits/Dispatch/Other/FL (days)	1.00	2	0.00	0	0.000			YES	7.00	1	0.00	0	0.000			YES	0.00	0	0.00	0	
5.2.2.1	P-1 ISDN/<10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.2	P-1 ISDN/<10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
5.2.2.3	P-1 ISDN/<10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
5.1.1.1	P-1 ISDN/>=10 circuits/Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
5.1.1.2	P-1 ISDN/>=10 circuits/Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
5.1.1.3	P-1 ISDN/>=10 circuits/Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
5.2.2.1	P-1 ISDN/>=10 circuits/Non-Dispatch/Facility/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
5.2.2.2	P-1 ISDN/>=10 circuits/Non-Dispatch/Equipment/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
5.2.2.3	P-1 ISDN/>=10 circuits/Non-Dispatch/Other/FL (days)	0.00	0	0.00	0				YES	0.00	0							0.00	0			
	Mean Held Order Interval & Distribution Intervals																					
2a.1.1.1	P-1 Residence/<10 circuits/Dispatch/Facility/FL (days)	9.94	1,706	8.67	83	8.113	1.04087	1.2197	YES	8.97	1,613	8.84	59	7.551	1.00092	2.3226	YES	8.22	1,522	5.18	51	8.262
2a.1.1.2	P-1 Residence/<10 circuits/Dispatch/Equipment/FL (days)	4.77	13			4.531				2.57	21			1.690				3.00	4			1.414
2a.1.1.3	P-1 Residence/<10 circuits/Dispatch/Other/FL (days)	1.91	1,686	3.08	38	2.776	0.44955	-2.5065	NO	2.14	1,088	3.03	36	4.498	0.76189	-1.1704	YES	2.42	769	2.38	25	4.018
2.5.1.1.2.1	P-1 Residence/<10 circuits/Non-Dispatch/Facility/FL (days)																					
2.5.1.1.2.2	P-1 Residence/<10 circuits/Non-Dispatch/Equipment/FL (days)																					
2.5.1.1.2.3	P-1 Residence/<10 circuits/Non-Dispatch/Other/FL (days)	2.33	85	1.42	101	2.705	0.39820	2.2942	YES	1.80	103	1.76	132	1.158	0.15221	0.2532	YES	4.00	84	1.83	239	7.701
2.5.1.2.1.1	P-1 Residence/>=10 circuits/Dispatch/Facility/FL (days)	14.00	4			5.099				14.00	1			0.000				15.00	1			0.000
2.5.1.2.1.2	P-1 Residence/>=10 circuits/Dispatch/Equipment/FL (days)																					
2.5.1.2.1.3	P-1 Residence/>=10 circuits/Dispatch/Other/FL (days)	1.33	3			0.577				1.75	4			1.500								
2.5.1.2.2.1	P-1 Residence/>=10 circuits/Non-Dispatch/Facility/FL (days)																					
2.5.1.2.2.2	P-1 Residence/>=10 circuits/Non-Dispatch/Equipment/FL (days)																					
2.5.1.2.2.3	P-1 Residence/>=10 circuits/Non-Dispatch/Other/FL (days)																					
2.5.2.1.1.1	P-1 Business/<10 circuits/Dispatch/Facility/FL (days)	10.17	417	6.07	14	8.150	2.21441	1.8510	YES	8.95	389	9.30	10	7.523	2.40936	-0.1458	YES	8.24	396	5.80	5	8.006
2.5.2.1.1.2	P-1 Business/<10 circuits/Dispatch/Equipment/FL (days)	6.67	3			7.371				1.50	2			0.707				1.50	2			0.707
2.5.2.1.1.3	P-1 Business/<10 circuits/Dispatch/Other/FL (days)	2.97	226	4.87	6	5.012	2.07309	-0.8168	YES	3.45	172	7.00	6	6.027	2.50288	-1.4170	YES	3.22	195	5.00	3	4.506
2.5.2.1.2.1	P-1 Business/<10 circuits/Non-Dispatch/Facility/FL (days)																					
2.5.2.1.2.2	P-1 Business/<10 circuits/Non-Dispatch/Equipment/FL (days)																					
2.5.2.1.2.3	P-1 Business/<10 circuits/Non-Dispatch/Other/FL (days)	5.17	30	3.00	6	9.853	4.31690	0.5010	YES	5.86	24	1.50	14	12.359	4.15618	1.0727	YES	3.14	31	2.05	20	2.220
2.5.2.2.1.1	P-1 Business/>=10 circuits/Dispatch/Facility/FL (days)	13.57	7	21.50	2	10.628	6.52128	-0.9304	YES	11.11	9	14.00	2	8.313	6.49881	-0.4445	YES	20.20	5	17.00	1	22.365
2.5.2.2.1.2	P-1 Business/>=10 circuits/Dispatch/Equipment/FL (days)																					
2.5.2.2.1.3	P-1 Business/>=10 circuits/Dispatch/Other/FL (days)	5.00	5			8.306				1.00	3			0.000				1.33	3			0.577
2.5.2.2.2.1	P-1 Business/>=10 circuits/Non-Dispatch/Facility/FL (days)																					
2.5.2.2.2.2	P-1 Business/>=10 circuits/Non-Dispatch/Equipment/FL (days)																					
2.5.2.2.2.3	P-1 Business/>=10 circuits/Non-Dispatch/Other/FL (days)																					
5.3.1.1.1	P-1 Design (Specials)/<10 circuits/Dispatch/Facility/FL (days)	10.85	17			7.832				9.45	11			7.879				14.50	5			11.014
5.3.1.1.2	P-1 Design (Specials)/<10 circuits/Dispatch/Equipment/FL (days)	1.88	7			1.574				9.50	4			4.435				1.50	10			1.269
5.3.1.1.3	P-1 Design (Specials)/<10 circuits/Dispatch/Other/FL (days)	13.81	54	1.00	1	19.255	19.43253	0.6595	YES	14.21	58			29.179				14.02	54			21.654
5.3.1.2.1	P-1 Design (Specials)/<10 circuits/Non-Dispatch/Facility/FL (days)									2.00	1			0.000								
5.3.1.2.2	P-1 Design (Specials)/<10 circuits/Non-Dispatch/Equipment/FL (days)																					
5.3.1.2.3	P-1 Design (Specials)/<10 circuits/Non-Dispatch/Other/FL (days)	1.00	1			0.000				16.67	3			13.429				3.50	4			1.732
5.3.2.1.1	P-1 Design (Specials)/>=10 circuits/Dispatch/Facility/FL (days)																					
5.3.2.1.2	P-1 Design (Specials)/>=10 circuits/Dispatch/Equipment/FL (days)																					
5.3.2.1.3	P-1 Design (Specials)/>=10 circuits/Dispatch/Other/FL (days)																					
5.3.2.2.1	P-1 Design (Specials)/>=10 circuits/Non-Dispatch/Facility/FL (days)																					
5.3.2.2.2	P-1 Design (Specials)/>=10 circuits/Non-Dispatch/Equipment/FL (days)																					
5.3.2.2.3	P-1 Design (Specials)/>=10 circuits/Non-Dispatch/Other/FL (days)									10.00	2			11.314								
5.4.1.1.1	P-1 PBX/<10 circuits/Dispatch/Facility/FL (days)	8.50	2			0.707																
5.4.1.1.2	P-1 PBX/<10 circuits/Dispatch/Equipment/FL (days)									2.00	1			0.000				1.50	2			0.707
5.4.1.1.3	P-1 PBX/<10 circuits/Dispatch/Other/FL (days)	7.50	4			9.815												7.00	1			0.000
5.4.1.2.1	P-1 PBX/<10 circuits/Non-Dispatch/Facility/FL (days)																					
5.4.1.2.2	P-1 PBX/<10 circuits/Non-Dispatch/Equipment/FL (days)									2.00	2			0.000				1.00	1			0.000
5.4.1.2.3	P-1 PBX/<10 circuits/Non-Dispatch/Other/FL (days)	2.00	1			0.000																
5.4.2.1.1	P-1 PBX/>=10 circuits/Dispatch/Facility/FL (days)																					
5.4.2.1.2	P-1 PBX/>=10 circuits/Dispatch/Equipment/FL (days)																					
5.4.2.1.3	P-1 PBX/>=10 circuits/Dispatch/Other/FL (days)																					
5.4.2.2.1	P-1 PBX/>=10 circuits/Non-Dispatch/Facility/FL (days)																					
5.4.2.2.2	P-1 PBX/>=10 circuits/Non-Dispatch/Equipment/FL (days)																					
5.4.2.2.3	P-1 PBX/>=10 circuits/Non-Dispatch/Other/FL (days)									12.58	25			11.811				12.20	20			12.483
5.5.1.1.1	P-1 Centrex/<10 circuits/Dispatch/Facility/FL (days)	11.22	18			15.207				3.00	2			1.414								
5.5.1.1.2	P-1 Centrex/<10 circuits/Dispatch/Equipment/FL (days)									1.55	22			1.011				2.75	8			2.964
5.5.1.1.3	P-1 Centrex/<10 circuits/Dispatch/Other/FL (days)	5.22	9			7.293																
5.5.1.2.1	P-1 Centrex/<10 circuits/Non-Dispatch/Facility/FL (days)																					
5.5.1.2.2	P-1 Centrex/<10 circuits/Non-Dispatch/Equipment/FL (days)									8.00	1			0.000								
5.5.1.2.3	P-1 Centrex/<10 circuits/Non-Dispatch/Other/FL (days)									9.75	12			7.436				1.50	8			1.069
5.5.2.1.1	P-1 Centrex/>=10 circuits/Dispatch/Facility/FL (days)	3.00	3			3.464				5.14	7			1.069								
5.5.2.1.2	P-1 Centrex/>=10 circuits/Dispatch/Equipment/FL (days)									1.00	1			0.000								
5.5.2.1.3	P-1 Centrex/>=10 circuits/Dispatch/Other/FL (days)																					
5.5.2.2.1	P-1 Centrex/>=10 circuits/Non-Dispatch/Facility/FL (days)																					
5.5.2.2.2	P-1 Centrex/>=10 circuits/Non-Dispatch/Equipment/FL (days)																					
5.5.2.2.3	P-1 Centrex/>=10 circuits/Non-Dispatch/Other/FL (days)									8.00	11			8.000				12.67	3			11.015
5.6.1.1.1	P-1 ISDN/<10 circuits/Dispatch/Facility/FL (days)	9.56	9			5.637												8.00	1	7.00	1	0.000
5.6.1.1.2	P-1 ISDN/<10 circuits/Dispatch/Equipment/FL (days)	1.00	1			0.000												3.75	4			2.630
5.6.1.1.3	P-1 ISDN/<10 circuits/Dispatch/Other/FL (days)	4.67	12			4.479				4.00	7			2.667								

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			Standard Error	Zscore	Equity
A.2.4.3.2.1.1	P-1	Design (Specials)/>=10 circuits/Dispatch/Facility/FL (days)			
A.2.4.3.2.1.2	P-1	Design (Specials)/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.4.3.2.1.3	P-1	Design (Specials)/>=10 circuits/Dispatch/Other/FL (days)			
A.2.4.3.2.2.1	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.4.3.2.2.2	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.4.3.2.2.3	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Other/FL (days)			
A.2.4.4.1.1.1	P-1	PBX/<10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.4.1.1.2	P-1	PBX/<10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.4.1.1.3	P-1	PBX/<10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.4.1.2.1	P-1	PBX/<10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.4.1.2.2	P-1	PBX/<10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.4.1.2.3	P-1	PBX/<10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.4.2.1.1	P-1	PBX/>=10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.4.2.1.2	P-1	PBX/>=10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.4.2.1.3	P-1	PBX/>=10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.4.2.2.1	P-1	PBX/>=10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.4.2.2.2	P-1	PBX/>=10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.4.2.2.3	P-1	PBX/>=10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.5.1.1.1	P-1	Centrex/<10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.5.1.1.2	P-1	Centrex/<10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.5.1.1.3	P-1	Centrex/<10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.5.1.2.1	P-1	Centrex/<10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.5.1.2.2	P-1	Centrex/<10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.5.1.2.3	P-1	Centrex/<10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.5.2.1.1	P-1	Centrex/>=10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.5.2.1.2	P-1	Centrex/>=10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.5.2.1.3	P-1	Centrex/>=10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.5.2.2.1	P-1	Centrex/>=10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.5.2.2.2	P-1	Centrex/>=10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.5.2.2.3	P-1	Centrex/>=10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.6.1.1.1	P-1	ISDN/<10 circuits/Dispatch/Facility/FL (days)			YES
A.2.4.6.1.1.2	P-1	ISDN/<10 circuits/Dispatch/Equipment/FL (days)			YES
A.2.4.6.1.1.3	P-1	ISDN/<10 circuits/Dispatch/Other/FL (days)			YES
A.2.4.6.1.2.1	P-1	ISDN/<10 circuits/Non-Dispatch/Facility/FL (days)			YES
A.2.4.6.1.2.2	P-1	ISDN/<10 circuits/Non-Dispatch/Equipment/FL (days)			YES
A.2.4.6.1.2.3	P-1	ISDN/<10 circuits/Non-Dispatch/Other/FL (days)			YES
A.2.4.6.2.1.1	P-1	ISDN/>=10 circuits/Dispatch/Facility/FL (days)			
A.2.4.6.2.1.2	P-1	ISDN/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.4.6.2.1.3	P-1	ISDN/>=10 circuits/Dispatch/Other/FL (days)			
A.2.4.6.2.2.1	P-1	ISDN/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.4.6.2.2.2	P-1	ISDN/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.4.6.2.2.3	P-1	ISDN/>=10 circuits/Non-Dispatch/Other/FL (days)			
		Mean Held Order Interval & Distribution Intervals			
A.2.5.1.1.1.1	P-1	Residence/<10 circuits/Dispatch/Facility/FL (days)	1.17612	2.9066	YES
A.2.5.1.1.1.2	P-1	Residence/<10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.1.1.1.3	P-1	Residence/<10 circuits/Dispatch/Other/FL (days)	0.81650	0.0719	YES
A.2.5.1.1.2.1	P-1	Residence/<10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.1.1.2.2	P-1	Residence/<10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.1.1.2.3	P-1	Residence/<10 circuits/Non-Dispatch/Other/FL (days)	0.97677	2.2169	YES
A.2.5.1.2.1.1	P-1	Residence/>=10 circuits/Dispatch/Facility/FL (days)			
A.2.5.1.2.1.2	P-1	Residence/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.1.2.1.3	P-1	Residence/>=10 circuits/Dispatch/Other/FL (days)			
A.2.5.1.2.2.1	P-1	Residence/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.1.2.2.2	P-1	Residence/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.1.2.2.3	P-1	Residence/>=10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.2.1.1.1	P-1	Business/<10 circuits/Dispatch/Facility/FL (days)	3.60387	0.6784	YES
A.2.5.2.1.1.2	P-1	Business/<10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.2.1.1.3	P-1	Business/<10 circuits/Dispatch/Other/FL (days)	2.62147	-0.5808	YES
A.2.5.2.1.2.1	P-1	Business/<10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.2.1.2.2	P-1	Business/<10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.2.1.2.3	P-1	Business/<10 circuits/Non-Dispatch/Other/FL (days)	0.69363	1.5756	YES
A.2.5.2.2.1.1	P-1	Business/>=10 circuits/Dispatch/Facility/FL (days)	24.49980	0.1306	YES
A.2.5.2.2.1.2	P-1	Business/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.2.2.1.3	P-1	Business/>=10 circuits/Dispatch/Other/FL (days)			
A.2.5.2.2.2.1	P-1	Business/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.2.2.2.2	P-1	Business/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.2.2.2.3	P-1	Business/>=10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.3.1.1.1	P-1	Design (Specials)/<10 circuits/Dispatch/Facility/FL (days)			
A.2.5.3.1.1.2	P-1	Design (Specials)/<10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.3.1.1.3	P-1	Design (Specials)/<10 circuits/Dispatch/Other/FL (days)			
A.2.5.3.1.2.1	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.3.1.2.2	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.3.1.2.3	P-1	Design (Specials)/<10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.3.2.1.1	P-1	Design (Specials)/>=10 circuits/Dispatch/Facility/FL (days)			
A.2.5.3.2.1.2	P-1	Design (Specials)/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.3.2.1.3	P-1	Design (Specials)/>=10 circuits/Dispatch/Other/FL (days)			
A.2.5.3.2.2.1	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.3.2.2.2	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.3.2.2.3	P-1	Design (Specials)/>=10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.4.1.1.1	P-1	PBX/<10 circuits/Dispatch/Facility/FL (days)			
A.2.5.4.1.1.2	P-1	PBX/<10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.4.1.1.3	P-1	PBX/<10 circuits/Dispatch/Other/FL (days)			
A.2.5.4.1.2.1	P-1	PBX/<10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.4.1.2.2	P-1	PBX/<10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.4.1.2.3	P-1	PBX/<10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.4.2.1.1	P-1	PBX/>=10 circuits/Dispatch/Facility/FL (days)			
A.2.5.4.2.1.2	P-1	PBX/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.4.2.1.3	P-1	PBX/>=10 circuits/Dispatch/Other/FL (days)			
A.2.5.4.2.2.1	P-1	PBX/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.4.2.2.2	P-1	PBX/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.4.2.2.3	P-1	PBX/>=10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.5.1.1.1	P-1	Centrex/<10 circuits/Dispatch/Facility/FL (days)			
A.2.5.5.1.1.2	P-1	Centrex/<10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.5.1.1.3	P-1	Centrex/<10 circuits/Dispatch/Other/FL (days)			
A.2.5.5.1.2.1	P-1	Centrex/<10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.5.1.2.2	P-1	Centrex/<10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.5.1.2.3	P-1	Centrex/<10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.5.2.1.1	P-1	Centrex/>=10 circuits/Dispatch/Facility/FL (days)			
A.2.5.5.2.1.2	P-1	Centrex/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.5.2.1.3	P-1	Centrex/>=10 circuits/Dispatch/Other/FL (days)			
A.2.5.5.2.2.1	P-1	Centrex/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.5.2.2.2	P-1	Centrex/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.5.2.2.3	P-1	Centrex/>=10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.6.1.1.1	P-1	ISDN/<10 circuits/Dispatch/Facility/FL (days)	0.00000		YES
A.2.5.6.1.1.2	P-1	ISDN/<10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.6.1.1.3	P-1	ISDN/<10 circuits/Dispatch/Other/FL (days)			

BellSouth Monthly Performance Summary

Florida Permanent, 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.2.5.6.1.2.1	P-1	ISDN/<10 circuits/Non-Dispatch/Facility/FL (days)	ISDN																
A.2.5.6.1.2.2	P-1	ISDN/<10 circuits/Non-Dispatch/Equipment/FL (days)	ISDN	1.00	1			0.000											
A.2.5.6.1.2.3	P-1	ISDN/<10 circuits/Non-Dispatch/Other/FL (days)	ISDN	5.00	1			0.000				1.33	3			0.577			
A.2.5.6.2.1.1	P-1	ISDN/>=10 circuits/Dispatch/Facility/FL (days)	ISDN																
A.2.5.6.2.1.2	P-1	ISDN/>=10 circuits/Dispatch/Equipment/FL (days)	ISDN									2.00	1			0.000			
A.2.5.6.2.1.3	P-1	ISDN/>=10 circuits/Dispatch/Other/FL (days)	ISDN																
A.2.5.6.2.2.1	P-1	ISDN/>=10 circuits/Non-Dispatch/Facility/FL (days)	ISDN																
A.2.5.6.2.2.2	P-1	ISDN/>=10 circuits/Non-Dispatch/Equipment/FL (days)	ISDN																
A.2.5.6.2.2.3	P-1	ISDN/>=10 circuits/Non-Dispatch/Other/FL (days)	ISDN																
		% Jeopardies - Mechanized																	
A.2.6.1.1	P-2	Residence/Dispatch/FL (%)	Res	7.54%	40,014	5.74%	1,027		0.00835	2.1565	YES	8.45%	52,049	6.86%	1,617		0.00703	2.2670	YES
A.2.6.1.2	P-2	Residence/Non-Dispatch/FL (%)	Res	0.00%	605,154	0.00%	21,179		0.00001	0.1839	YES	0.00%	677,811	0.00%	33,710		0.00002	0.5332	YES
A.2.6.2.1	P-2	Business/Dispatch/FL (%)	Bus	9.42%	13,824	8.38%	191		0.02128	0.4894	YES	8.09%	18,802	5.01%	499		0.01237	2.4892	YES
A.2.6.2.2	P-2	Business/Non-Dispatch/FL (%)	Bus	0.00%	74,669	0.00%	964		0.00017	0.1597	YES	0.00%	80,781	0.00%	1,399		0.00000		YES
A.2.6.3.1	P-2	Design (Specials)/Dispatch/FL (%)	Design	17.00%	2,371							23.63%	2,281						
A.2.6.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)	Design	1.07%	560	0.00%	1		0.10305	0.1046	YES	1.96%	849	0.00%	2		0.07250	0.1462	YES
A.2.6.4.1	P-2	PBX/Dispatch/FL (%)	PBX	20.00%	80							14.58%	96	0.00%	1		0.35477	0.4111	YES
A.2.6.4.2	P-2	PBX/Non-Dispatch/FL (%)	PBX	0.00%	276	0.00%	4		0.00000		YES	1.21%	248	0.00%	4		0.05510	0.2195	YES
A.2.6.5.1	P-2	Centrex/Dispatch/FL (%)	Centrex	11.44%	613							13.03%	844						
A.2.6.5.2	P-2	Centrex/Non-Dispatch/FL (%)	Centrex	0.00%	1,861	0.00%	1		0.00000		YES	0.19%	1,605						
A.2.6.6.1	P-2	ISDN/Dispatch/FL (%)	ISDN	16.61%	885							8.28%	2,018						
A.2.6.6.2	P-2	ISDN/Non-Dispatch/FL (%)	ISDN	0.34%	1,477							0.58%	1,245						
		% Jeopardies - Non-Mechanized																	
A.2.7.1.1	P-2	Residence/Dispatch/FL (%)	Diagnostic			9.38%	64				Diagnostic			8.42%	109				Diagnostic
A.2.7.1.2	P-2	Residence/Non-Dispatch/FL (%)	Diagnostic			0.00%	981				Diagnostic			0.00%	796				Diagnostic
A.2.7.2.1	P-2	Business/Dispatch/FL (%)	Diagnostic			5.49%	91				Diagnostic			4.85%	103				Diagnostic
A.2.7.2.2	P-2	Business/Non-Dispatch/FL (%)	Diagnostic			0.00%	288				Diagnostic			0.27%	371				Diagnostic
A.2.7.3.1	P-2	Design (Specials)/Dispatch/FL (%)	Diagnostic			10.00%	30				Diagnostic			15.15%	33				Diagnostic
A.2.7.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)	Diagnostic			0.00%	52				Diagnostic			0.00%	22				Diagnostic
A.2.7.4.1	P-2	PBX/Dispatch/FL (%)	Diagnostic			0.00%	1				Diagnostic			0.00%	2				Diagnostic
A.2.7.4.2	P-2	PBX/Non-Dispatch/FL (%)	Diagnostic			0.00%	4				Diagnostic			0.00%	7				Diagnostic
A.2.7.5.1	P-2	Centrex/Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.7.5.2	P-2	Centrex/Non-Dispatch/FL (%)	Diagnostic			0.00%	7				Diagnostic			0.00%	9				Diagnostic
A.2.7.6.1	P-2	ISDN/Dispatch/FL (%)	Diagnostic			16.67%	6				Diagnostic			0.00%	2				Diagnostic
A.2.7.6.2	P-2	ISDN/Non-Dispatch/FL (%)	Diagnostic			0.00%	13				Diagnostic			0.00%	10				Diagnostic
		Average Jeopardy Notice Interval - Mechanized																	
A.2.8.1.1	P-2	Residence/Dispatch/FL (hours)	>= 48 hrs			124.51	37				YES			118.77	69				YES
A.2.8.1.2	P-2	Residence/Non-Dispatch/FL (hours)	>= 48 hrs																
A.2.8.2.1	P-2	Business/Dispatch/FL (hours)	>= 48 hrs			199.57	13				YES			117.12	21				YES
A.2.8.2.2	P-2	Business/Non-Dispatch/FL (hours)	>= 48 hrs																
A.2.8.3.1	P-2	Design (Specials)/Dispatch/FL (hours)	>= 48 hrs																
A.2.8.3.2	P-2	Design (Specials)/Non-Dispatch/FL (hours)	>= 48 hrs																
A.2.8.4.1	P-2	PBX/Dispatch/FL (hours)	>= 48 hrs																
A.2.8.4.2	P-2	PBX/Non-Dispatch/FL (hours)	>= 48 hrs																
A.2.8.5.1	P-2	Centrex/Dispatch/FL (hours)	>= 48 hrs																
A.2.8.5.2	P-2	Centrex/Non-Dispatch/FL (hours)	>= 48 hrs																
A.2.8.6.1	P-2	ISDN/Dispatch/FL (hours)	>= 48 hrs																
A.2.8.6.2	P-2	ISDN/Non-Dispatch/FL (hours)	>= 48 hrs																
		Average Jeopardy Notice Interval - Non-Mechanized																	
A.2.9.1.1	P-2	Residence/Dispatch/FL (hours)	Diagnostic			124.30	4				Diagnostic			102.06	5				Diagnostic
A.2.9.1.2	P-2	Residence/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.9.2.1	P-2	Business/Dispatch/FL (hours)	Diagnostic			188.70	2				Diagnostic			115.34	6				Diagnostic
A.2.9.2.2	P-2	Business/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.9.3.1	P-2	Design (Specials)/Dispatch/FL (hours)	Diagnostic			215.78	2				Diagnostic			270.86	5				Diagnostic
A.2.9.3.2	P-2	Design (Specials)/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.9.4.1	P-2	PBX/Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.9.4.2	P-2	PBX/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.9.5.1	P-2	Centrex/Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.9.5.2	P-2	Centrex/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.9.6.1	P-2	ISDN/Dispatch/FL (hours)	Diagnostic			348.60	1				Diagnostic								Diagnostic
A.2.9.6.2	P-2	ISDN/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized																	
A.2.10.1.1	P-2	Residence/Dispatch/FL (%)	95% >= 48 hrs			97.30%	37				YES			94.20%	69				NO
A.2.10.1.2	P-2	Residence/Non-Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.2.1	P-2	Business/Dispatch/FL (%)	95% >= 48 hrs			100.00%	13				YES			95.24%	21				YES
A.2.10.2.2	P-2	Business/Non-Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.3.1	P-2	Design (Specials)/Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.4.1	P-2	PBX/Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.4.2	P-2	PBX/Non-Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.5.1	P-2	Centrex/Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.5.2	P-2	Centrex/Non-Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.6.1	P-2	ISDN/Dispatch/FL (%)	95% >= 48 hrs																
A.2.10.6.2	P-2	ISDN/Non-Dispatch/FL (%)	95% >= 48 hrs																
		% Jeopardy Notice >= 48 hours - Non-Mechanized																	
A.2.11.1.1	P-2	Residence/Dispatch/FL (%)	Diagnostic			100.00%	4				Diagnostic			80.00%	5				Diagnostic
A.2.11.1.2	P-2	Residence/Non-Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.11.2.1	P-2	Business/Dispatch/FL (%)	Diagnostic			100.00%	2				Diagnostic			100.00%	6				Diagnostic
A.2.11.2.2	P-2	Business/Non-Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.11.3.1	P-2	Design (Specials)/Dispatch/FL (%)	Diagnostic			100.00%	2				Diagnostic			100.00%	5				Diagnostic
A.2.11.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.11.4.1	P-2	PBX/Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.11.4.2	P-2	PBX/Non-Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.11.5.1	P-2	Centrex/Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.11.5.2	P-2	Centrex/Non-Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
A.2.11.6.1	P-2	ISDN/Dispatch/FL (%)	Diagnostic			100.00%	1				Diagnostic								Diagnostic
A.2.11.6.2	P-2	ISDN/Non-Dispatch/FL (%)	Diagnostic								Diagnostic								Diagnostic
		% Missed Installation Appointments																	
A.2.12.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL (%)	Res	5.81%	39,807	4.14%	1,068		0.00719	2.3233	YES	8.33%	51,347	3.79%	1,667		0.00602	4.2062	YES
A.2.12.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	0.15%	606,133	0.23%	22,116		0.00026	-3.0486	NO	0.02%	678,553	0.06%	34,569		0.00006	-9.7337	NO
A.2.12.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL (%)	Res	2.11%	95	14.29%	7		0.05622	-2.1664	NO	4.92%	122	0.00%	4		0.10968	0.4478	YES
A.2.12.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res																
A.2.12.2.1.1	P-3	Business/<10 circuits/Dispatch/FL (%)	Bus	3.98%	13,588	4.14%	290		0.01160	-0.1362	YES	3.27%	18,247	3.08%	562		0.00789	0.2499	YES
A.2.12.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	0.04%	74,704	0.24%	1,255		0.00056	-3.4077	NO	0.03%	80,759	0.38%	1,777		0.00045	-8.0485	NO
A.2.12.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL (%)	Bus	5.44%	294	0.00%	9		0.07676	0.7089	YES	3.50%	257	0.00%	9		0.06234	0.6617	YES
A.2.12.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	0.00%	12							0.00%	23	0.00%	1		0.00000		YES
A.2.12.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	3.07%	2,184	3.33%	30		0.03170	-0.0638	YES	2.54%	2,320	6.25%	32		0.02602	-1.3229	YES
A.2.12.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	0.74%	542	0.00%	53		0.01232	0.6961	YES	0.35%	863	0.00%	21		0.01300	0.2674	YES
A.2.12.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	0.94%	213							0.00%	136						
A.2.12.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design	0.00%	8							0.00%	7						
A.2.12.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL (%)	PBX	10.53%	57	0.00%	1		0.30957	0.3400	YES	6.76%	74	0.00%	2		0.17667	0.3767	YES
A.2.12.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	0.46%	217	0.00%	4		0.03417	0.1346	YES	0.00%	173	0.00%	5		0.00000		YES
A.2.12.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL (%)	PBX	5.26%	19							0.00%	17	0.00%	1		0.00000		YES
A.2.12.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	3.13%	64	0.00%	5		0.06079	0.3868	YES	0.00%	63	0.00%	2		0.00000		YES
A.2.12.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	4.69%	756							3.02%	794						

BellSouth Monthly Performance Summary

Florida Permanent, 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
A.2.5.6.1.2.1	P-1	ISDN/< 10 circuits/Non-Dispatch/Facility/FL (days)																					
A.2.5.6.1.2.2	P-1	ISDN/< 10 circuits/Non-Dispatch/Equipment/FL (days)	6.50	2			7.778				1.80	5			0.447				20.20	7			16.026
A.2.5.6.1.2.3	P-1	ISDN/< 10 circuits/Non-Dispatch/Other/FL (days)																					
A.2.5.6.2.1.1	P-1	ISDN/>=10 circuits/Dispatch/Facility/FL (days)																					
A.2.5.6.2.1.2	P-1	ISDN/>=10 circuits/Dispatch/Equipment/FL (days)																					
A.2.5.6.2.1.3	P-1	ISDN/>=10 circuits/Dispatch/Other/FL (days)																					
A.2.5.6.2.2.1	P-1	ISDN/>=10 circuits/Non-Dispatch/Facility/FL (days)																					
A.2.5.6.2.2.2	P-1	ISDN/>=10 circuits/Non-Dispatch/Equipment/FL (days)																					
A.2.5.6.2.2.3	P-1	ISDN/>=10 circuits/Non-Dispatch/Other/FL (days)																					
		% Jeopardies - Mechanized																					
A.2.6.1.1	P-2	Residence/Dispatch/FL (%)	7.88%	46,652	5.81%	1,773		0.00852	3.1787	YES	8.15%	42,731	7.60%	1,749		0.00867	0.8121	YES	8.88%	45,738	5.82%	2,277	
A.2.6.1.2	P-2	Residence/Non-Dispatch/FL (%)	0.00%	646,704	0.00%	44,486		0.00001	0.3588	YES	0.00%	514,702	0.00%	43,482		0.00001	0.2570	YES	0.00%	699,327	0.00%	50,323	
A.2.6.2.1	P-2	Business/Dispatch/FL (%)	7.47%	15,323	6.27%	351		0.01418	0.8486	YES	8.72%	14,102	2.82%	284		0.01690	3.4891	YES	3.80%	34,465	8.02%	347	
A.2.6.2.2	P-2	Business/Non-Dispatch/FL (%)	0.00%	72,335	0.00%	2,310		0.00000		YES	0.00%	66,674	0.00%	1,828		0.00000		YES	0.00%	53,739	0.00%	3,207	
A.2.6.3.1	P-2	Design (Specials)/Dispatch/FL (%)	17.74%	2,351							17.79%	3,008							16.91%	2,865			
A.2.6.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)	0.64%	623							0.41%	490							2.06%	879	0.00%	1	
A.2.6.4.1	P-2	PBX/Dispatch/FL (%)	14.88%	121							14.94%	87	0.00%	1		0.35855	0.4167	YES	17.88%	84	0.00%	1	
A.2.6.4.2	P-2	PBX/Non-Dispatch/FL (%)	1.87%	214	0.00%	6		0.05606	0.3334	YES	0.51%	196	0.00%	5		0.03227	0.1581	YES	2.08%	288	0.00%	3	
A.2.6.5.1	P-2	Centrex/Dispatch/FL (%)	15.31%	725							16.23%	573							14.25%	723			
A.2.6.5.2	P-2	Centrex/Non-Dispatch/FL (%)	0.08%	1,259	0.00%	2		0.01994	0.0396	YES	0.00%	1,288	0.00%	1		0.00000		YES	0.00%	1,479	0.00%	5	
A.2.6.6.1	P-2	ISDN/Dispatch/FL (%)	21.16%	690							23.47%	622							20.36%	654			
A.2.6.6.2	P-2	ISDN/Non-Dispatch/FL (%)	0.35%	1,154	0.00%	8		0.01967	0.1762	YES	0.10%	958	0.00%	1		0.03231	0.0323	YES	0.23%	1,716	0.00%	1	
		% Jeopardies - Non-Mechanized																					
A.2.7.1.1	P-2	Residence/Dispatch/FL (%)			7.08%	113				Diagnostic			7.55%	106				Diagnostic			0.00%	102	
A.2.7.1.2	P-2	Residence/Non-Dispatch/FL (%)			0.00%	801				Diagnostic			0.00%	1,033				Diagnostic			4.04%	1,130	
A.2.7.2.1	P-2	Business/Dispatch/FL (%)			4.30%	93				Diagnostic			0.99%	101				Diagnostic			0.00%	99	
A.2.7.2.2	P-2	Business/Non-Dispatch/FL (%)			0.00%	319				Diagnostic			0.00%	356				Diagnostic			0.00%	679	
A.2.7.3.1	P-2	Design (Specials)/Dispatch/FL (%)			3.85%	26				Diagnostic			23.53%	17				Diagnostic			31.25%	16	
A.2.7.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)			2.00%	50				Diagnostic			0.00%	14				Diagnostic			0.00%	15	
A.2.7.4.1	P-2	PBX/Dispatch/FL (%)			0.00%	1				Diagnostic			0.00%	1				Diagnostic			0.00%	2	
A.2.7.4.2	P-2	PBX/Non-Dispatch/FL (%)			0.00%	8				Diagnostic			0.00%	4				Diagnostic			0.00%	16	
A.2.7.5.1	P-2	Centrex/Dispatch/FL (%)								Diagnostic								Diagnostic			0.00%	2	
A.2.7.5.2	P-2	Centrex/Non-Dispatch/FL (%)			0.00%	10				Diagnostic			0.00%	22				Diagnostic			0.00%	12	
A.2.7.6.1	P-2	ISDN/Dispatch/FL (%)			0.00%	7				Diagnostic			20.00%	5				Diagnostic			12.50%	8	
A.2.7.6.2	P-2	ISDN/Non-Dispatch/FL (%)			0.00%	5				Diagnostic			0.00%	6				Diagnostic			0.00%	19	
		Average Jeopardy Notice Interval - Mechanized																					
A.2.8.1.1	P-2	Residence/Dispatch/FL (hours)			120.11	56				YES			117.24	75				YES			112.19	62	
A.2.8.1.2	P-2	Residence/Non-Dispatch/FL (hours)			107.22	13				YES			187.60	7				YES			128.07	16	
A.2.8.2.1	P-2	Business/Dispatch/FL (hours)																					
A.2.8.2.2	P-2	Business/Non-Dispatch/FL (hours)																					
A.2.8.3.1	P-2	Design (Specials)/Dispatch/FL (hours)																					
A.2.8.3.2	P-2	Design (Specials)/Non-Dispatch/FL (hours)																					
A.2.8.4.1	P-2	PBX/Dispatch/FL (hours)																					
A.2.8.4.2	P-2	PBX/Non-Dispatch/FL (hours)																					
A.2.8.5.1	P-2	Centrex/Dispatch/FL (hours)																					
A.2.8.5.2	P-2	Centrex/Non-Dispatch/FL (hours)																					
A.2.8.6.1	P-2	ISDN/Dispatch/FL (hours)																					
A.2.8.6.2	P-2	ISDN/Non-Dispatch/FL (hours)																					
		Average Jeopardy Notice Interval - Non-Mechanized																					
A.2.9.1.1	P-2	Residence/Dispatch/FL (hours)			128.74	3				Diagnostic			99.52	5				Diagnostic			111.34	4	
A.2.9.1.2	P-2	Residence/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.9.2.1	P-2	Business/Dispatch/FL (hours)			67.00	3				Diagnostic			157.12	1				Diagnostic			118.28	2	
A.2.9.2.2	P-2	Business/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.9.3.1	P-2	Design (Specials)/Dispatch/FL (hours)			320.98	1				Diagnostic			267.71	4				Diagnostic			349.37	6	
A.2.9.3.2	P-2	Design (Specials)/Non-Dispatch/FL (hours)			109.18	1				Diagnostic								Diagnostic					
A.2.9.4.1	P-2	PBX/Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.9.4.2	P-2	PBX/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.9.5.1	P-2	Centrex/Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.9.5.2	P-2	Centrex/Non-Dispatch/FL (hours)								Diagnostic			175.00	1				Diagnostic			510.07	1	
A.2.9.6.1	P-2	ISDN/Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.9.6.2	P-2	ISDN/Non-Dispatch/FL (hours)																					
		% Jeopardy Notice >= 48 hours - Mechanized																					
A.2.10.1.1	P-2	Residence/Dispatch/FL (%)			93.10%	58				NO			96.00%	75				YES			95.12%	82	
A.2.10.1.2	P-2	Residence/Non-Dispatch/FL (%)																					
A.2.10.2.1	P-2	Business/Dispatch/FL (%)			92.31%	13				NO			100.00%	7				YES			100.00%	16	
A.2.10.2.2	P-2	Business/Non-Dispatch/FL (%)																					
A.2.10.3.1	P-2	Design (Specials)/Dispatch/FL (%)																					
A.2.10.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)																					
A.2.10.4.1	P-2	PBX/Dispatch/FL (%)																					
A.2.10.4.2	P-2	PBX/Non-Dispatch/FL (%)																					
A.2.10.5.1	P-2	Centrex/Dispatch/FL (%)																					
A.2.10.5.2	P-2	Centrex/Non-Dispatch/FL (%)																					
A.2.10.6.1	P-2	ISDN/Dispatch/FL (%)																					
A.2.10.6.2	P-2	ISDN/Non-Dispatch/FL (%)																					
		% Jeopardy Notice >= 48 hours - Non-Mechanized																					
A.2.11.1.1	P-2	Residence/Dispatch/FL (%)			100.00%	3				Diagnostic			100.00%	5				Diagnostic			100.00%	4	
A.2.11.1.2	P-2	Residence/Non-Dispatch/FL (%)								Diagnostic								Diagnostic					
A.2.11.2.1	P-2	Business/Dispatch/FL (%)			33.33%	3				Diagnostic			100.00%	1				Diagnostic			100.00%	2	
A.2.11.2.2	P-2	Business/Non-Dispatch/FL (%)								Diagnostic								Diagnostic					
A.2.11.3.1	P-2	Design (Specials)/Dispatch/FL (%)			100.00%	1				Diagnostic			100.00%	4				Diagnostic			100.00%	5	
A.2.11.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)			100.00%	1				Diagnostic								Diagnostic					
A.2.11.4.1	P-2	PBX/Dispatch/FL (%)								Diagnostic								Diagnostic					
A.2.11.4.2	P-2	PBX/Non-Dispatch/FL (%)								Diagnostic								Diagnostic					
A.2.11.5.1	P-2	Centrex/Dispatch/FL (%)								Diagnostic								Diagnostic					
A.2.11.5.2	P-2	Centrex/Non-Dispatch/FL (%)								Diagnostic			100.00%	1				Diagnostic			100.00%	1	
A.2.11.6.1	P-2	ISDN/Dispatch/FL (%)								Diagnostic								Diagnostic					
A.2.11.6.2	P-2	ISDN/Non-Dispatch/FL (%)								Diagnostic								Diagnostic					
		% Missed Installation Appointments																					
A.2.12.1.1.1	P-3	Residence/< 10 circuits/Dispatch/FL (%)	7.02%	46,265	5.32%	1,843		0.00607	2.7999	YES	6.82%	42,350	4.67%	1,920		0.00560	2.0445	YES	4.59%	44,897	2.90%	2,306	
A.2.12.1.1.2	P-3	Residence/< 10 circuits/Non-Dispatch/FL (%)	0.02%	647,846	0.24%	45,280		0.00007	-31.7218	NO	0.02%	516,028	0.33%	44,820		0.00008	-40.0110	NO	0.10%	700,346	0.51%	51,529	
A.2.12.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL (%)	6.42%	109	0.00%	2		0.17493	0.3671	YES	5.81%	86	0.00%	5		0.10755	0.5401	YES	1.15%	87	0.00%	3	
A.2.12.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL (%)	0.00%	1																			
A.2.12.1.1.1	P-3	Business/< 10 circuits/Dispatch/FL (%)	4.37%	15,024	4.84%	413		0.01020	-0.4604	YES	4.03%	13,781	3.85%	364		0.01044	0.1735	YES	1.84%	33,804	1.74%	402	
A.2.12.1.1.2	P-3	Business/< 10 circuits/Non-Dispatch/FL (%)	0.05%	72,388	0.22%	2,741		0.00042	-4.0777	NO	0.05%	66,746	0.82%	2,196		0.00050	-15.1989	NO	0.06%	53,772	0.89%	3,802	
A.2.12.2.1.1	P-3	Business/>=10 circuits/Dispatch/FL (%)	5.97%	268	20.00%	10		0.07631	-1.8385	NO	4.27%	261	20.00%	10		0.06507	-2.4175	NO	4.73%	298	11.11%	9	
A.2.12.2.1.2	P-3	Business/>=10 circuits/Non-Dispatch/FL (%)	0.00%	6	0.00%	1		0.00000		YES	0.00%	21	0.00%	2		0.00000		YES	0.00%	12	0.00%	3	
A.2.12.2.2.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)	3.05%	2,456	3.70%	27		0.03329	-0.1952	YES	2.39%	2,336	0.00%	16		0.03535	0.8243	YES	2.74%	2,340	0.00%	15	
A.2.12.2.2.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	0.17%	602	0.00%	51		0.00594	0.2797	YES	0.81%	496	0.00%	13		0.02513	0.3209	YES	0.56%	713	0.00%	15	
A.2.12.3.1.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL (%)	0.00%	1							0.00%	82							0.00%	18			
A.2.12.3.1.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	0.00%	1							0.00%	1							0.00%	1			
A.2.12.3.2.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)	5.77%	104							4.41%	68	0.00%	1		0.20666	0.2133	YES	2.78%	72	0.00%	3	
A.2.12.3.2.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	0.53%	187	0.00%	14		0.02021	0.2646	YES	1.10%	181	0.00%	9		0.03570	0.3095	YES	0.82%	243	0.00%	19	
A.2.12.4.1.1	P-3	PBX/< 10 circuits/Dispatch/FL (%)	0.00%	2							0.00%	5							0.00%	5			
A.2.12.4.1.2	P-3	PBX/< 10 circuits/Non-Dispatch/FL (%)	0.00%	30	0.00%	1		0.00000		YES	0.00%	13							0.00%	43	0.00%	2	
A.2.12.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL (%)	4.86%	658							8.49%	530							3.55%	648	0.00%	1	
A.2.12.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL (%)																					
A.2.12.5.1.1	P-3	Centrex/< 10 circuits/Dispatch/FL (%)																					

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Standard Error	Zscore	Equity
A.2.5.6.1.2.1	P-1	ISDN/<10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.6.1.2.2	P-1	ISDN/<10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.6.1.2.3	P-1	ISDN/<10 circuits/Non-Dispatch/Other/FL (days)			
A.2.5.6.2.1.1	P-1	ISDN/>=10 circuits/Dispatch/Facility/FL (days)			
A.2.5.6.2.1.2	P-1	ISDN/>=10 circuits/Dispatch/Equipment/FL (days)			
A.2.5.6.2.1.3	P-1	ISDN/>=10 circuits/Dispatch/Other/FL (days)			
A.2.5.6.2.2.1	P-1	ISDN/>=10 circuits/Non-Dispatch/Facility/FL (days)			
A.2.5.6.2.2.2	P-1	ISDN/>=10 circuits/Non-Dispatch/Equipment/FL (days)			
A.2.5.6.2.2.3	P-1	ISDN/>=10 circuits/Non-Dispatch/Other/FL (days)			
		% Jeopardies - Mechanized			
A.2.6.1.1	P-2	Residence/Dispatch/FL (%)	0.00604	5.0532	YES
A.2.6.1.2	P-2	Residence/Non-Dispatch/FL (%)	0.00001	0.2591	YES
A.2.6.2.1	P-2	Business/Dispatch/FL (%)	0.01044	-2.8865	NO
A.2.6.2.2	P-2	Business/Non-Dispatch/FL (%)	0.00006	0.2373	YES
A.2.6.3.1	P-2	Design (Specials)/Dispatch/FL (%)			
A.2.6.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)	0.14221	0.1450	YES
A.2.6.4.1	P-2	PBX/Dispatch/FL (%)	0.38527	0.4635	YES
A.2.6.4.2	P-2	PBX/Non-Dispatch/FL (%)	0.06275	0.2509	YES
A.2.6.5.1	P-2	Centrex/Dispatch/FL (%)			
A.2.6.5.2	P-2	Centrex/Non-Dispatch/FL (%)	0.00000		YES
A.2.6.6.1	P-2	ISDN/Dispatch/FL (%)			
A.2.6.6.2	P-2	ISDN/Non-Dispatch/FL (%)	0.04824	0.0483	YES
		% Jeopardies - Non-Mechanized			
A.2.7.1.1	P-2	Residence/Dispatch/FL (%)			Diagnostic
A.2.7.1.2	P-2	Residence/Non-Dispatch/FL (%)			Diagnostic
A.2.7.2.1	P-2	Business/Dispatch/FL (%)			Diagnostic
A.2.7.2.2	P-2	Business/Non-Dispatch/FL (%)			Diagnostic
A.2.7.3.1	P-2	Design (Specials)/Dispatch/FL (%)			Diagnostic
A.2.7.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)			Diagnostic
A.2.7.4.1	P-2	PBX/Dispatch/FL (%)			Diagnostic
A.2.7.4.2	P-2	PBX/Non-Dispatch/FL (%)			Diagnostic
A.2.7.5.1	P-2	Centrex/Dispatch/FL (%)			Diagnostic
A.2.7.5.2	P-2	Centrex/Non-Dispatch/FL (%)			Diagnostic
A.2.7.6.1	P-2	ISDN/Dispatch/FL (%)			Diagnostic
A.2.7.6.2	P-2	ISDN/Non-Dispatch/FL (%)			Diagnostic
		Average Jeopardy Notice Interval - Mechanized			
A.2.8.1.1	P-2	Residence/Dispatch/FL (hours)			YES
A.2.8.1.2	P-2	Residence/Non-Dispatch/FL (hours)			
A.2.8.2.1	P-2	Business/Dispatch/FL (hours)			YES
A.2.8.2.2	P-2	Business/Non-Dispatch/FL (hours)			
A.2.8.3.1	P-2	Design (Specials)/Dispatch/FL (hours)			
A.2.8.3.2	P-2	Design (Specials)/Non-Dispatch/FL (hours)			
A.2.8.4.1	P-2	PBX/Dispatch/FL (hours)			
A.2.8.4.2	P-2	PBX/Non-Dispatch/FL (hours)			
A.2.8.5.1	P-2	Centrex/Dispatch/FL (hours)			
A.2.8.5.2	P-2	Centrex/Non-Dispatch/FL (hours)			
A.2.8.6.1	P-2	ISDN/Dispatch/FL (hours)			
A.2.8.6.2	P-2	ISDN/Non-Dispatch/FL (hours)			
		Average Jeopardy Notice Interval - Non-Mechanized			
A.2.9.1.1	P-2	Residence/Dispatch/FL (hours)			Diagnostic
A.2.9.1.2	P-2	Residence/Non-Dispatch/FL (hours)			Diagnostic
A.2.9.2.1	P-2	Business/Dispatch/FL (hours)			Diagnostic
A.2.9.2.2	P-2	Business/Non-Dispatch/FL (hours)			Diagnostic
A.2.9.3.1	P-2	Design (Specials)/Dispatch/FL (hours)			Diagnostic
A.2.9.3.2	P-2	Design (Specials)/Non-Dispatch/FL (hours)			Diagnostic
A.2.9.4.1	P-2	PBX/Dispatch/FL (hours)			Diagnostic
A.2.9.4.2	P-2	PBX/Non-Dispatch/FL (hours)			Diagnostic
A.2.9.5.1	P-2	Centrex/Dispatch/FL (hours)			Diagnostic
A.2.9.5.2	P-2	Centrex/Non-Dispatch/FL (hours)			Diagnostic
A.2.9.6.1	P-2	ISDN/Dispatch/FL (hours)			Diagnostic
A.2.9.6.2	P-2	ISDN/Non-Dispatch/FL (hours)			Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized			
A.2.10.1.1	P-2	Residence/Dispatch/FL (%)			YES
A.2.10.1.2	P-2	Residence/Non-Dispatch/FL (%)			YES
A.2.10.2.1	P-2	Business/Dispatch/FL (%)			
A.2.10.2.2	P-2	Business/Non-Dispatch/FL (%)			
A.2.10.3.1	P-2	Design (Specials)/Dispatch/FL (%)			
A.2.10.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)			
A.2.10.4.1	P-2	PBX/Dispatch/FL (%)			
A.2.10.4.2	P-2	PBX/Non-Dispatch/FL (%)			
A.2.10.5.1	P-2	Centrex/Dispatch/FL (%)			
A.2.10.5.2	P-2	Centrex/Non-Dispatch/FL (%)			
A.2.10.6.1	P-2	ISDN/Dispatch/FL (%)			
A.2.10.6.2	P-2	ISDN/Non-Dispatch/FL (%)			
		% Jeopardy Notice >= 48 hours - Non-Mechanized			
A.2.11.1.1	P-2	Residence/Dispatch/FL (%)			Diagnostic
A.2.11.1.2	P-2	Residence/Non-Dispatch/FL (%)			Diagnostic
A.2.11.2.1	P-2	Business/Dispatch/FL (%)			Diagnostic
A.2.11.2.2	P-2	Business/Non-Dispatch/FL (%)			Diagnostic
A.2.11.3.1	P-2	Design (Specials)/Dispatch/FL (%)			Diagnostic
A.2.11.3.2	P-2	Design (Specials)/Non-Dispatch/FL (%)			Diagnostic
A.2.11.4.1	P-2	PBX/Dispatch/FL (%)			Diagnostic
A.2.11.4.2	P-2	PBX/Non-Dispatch/FL (%)			Diagnostic
A.2.11.5.1	P-2	Centrex/Dispatch/FL (%)			Diagnostic
A.2.11.5.2	P-2	Centrex/Non-Dispatch/FL (%)			Diagnostic
A.2.11.6.1	P-2	ISDN/Dispatch/FL (%)			Diagnostic
A.2.11.6.2	P-2	ISDN/Non-Dispatch/FL (%)			Diagnostic
		% Missed Installation Appointments			
A.2.12.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL (%)	0.00447	3.5731	YES
A.2.12.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL (%)	0.00014	-29.2826	NO
A.2.12.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL (%)	0.00259	0.1836	YES
A.2.12.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL (%)			
A.2.12.2.1.1	P-3	Business/<10 circuits/Dispatch/FL (%)	0.00675	0.1493	YES
A.2.12.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL (%)	0.00039	-18.2494	NO
A.2.12.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL (%)	0.07183	-0.6885	YES
A.2.12.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.12.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)	0.04225	0.6474	YES
A.2.12.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	0.01949	0.2870	YES
A.2.12.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL (%)			
A.2.12.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)			
A.2.12.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL (%)	0.09664	0.2869	YES
A.2.12.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL (%)	0.02152	0.3624	YES
A.2.12.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL (%)			
A.2.12.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.12.6.1.1	P-3	Centrex/<10 circuits/Dispatch/FL (%)	0.16517	0.1917	YES

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Benchmark/	September								August							
			Analog	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.2.12.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	0.17%	1,797	0.00%	5		0.01826	0.0913	YES	0.07%	1,468	0.00%	7		0.00968	0.0889	YES
A.2.12.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	15.63%	32							0.00%	63						
A.2.12.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	0.00%	56	0.00%	4		0.00000		YES	0.00%	158	0.00%	2		0.00000		YES
A.2.12.8.1.1	P-3	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	1.52%	789	0.00%	3		0.07079	0.2148	YES	0.96%	1,766	100.00%	3		0.05642	-17.5535	NO
A.2.12.8.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	0.26%	1,306	0.00%	12		0.01548	0.1847	YES	0.34%	1,161	0.00%	7		0.02221	0.1551	YES
A.2.12.8.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN	0.83%	120	0.00%	3		0.05314	0.1568	YES	0.63%	160	0.00%	1		0.07908	0.0791	YES
A.2.12.8.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN	1.23%	81	0.00%	2		0.07904	0.1562	YES	0.00%	88	0.00%	1		0.00000		YES
		% Missed Installation Appointments Including Subs																	
A.2.13.1.1.1	P-3A	Residence/<10 circuits/Dispatch/FL (%)	Res	7.60%	47,012	5.47%	1,292		0.00756	2.8282	YES	8.06%	80,490	4.40%	1,931		0.00629	5.8142	YES
A.2.13.1.1.2	P-3A	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	0.15%	606,275	0.24%	22,243		0.00026	-3.8758	NO	0.02%	681,396	0.10%	34,764		0.00008	-9.7500	NO
A.2.13.1.2.1	P-3A	Residence/>=10 circuits/Dispatch/FL (%)	Res	6.48%	108	10.00%	10		*0.06138*	*-0.4324*	*YES*	8.43%	140	0.00%	4		0.12437	0.6169	YES
A.2.13.1.2.2	P-3A	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res																
A.2.13.2.1.1	P-3A	Business/<10 circuits/Dispatch/FL (%)	Bus	7.85%	17,353	6.72%	402		0.01357	0.8346	YES	6.50%	22,416	3.86%	874		0.00964	2.7412	YES
A.2.13.2.1.2	P-3A	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	0.06%	75,374	0.24%	1,276		0.00064	-2.8562	NO	0.04%	81,404	0.35%	1,810		0.00049	-7.1043	NO
A.2.13.2.2.1	P-3A	Business/>=10 circuits/Dispatch/FL (%)	Bus	9.78%	491	0.00%	12		0.08677	1.1296	YES	9.81%	418	0.00%	12		0.08706	1.1263	YES
A.2.13.2.2.2	P-3A	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	0.00%	14							0.00%	23	0.00%	1		0.00000		YES
A.2.13.3.1.1	P-3A	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	3.61%	3,624	3.13%	32		0.03314	0.1478	YES	3.74%	3,903	4.76%	42		0.02944	-0.3460	YES
A.2.13.3.1.2	P-3A	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	0.65%	814	0.00%	55		0.01132	0.5753	YES	0.50%	1,002	0.00%	24		0.01455	0.3428	YES
A.2.13.3.2.1	P-3A	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	1.22%	328							0.00%	233						
A.2.13.3.2.2	P-3A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design	0.00%	6							0.00%	32						
A.2.13.4.1.1	P-3A	PBX/<10 circuits/Dispatch/FL (%)	PBX	11.03%	86	0.00%	1		0.32242	0.3606	YES	4.76%	146	0.00%	2		0.15210	0.3152	YES
A.2.13.4.1.2	P-3A	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	1.32%	226	0.00%	7		0.04373	0.3009	YES	0.00%	188	0.00%	10		0.00000		YES
A.2.13.4.2.1	P-3A	PBX/>=10 circuits/Dispatch/FL (%)	PBX	2.86%	35							0.00%	34	50.00%	2		0.00000		NO
A.2.13.4.2.2	P-3A	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	2.04%	98	0.00%	7		0.05532	0.3589	YES	1.22%	82	0.00%	2		0.07855	0.1553	YES
A.2.13.5.1.1	P-3A	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	6.83%	922							5.89%	1,020						
A.2.13.5.1.2	P-3A	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	0.16%	1,819	0.00%	5		0.01817	0.0008	YES	0.07%	1,512	0.00%	7		0.00974	0.0679	YES
A.2.13.5.2.1	P-3A	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	12.50%	48							0.98%	102						
A.2.13.5.2.2	P-3A	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	0.00%	62	0.00%	4		0.00000		YES	0.00%	161	0.00%	2		0.00000		YES
A.2.13.6.1.1	P-3A	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	2.38%	1,176	0.00%	3		0.06813	0.2702	YES	2.29%	2,188	50.00%	6		0.06108	-7.6107	NO
A.2.13.6.1.2	P-3A	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	0.47%	1,491	0.00%	13		0.01904	0.2466	YES	0.33%	1,224	10.00%	10		0.01812	-5.3380	NO
A.2.13.6.2.1	P-3A	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN	1.33%	301	0.00%	3		0.06644	0.2000	YES	3.74%	401	33.33%	3		0.10998	-2.6911	NO
A.2.13.6.2.2	P-3A	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN	0.74%	135	0.00%	2		0.06108	0.1213	YES	1.06%	189	0.00%	1		0.10259	0.1031	YES
		% Provisioning Troubles within 30 Days																	
A.2.14.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL (%)	Res	9.11%	51,347	8.77%	1,687		0.00712	0.4768	YES	10.16%	48,265	9.33%	1,843		0.00718	1.1486	YES
A.2.14.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL (%)	Res	3.80%	878,553	4.17%	34,569		0.00105	-3.5634	NO	3.85%	647,646	4.06%	45,260		0.00095	-1.3913	YES
A.2.14.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL (%)	Res	18.85%	122	25.00%	4		*0.19875*	*-0.3060*	YES	11.01%	109	0.00%	2		0.22335	0.4929	YES
A.2.14.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL (%)	Res									0.00%	1						
A.2.14.2.1.1	P-9	Business/<10 circuits/Dispatch/FL (%)	Bus	10.11%	18,247	8.15%	552		0.01302	1.5003	YES	12.03%	15,024	12.35%	413		0.01623	-0.1939	YES
A.2.14.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL (%)	Bus	9.30%	80,759	8.58%	1,777		0.00696	3.8937	YES	8.83%	72,386	5.44%	2,741		0.00552	8.1419	YES
A.2.14.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL (%)	Bus	21.40%	257	33.33%	9		0.13908	-0.8679	YES	20.90%	268	10.00%	10		0.13094	0.6321	YES
A.2.14.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL (%)	Bus	4.35%	23	0.00%	1		0.20832	0.2087	YES	12.50%	8	0.00%	1		0.35078	0.3563	YES
A.2.14.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL (%)	Design	6.08%	2,320	3.13%	32		0.04253	0.6943	YES	7.81%	2,456	7.41%	27		0.05139	0.0403	YES
A.2.14.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	Design	3.13%	863	4.76%	21		0.03845	-0.4248	YES	2.82%	602	1.96%	51		0.02416	0.3873	YES
A.2.14.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL (%)	Design	0.00%	138							0.00%	1						
A.2.14.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	Design	0.00%	7							0.00%	1						
A.2.14.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL (%)	PBX	4.05%	74	0.00%	2		0.14133	0.2869	YES	1.92%	104						
A.2.14.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL (%)	PBX	5.20%	173	0.00%	8		0.09031	0.5478	YES	1.60%	187	0.00%	14		0.03481	0.4608	YES
A.2.14.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL (%)	PBX	0.00%	17	0.00%	1		0.00000		YES	0.00%	2						
A.2.14.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL (%)	PBX	1.59%	63	0.00%	2		0.08877	0.1768	YES	0.00%	30	0.00%	1		0.00000		YES
A.2.14.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL (%)	Centrex	10.71%	794							9.57%	658						
A.2.14.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL (%)	Centrex	7.15%	1,458	14.29%	7		0.09763	-0.7306	YES	8.72%	1,204	14.29%	14		0.07564	-0.7337	YES
A.2.14.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL (%)	Centrex	0.52%	63							6.45%	62						
A.2.14.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL (%)	Centrex	10.76%	158	50.00%	2		*0.22049*	*-1.7767*	NO	10.95%	137	0.00%	3		0.18224	0.6008	YES
A.2.14.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL (%)	ISDN	1.59%	1,766	0.00%	3		0.07218	0.2197	YES	6.99%	687	33.33%	6		0.10453	-2.5205	NO
A.2.14.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL (%)	ISDN	0.66%	1,161	0.00%	7		0.03503	0.2459	YES	0.66%	1,064	0.00%	12		0.02347	0.2803	YES
A.2.14.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL (%)	ISDN	0.63%	160	0.00%	1		0.07906	0.0791	YES	0.00%	5						
A.2.14.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL (%)	ISDN	0.00%	88	0.00%	1		0.00000		YES	0.00%	93	0.00%	2		0.00000		YES
		Average Completion Notice Interval - Mechanized																	
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Res	5.25	39,460	0.04	1,025	22.311	0.70586	7.3854	YES	6.23	51,348	0.29	1,579	23.750	0.60680	9.7067	YES
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Res	0.92	604,340	0.73	21,212	5.009	0.03562	5.5365	YES	1.02	677,969	0.72	33,773	6.350	0.03541	6.5396	YES
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Res	1.74	94	0.02	5	*7.527*	*3.45469*	*0.4978*	*YES*	4.10	122	0.14	3	15.555	9.14864	0.4323	YES
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Res																
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Bus	3.92	13,417	0.03	204	24.990	1.76290	2.2073	YES	3.97	18,131	0.40	463	19.875	0.92596	3.8504	YES
A.2.15.1.2.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Bus	1.27	74,260	0.78	964	8.616	0.27806	1.7505	YES	1.37	80,403	0.79	1,403	8.974	0.24166	2.3837	YES
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Bus	4.27	292	0.02	6	22.548	9.26936	0.4574	YES	4.31	255	0.03	3	19.387	11.25847	0.3800	YES
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Bus	0.35	4			0.328				15.56	9			38.917			
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Design	225.52	2,132			530.894				274.28	2,307			524.489			
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Design	10.07	540	0.02	1	47.718	47.76252	0.2106	YES	17.15	861	0.02	2	64.748	45.83665	0.3738	YES
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Design	56.55	208			224.849				94.53	132			281.487			
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	Design	323.39	5			245.791				34.22	7			60.543			
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	PBX	34.85	54			71.411				119.48	73			242.734			
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	PBX	4.67	216	0.19	3	19.037	11.04735	0.4045	YES	6.21	172	4.24	4	30.407	15.37952	0.1280	YES
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	PBX	193.91	19			295.827				166.22	17	0.02	1	231.184	237.88673	0.6967	YES
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	PBX	34.44	62	61.59	2	114.622	62.49082	-0.5718	YES	43.72	63			207.617			
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Centrex	11.28	747			39.472				6.77	792			25.838			
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Centrex	2.13	1,795	0.77	1	19.106	19.20175	0.0710	YES	3.04	1,486			17.400			
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	Centrex	10.34	30			28.205				43.55	63			96.190			
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	Centrex	2.59	54			13.113				0.88	156			1.485			
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	ISDN	83.68	759			212.803				43.73	1,761			166.013			
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN	6.47	1,365			44.169				4.72	1,151			26.905			
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	ISDN	201.17	119			319.884				201.09	160			378.527			
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	ISDN	74.67	81			231.153				99.44	85			208.110			
		Average Completion Notice Interval - Non-Mechanized																	
A.2.16.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	Diagnostic			15.24	59				Diagnostic			16.15	108				Diagnostic
A.2.16.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			3.41	893				Diagnostic			8.22	799				Diagnostic
A.2.16.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	Diagnostic			9.13	2				Diagnostic			19.25	1				Diagnostic
A.2.16.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.16.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)	Diagnostic			20.05	87				Diagnostic			19.02	89				Diagnostic
A.2.16.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			12.42	291				Diagnostic			14.24	374				Diagnostic
A.2.16.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	Diagnostic			13.48	3				Diagnostic			28.21	6				Diagnostic
A.2.16.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic			17.83	1				Diagnostic
A.2.16.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	Diagnostic			36.38	26				Diagnostic			49.93	32				Diagnostic
A.2.16.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			39.01	52				Diagnostic			31.94	19				Diagnostic
A.2.16.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.16.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.16.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	Diagnostic			18.70	1				Diagnostic			34.13	2				Diagnostic
A.2.16.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			0.72	1				Diagnostic			23.06	5				Diagnostic
A.2.16.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.16.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			6.90	3				Diagnostic			30.04	2				Diagnostic
A.2.16.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.16.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			3.91	4				Diagnostic			29.25	7				Diagnostic
A.2.16.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	Diagnostic								Diagnostic								Diagnostic
A.2.16.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			49.09	4				Diagnostic			19.33	2				Diagnostic
A.2.16.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	Diagnostic			44.47	3				Diagnostic			87.98	3				Diagnostic
A.2.16.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	Diagnostic			46.50	12				Diagnostic			20.65	7				Diagnostic

BellSouth Monthly Performance Summary

Florida Permanent, 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
A.2.12.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL (%)	0.00%	1,204	0.00%	14		0.00000			0.00%	1,130	0.00%	12		0.00863	0.1026	YES	0.00%	1,319	0.00%	14	
A.2.12.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL (%)	6.45%	62							31.34%	67							1.89%	53			
A.2.12.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL (%)	0.00%	137	0.00%	3		0.00000		YES	0.00%	74	0.00%	11		0.00000		YES	0.00%	159	0.00%	3	
A.2.12.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL (%)	2.77%	687	0.00%	6		0.06724	0.4113	YES	3.11%	578	0.00%	7		0.06605	0.4715	YES	1.57%	508	16.67%	6	
A.2.12.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL (%)	0.38%	1,064	0.00%	12		0.01777	0.2115	YES	*1.14%*	*878*	*0.00%*	*8*		0.03769	0.3022	YES	0.74%	1,622	0.00%	18	
A.2.12.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL (%)	0.00%	5							0.00%	9							0.00%	2			
A.2.12.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL (%)	0.00%	93	0.00%	2		0.00000		YES	0.00%	67							0.00%	59			
		% Missed Installation Appointments Including Subs																					
A.2.13.1.1.1	P-3A	Residence/<10 circuits/Dispatch/FL (%)	6.93%	55,577	5.90%	2,181		0.00622	5.2096	YES	7.47%	49,757	5.16%	2,133		0.00581	3.0921	YES	5.98%	51,809	3.84%	2,667	
A.2.13.1.1.2	P-3A	Residence/<10 circuits/Non-Dispatch/FL (%)	0.02%	660,447	0.24%	45,861		0.00007	-31.0235	NO	0.03%	618,780	0.34%	45,037		0.00008	-39.7050	NO	0.10%	704,053	0.52%	52,204	
A.2.13.1.2.1	P-3A	Residence/>=10 circuits/Dispatch/FL (%)	7.52%	133	0.00%	2		0.16788	0.4002	YES	7.84%	102	14.29%	7		0.10504	-0.6133	YES	6.86%	102	0.00%	3	
A.2.13.1.2.2	P-3A	Residence/>=10 circuits/Non-Dispatch/FL (%)	0.00%	1																			
A.2.13.2.1.1	P-3A	Business/<10 circuits/Dispatch/FL (%)	7.93%	19,439	6.04%	530		0.01190	1.5926	YES	7.36%	17,701	4.99%	481		0.01206	1.9772	YES	3.34%	37,910	3.08%	503	
A.2.13.2.1.2	P-3A	Business/<10 circuits/Non-Dispatch/FL (%)	0.05%	73,017	0.21%	*2,799*		*0.00044*	*-3.6952*	*NO*	0.06%	67,447	0.80%	2,257		0.00053	-13.7735	NO	0.07%	54,588	0.70%	3,998	
A.2.13.2.2.1	P-3A	Business/>=10 circuits/Dispatch/FL (%)	9.70%	129	22.22%	18		0.07150	-1.7387	NO	10.68%	412	25.00%	16		0.07870	-1.8197	NO	10.34%	*445*	*9.09%*	*11*	
A.2.13.2.2.2	P-3A	Business/>=10 circuits/Non-Dispatch/FL (%)	0.00%	8	0.00%	1		0.00000		YES	0.00%	29	0.00%	2		0.00000		YES	0.00%	15	0.00%	4	
A.2.13.3.1.1	P-3A	Design (Specials)/<10 circuits/Dispatch/FL (%)	3.88%	4,140	7.50%	40		0.02978	-1.2935	YES	2.78%	4,064	0.00%	23		0.03423	0.8061	YES	3.16%	3,928	0.00%	18	
A.2.13.3.1.2	P-3A	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	6.71%	701	0.00%	55		0.01176	0.8053	YES	1.32%	606	6.25%	16		0.02891	-1.7053	NO	1.29%	851	0.00%	15	
A.2.13.3.2.1	P-3A	Design (Specials)/>=10 circuits/Dispatch/FL (%)	0.00%	1							0.00%	186							0.00%	39			
A.2.13.3.2.2	P-3A	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	0.00%	1							0.00%	1							0.00%	1			
A.2.13.4.1.1	P-3A	PBX/<10 circuits/Dispatch/FL (%)	8.11%	185							8.11%	111	0.00%	1		0.27419	0.2657	YES	5.15%	130	0.00%	3	
A.2.13.4.1.2	P-3A	PBX/<10 circuits/Non-Dispatch/FL (%)	0.45%	222	0.00%	15		0.01641	0.2745	YES	1.36%	221	0.00%	10		0.03741	0.3628	YES	1.02%	295	0.00%	22	
A.2.13.4.2.1	P-3A	PBX/>=10 circuits/Dispatch/FL (%)	*25.00%*	*4*							0.00%	14							0.00%	21			
A.2.13.4.2.2	P-3A	PBX/>=10 circuits/Non-Dispatch/FL (%)	0.00%	30	0.00%	1		0.00000		YES	0.00%	15							0.00%	45	0.00%	2	
A.2.13.5.1.1	P-3A	Centrex/<10 circuits/Dispatch/FL (%)	7.59%	870							11.76%	757							10.06%	825	0.00%	1	
A.2.13.5.1.2	P-3A	Centrex/<10 circuits/Non-Dispatch/FL (%)	0.00%	1,363	0.00%	17		0.00000		YES	0.09%	1,140	0.00%	12		0.00859	0.1021	YES	0.00%	1,335	0.00%	14	
A.2.13.5.2.1	P-3A	Centrex/>=10 circuits/Dispatch/FL (%)	14.81%	108							34.78%	138							12.05%	83			
A.2.13.5.2.2	P-3A	Centrex/>=10 circuits/Non-Dispatch/FL (%)	0.00%	143	0.00%	4		0.00000		YES	0.00%	63	0.00%	11		0.00000		YES	0.00%	165	0.00%	4	
A.2.13.6.1.1	P-3A	ISDN/<10 circuits/Dispatch/FL (%)	5.83%	1,355	0.00%	7		0.05879	0.6566	YES	3.26%	1,003	0.00%	11		0.05406	0.6084	YES	5.42%	941	11.11%	9	
A.2.13.6.1.2	P-3A	ISDN/<10 circuits/Non-Dispatch/FL (%)	0.34%	1,175	0.00%	21		0.01262	0.2655	YES	1.04%	963	0.00%	12		0.02845	0.3527	YES	1.28%	1,722	0.00%	20	
A.2.13.6.2.1	P-3A	ISDN/>=10 circuits/Dispatch/FL (%)	0.00%	15							0.00%	18							0.00%	3			
A.2.13.6.2.2	P-3A	ISDN/>=10 circuits/Non-Dispatch/FL (%)	0.00%	111	0.00%	4		0.00000		YES	0.00%	138							0.00%	86			
		% Proviisioning Troubles within 30 Days																					
A.2.14.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL (%)	10.73%	42,350	8.79%	1,820		0.00741	2.6193	YES	10.74%	44,897	8.24%	2,305		0.00661	3.7704	YES	8.84%	45,262	6.33%	2,484	
A.2.14.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL (%)	3.71%	616,028	4.10%	44,620		0.00093	-4.1794	NO	3.19%	700,346	3.64%	51,529		0.00090	-4.4463	NO	3.18%	661,747	3.73%	56,111	
A.2.14.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL (%)	17.44%	86	0.00%	5		0.17457	0.9991	YES	11.49%	87	0.00%	3		0.18730	0.6137	YES	11.22%	98	20.00%	5	
A.2.14.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL (%)																	0.00%	2			
A.2.14.2.1.1	P-9	Business/<10 circuits/Dispatch/FL (%)	12.77%	13,781	14.58%	364		0.01772	-1.0095	YES	12.82%	33,604	10.45%	402		0.01678	1.4159	YES	11.02%	40,527	12.35%	340	
A.2.14.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL (%)	8.40%	56,746	6.87%	2,198		0.00035	4.1298	YES	8.10%	53,772	4.79%	3,902		0.00452	7.3204	YES	6.66%	47,902	5.70%	3,227	
A.2.14.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL (%)	21.71%	261	20.00%	10		0.13267	0.1288	YES	24.32%	296	0.00%	8		0.14517	1.6756	YES	25.86%	263	23.08%	13	
A.2.14.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL (%)	4.76%	21	50.00%	2		0.15759	-2.6706	NO	8.33%	12	0.00%	3		0.17841	0.4671	YES	5.56%	18	50.00%	4	
A.2.14.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL (%)	5.77%	2,339	6.25%	16		0.05850	-0.0818	YES	5.30%	2,340	0.00%	15		0.05803	0.9132	YES	6.80%	2,589	0.00%	17	
A.2.14.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	3.83%	496	0.00%	13		0.05254	0.6907	YES	*5.19%*	*713*	*13.33%*	*15*		0.05787	-1.4073	YES	5.48%	568	1.21%	165	
A.2.14.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL (%)	0.00%	82							0.00%	16							0.00%	18			
A.2.14.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	0.00%	1							0.00%	1							0.00%	8			
A.2.14.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL (%)	1.47%	68	100.00%	1		0.12125	-8.1258	NO	4.17%	72	0.00%	3		0.11776	0.3539	YES	7.14%	84	0.00%	3	
A.2.14.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL (%)	3.31%	181	11.11%	9		0.06114	-1.2751	YES	3.29%	243	0.00%	19		0.04251	0.7745	YES	2.03%	197	0.00%	29	
A.2.14.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL (%)	0.00%	5							0.00%	6							0.00%	3			
A.2.14.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL (%)	7.69%	13							2.33%	43	0.00%	2		0.10902	0.2133	YES	4.26%	47	0.00%	6	
A.2.14.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL (%)	10.57%	530							8.49%	848	0.00%	1		0.27861	0.3043	YES	11.06%	706	0.00%	1	
A.2.14.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL (%)	9.38%	1,130	8.33%	12		0.08461	0.1238	YES	8.04%	1,319	14.29%	14		0.07304	-0.8556	YES	8.18%	1,320	3.70%	27	
A.2.14.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL (%)	22.39%	67							*20.75%*	53							21.13%	71			
A.2.14.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL (%)	14.86%	74	0.00%	11		0.11406	0.5023	YES	18.24%	158	33.33%	3		0.22505	-0.6707	YES	10.00%	*100*	*0.00%*	*2*	
A.2.14.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL (%)	6.57%	578	0.00%	7		0.06424	0.5976	YES	6.50%	508	33.33%	6		0.10121	-2.6517	NO	7.28%	618	0.00%	3	
A.2.14.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL (%)	0.91%	878	0.00%	8		0.03375	0.2700	YES	0.74%	1,622	5.56%	18		0.02031	-2.3711	NO	0.82%	1,300	0.00%	21	
A.2.14.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL (%)	0.00%	9							0.00%	2							0.00%	9			
A.2.14.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL (%)	0.00%	67							1.89%	58							0.00%	68	0.00%	2	
		Average Completion Notice Interval - Mechanized																					
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	6.97	45,843	0.46	1,733	27.001	0.66074	9.8122	YES	3.97	41,999	1.26	1,711	17.747	0.43770	6.1986	YES	4.11	44,827	0.51	2,202	17.864
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	1.27	845,983	0.76	44,556	8.858	0.04338	11.2847	YES	1.10	814,923	0.86	43,535	5.731	0.02842	8.5037	YES	0.94	698,754	0.79	50,357	4.487
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	*4.42*	*108*	*1.75*	*2*	17.648	12.50406	0.2117	YES	2.57	84	2.03	5	6.635	3.05447	0.1774	YES	3.51	87	0.27	3	14.439
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)	0.33	1			0.000																
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)	5.18	14,624	0.43	330	24.744	1.37721	3.4526	YES	5.32	13,559	0.76	272	22.330	1.36745	3.3350	YES	3.00	33,492	1.07	315	17.914
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	1.87	72,017	0.83	2,416	11.806	0.24006	3.5181	YES	2.54	66,379	0.91	1,831	13.550	0.32099	5.1042	YES	3.36	53,473	0.78	3,220	21.811
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	7.39	264	0.43	6	37.062	15.30138	0.4549	YES	16.62	279	4.07	6	73.305	30.24680	0.4149	YES	10.13	293	0.40	5	45.806
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	0.76	8			0.982				2.60	21	0.02	1	6.441	6.50261	0.3922	YES	14.07	12	0.02	1	27.580
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)	215.29	2,365			430.981				182.56	2,247			388.982				143.17	2,302			313.342
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)	12.58	598			94.071				11.98	494			102.610				13.26	711	0.48	1	84.837
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)	0.15	1			0.000				57.87	82			90.556				143.65	18			167.943
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)	1.10	1			0.000				1.07	1			0.000				0.50	1			0.000
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	133.02	102			302.351				*65.89*	*56*			139.305				96.36	72	41.56	1	230.553
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	23.61	184	1.02	6	104.065	43.17962	0.5232	YES	11.67	178	0.35	6	43.496	19.72341	0.6740	YES	7.57	242	0.08	3	27.527
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)	0.03	2			0.012				2.81	5			4.126				1.03	6			1.112
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)	4.58	30			22.112				0.76	13			0.424				3.60	42			16.943
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)	9.72	651			40.087				7.27	519			25.021				10.97	645			35.880
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	2.45	1,203	0.02	2	13.890	9.83006	0.2474	YES	4.71	1,127			23.906				3.85	1,319	0.51	5	19.122
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)	21.91	61			51.394				18.14	67			28.898				5.47	53			20.269
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)	0.85	135			0.545				2.91	74	0.02	1	10.629	10.70062	0.2146	YES	2.57	159			11.948
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)	182.70	854			460.990				176.48	548			800.574				175.43	497			483.114
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	5.80	1,047	*0.52*	*9*	*36.248*	12.13384	0.4349	YES	8.83	871	0.55	1	41.501	41.61529	0.1989	YES	4.93	1,618	0.02	1	25.810
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	93.70	5			181.990				151.43	9			*256.464*				*0.02*	*2*			0.000
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	1.80	93			6.708				0.70	67			0.689				2.03	59			6.153
		Average Completion Notice Interval - Non-Mechanized																					
A.2.16.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)			10.63	108				Diagnostic			14.63	100				Diagnostic			14.20	104	
A.2.16.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)			7.82	883				Diagnostic			5.79	1,046				Diagnostic			10.30	1,133	
A.2.16.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.16.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic			19.66	87	
A.2.16.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)			22.07	61				Diagnostic			30.04	69				Diagnostic			16.06	564	
A.2.16.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)			12.53	323				Diagnostic			14.02	361				Diagnostic			10.68	4	
A.2.16.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)			36.93	4				Diagnostic			*8.26*	*4*				Diagnostic			18.94	2	
A.2.16.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)			0.03	1				Diagnostic			14.00	1				Diagnostic			51.18	15	
A.2.16.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL (hours)			192.70	27				Diagnostic			96.20	16				Diagnostic			36.03	34	
A.2.16.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL (hours)			37.43	51				Diagnostic			33.68	13				Diagnostic					
A.2.16.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.16.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic			62.00	2	
A.2.16.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)			33.58	7				Diagnostic			34.43	4				Diagnostic			36.18	18	
A.2.16.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.16.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)			14.00	1				Diagnostic								Diagnostic			14.00	2	
A.2.16.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic			14.57	1	
A.2.16.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)			25.36	12				Diagnostic			37.09	12				Diagnostic			34.04	9	
A.2.16.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.16.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)			12.89	3				Diagnostic			14.00	10				Diagnostic			9.34	3	
A.2.16.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)			66.19	6				Diagnostic			225.95	7				Diagnostic			102.47	6	
A.2.16.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)			22.25	3				Diagnostic			14.07	7				Diagnostic			46.39	18	
A.2.16.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)																					

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			Standard Error	Zscore	Equity
A.2.12.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.12.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL (%)			
A.2.12.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.12.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL (%)	0.05113	-2.9519	NO
A.2.12.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL (%)	0.02031	0.3643	YES
A.2.12.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL (%)			
A.2.12.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL (%)			
		% Missed Installation Appointments Including Subs			
A.2.13.1.1.1	P-3A	Residence/<10 circuits/Dispatch/FL (%)	0.00471	4.5116	YES
A.2.13.1.1.2	P-3A	Residence/<10 circuits/Non-Dispatch/FL (%)	0.00014	-29.4817	NO
A.2.13.1.2.1	P-3A	Residence/>=10 circuits/Dispatch/FL (%)	0.14510	0.4634	YES
A.2.13.1.2.2	P-3A	Residence/>=10 circuits/Non-Dispatch/FL (%)			
A.2.13.2.1.1	P-3A	Business/<10 circuits/Dispatch/FL (%)	0.00807	-0.7859	YES
A.2.13.2.1.2	P-3A	Business/<10 circuits/Non-Dispatch/FL (%)	0.00043	-14.5959	NO
A.2.13.2.2.1	P-3A	Business/>=10 circuits/Dispatch/FL (%)	0.09292	0.1341	YES
A.2.13.2.2.2	P-3A	Business/>=10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.13.3.1.1	P-3A	Design (Specialty)/<10 circuits/Dispatch/FL (%)	0.04380	0.7207	YES
A.2.13.3.1.2	P-3A	Design (Specialty)/<10 circuits/Non-Dispatch/FL (%)	0.02942	0.4393	YES
A.2.13.3.2.1	P-3A	Design (Specialty)/>=10 circuits/Dispatch/FL (%)			
A.2.13.3.2.2	P-3A	Design (Specialty)/>=10 circuits/Non-Dispatch/FL (%)			
A.2.13.4.1.1	P-3A	PBX/<10 circuits/Dispatch/FL (%)	0.14034	0.4385	YES
A.2.13.4.1.2	P-3A	PBX/<10 circuits/Non-Dispatch/FL (%)	0.02217	0.4586	YES
A.2.13.4.2.1	P-3A	PBX/>=10 circuits/Dispatch/FL (%)			
A.2.13.4.2.2	P-3A	PBX/>=10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.13.5.1.1	P-3A	Centrex/<10 circuits/Dispatch/FL (%)	0.30099	0.3343	YES
A.2.13.5.1.2	P-3A	Centrex/<10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.13.5.2.1	P-3A	Centrex/>=10 circuits/Dispatch/FL (%)			
A.2.13.5.2.2	P-3A	Centrex/>=10 circuits/Non-Dispatch/FL (%)	0.00000		YES
A.2.13.6.1.1	P-3A	ISDN/<10 circuits/Dispatch/FL (%)	0.07583	-0.7505	YES
A.2.13.6.1.2	P-3A	ISDN/<10 circuits/Non-Dispatch/FL (%)	0.02526	0.5056	YES
A.2.13.6.2.1	P-3A	ISDN/>=10 circuits/Dispatch/FL (%)			
A.2.13.6.2.2	P-3A	ISDN/>=10 circuits/Non-Dispatch/FL (%)			
		% Provisioning Troubles within 30 Days			
A.2.14.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL (%)	0.00616	5.7014	YES
A.2.14.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL (%)	0.00077	-7.1020	NO
A.2.14.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL (%)	0.14473	-0.0063	YES
A.2.14.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL (%)			
A.2.14.2.1.1	P-9	Business/<10 circuits/Dispatch/FL (%)	0.01706	-0.7802	YES
A.2.14.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL (%)	0.00453	2.1116	YES
A.2.14.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL (%)	0.12440	0.2234	YES
A.2.14.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL (%)	0.12662	-3.5101	NO
A.2.14.3.1.1	P-9	Design (Specialty)/<10 circuits/Dispatch/FL (%)	0.06044	1.0029	YES
A.2.14.3.1.2	P-9	Design (Specialty)/<10 circuits/Non-Dispatch/FL (%)	0.02009	2.1134	YES
A.2.14.3.2.1	P-9	Design (Specialty)/>=10 circuits/Dispatch/FL (%)			
A.2.14.3.2.2	P-9	Design (Specialty)/>=10 circuits/Non-Dispatch/FL (%)			
A.2.14.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL (%)	0.15132	0.4720	YES
A.2.14.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL (%)	0.02805	0.7238	YES
A.2.14.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL (%)			
A.2.14.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL (%)	0.56751	0.4853	YES
A.2.14.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL (%)	0.31377	0.3523	YES
A.2.14.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL (%)	0.05326	0.8404	YES
A.2.14.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL (%)			
A.2.14.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL (%)	0.21424	0.4668	YES
A.2.14.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL (%)	0.15038	0.4842	YES
A.2.14.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL (%)	0.01720	0.3577	YES
A.2.14.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL (%)			
A.2.14.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL (%)	0.00000		YES
		Average Completion Notice Interval - Mechanized			
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	0.38062	9.2199	YES
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)	0.02070	7.5887	YES
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)	6.47874	0.3619	YES
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)			
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)	1.01407	1.9020	YES
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)	0.39214	6.5421	YES
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)	20.56865	0.4732	YES
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)	25.70647	0.4894	YES
A.2.15.3.1.1	P-5	Design (Specialty)/<10 circuits/Dispatch/FL (hours)			
A.2.15.3.1.2	P-5	Design (Specialty)/<10 circuits/Non-Dispatch/FL (hours)	84.89692	0.1505	YES
A.2.15.3.2.1	P-5	Design (Specialty)/>=10 circuits/Dispatch/FL (hours)			
A.2.15.3.2.2	P-5	Design (Specialty)/>=10 circuits/Non-Dispatch/FL (hours)			
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)	232.14818	0.2361	YES
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)	15.99105	0.4665	YES
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)			
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)			
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)			
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)	8.56800	0.3557	YES
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)			
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)			
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)			
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)	25.81835	0.1903	YES
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)			
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)			
		Average Completion Notice Interval - Non-Mechanized			
A.2.16.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL (hours)	[redacted]		Diagnostic
A.2.16.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.2.1.1	P-5	Business/<10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.3.1.1	P-5	Design (Specialty)/<10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.3.1.2	P-5	Design (Specialty)/<10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.3.2.1	P-5	Design (Specialty)/>=10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.3.2.2	P-5	Design (Specialty)/>=10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL (hours)			Diagnostic
A.2.16.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL (hours)			Diagnostic

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Florida Permanent, 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.2.16.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)	Diagnostic			50.07	3				Diagnostic			0.02	1				Diagnostic
A.2.16.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)	Diagnostic			14.00	2				Diagnostic			23.25	1				Diagnostic
		Total Service Order Cycle Time - Mechanized																	
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.99	648				Diagnostic			3.98	977				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.64	18,425				Diagnostic			0.76	24,167				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4.07	2				Diagnostic			3.02	1				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.67	84				Diagnostic			3.56	93				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.94	379				Diagnostic			1.02	566				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic			2.93	1				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized																	
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.37	78				Diagnostic			3.57	184				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.03	2,319				Diagnostic			1.25	5,548				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic			4.36	2				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.81	24				Diagnostic			3.29	47				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			2.01	300				Diagnostic			2.36	499				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			5.33	1				Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic			1.76	1				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized																	
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.89	22				Diagnostic			4.66	46				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.70	47				Diagnostic			1.07	131				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			7.85	1				Diagnostic			4.97	1				Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.56	19				Diagnostic			4.49	21				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.56	79				Diagnostic			1.24	135				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			1.80	1				Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic			4.59	14				Diagnostic			7.22	3				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			5.38	24				Diagnostic			4.28	7				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic			0.71	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic			3.34	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.22	3				Diagnostic			1.85	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.11	1				Diagnostic			17.70	1				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			5.73	1				Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			7.03	1				Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			4.20	4				Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic			8.78	1				Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			3.15	2				Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized																	
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.98	807				Diagnostic			3.98	901				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.88	8,263				Diagnostic			0.94	16,118				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic			4.10	1				Diagnostic			3.02	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic			3.88	83				Diagnostic			3.56	93				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.00	325				Diagnostic			1.07	525				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic			2.93	1				Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized																	
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic			3.41	72				Diagnostic			3.60	148				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0.99	2,034				Diagnostic			1.26	5,125				Diagnostic

BellSouth Monthly Performance Summary

Florida Permanent, 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
A.2.16.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)								Diagnostic								Diagnostic					
A.2.16.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)			14.00	2				Diagnostic								Diagnostic					
	Total Service Order Cycle Time - Mechanized																						
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			4.43	1,014				Diagnostic			3.90	989				Diagnostic			3.69	1,195	
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			0.84	31,950				Diagnostic			0.83	29,908				Diagnostic			0.66	33,634	
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			5.20	2				Diagnostic			4.26	3				Diagnostic			3.98	2	
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic			2.99	101	
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			3.81	102				Diagnostic			3.53	66				Diagnostic			1.10	1,065	
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			1.33	787				Diagnostic			1.11	611				Diagnostic			3.01	1	
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			4.09	3				Diagnostic								Diagnostic					
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
	Total Service Order Cycle Time - Partially Mechanized																						
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			4.27	194				Diagnostic			3.97	212				Diagnostic			3.51	228	
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			1.15	8,243				Diagnostic			1.37	8,630				Diagnostic			1.28	12,248	
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			3.26	46				Diagnostic			3.71	54	
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			3.59	79				Diagnostic			2.33	810				Diagnostic			2.43	1,220	
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			1.75	1,106				Diagnostic			8.06	2				Diagnostic			7.08	1	
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)								Diagnostic			7.39	1				Diagnostic			7.34	1	
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)								Diagnostic			7.09	1				Diagnostic					
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			1.33	1				Diagnostic								Diagnostic					
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
	Total Service Order Cycle Time - Non-Mechanized																						
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			4.19	48				Diagnostic			4.38	50				Diagnostic			3.27	51	
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			1.54	117				Diagnostic			1.93	136				Diagnostic			1.65	148	
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			5.42	24				Diagnostic			4.63	23	
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			6.09	19				Diagnostic			1.53	134				Diagnostic			2.22	181	
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			1.05	113				Diagnostic			14.25	1				Diagnostic					
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			4.18	1				Diagnostic								Diagnostic			9.44	2	
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			6.63	9				Diagnostic			1.87	2	
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			3.35	7				Diagnostic			5.42	2				Diagnostic			5.29	6	
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			3.36	21				Diagnostic								Diagnostic					
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)			0.33	1				Diagnostic			8.07	2				Diagnostic			3.67	8	
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic			2.15	1	
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic			11.24	1	
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)			3.05	2				Diagnostic			6.21	3				Diagnostic			4.45	4	
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic			2.24	1	
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)			10.52	3				Diagnostic								Diagnostic			12.76	4	
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			5.13	1				Diagnostic			3.97	1				Diagnostic			4.59	4	
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
	Total Service Order Cycle Time (offered) - Mechanized																						
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			4.43	941				Diagnostic			3.87	901				Diagnostic			3.66	1,080	
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			1.01	22,814				Diagnostic			1.04	20,193				Diagnostic			0.78	25,065	
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			5.20	2				Diagnostic			4.26	3				Diagnostic			3.98	2	
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic			2.99	101	
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			3.81	102				Diagnostic			3.56	65				Diagnostic			1.13	1,035	
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			1.39	721				Diagnostic			1.17	744				Diagnostic			3.01	1	
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			4.09	3				Diagnostic								Diagnostic					
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
	Total Service Order Cycle Time (offered) - Partially Mechanized																						
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			4.27	179				Diagnostic			4.04	195				Diagnostic			3.50	211	
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			1.16	7,757				Diagnostic			1.36	7,998				Diagnostic			1.28	11,029	

BellSouth Monthly Performance Summary

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			Standard Error	Zscore	Equity
A.2.16.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL (hours)			Diagnostic
A.2.16.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL (hours)			Diagnostic
	Total Service Order Cycle Time - Mechanized				
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
	Total Service Order Cycle Time - Partially Mechanized				
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
	Total Service Order Cycle Time - Non-Mechanized				
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized				
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized				
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			Diagnostic

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Florida Permanent, 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.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic			4.36	2				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/< 10 circuits/Dispatch/FL (days)	Diagnostic			3.62	22				Diagnostic			3.29	47				Diagnostic
A.2.22.2.1.2	P-10	Business/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.99	271				Diagnostic			2.36	444				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/< 10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/< 10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/< 10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/< 10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized																	
A.2.23.1.1.1	P-10	Residence/< 10 circuits/Dispatch/FL (days)	Diagnostic			4.06	19				Diagnostic			4.72	41				Diagnostic
A.2.23.1.1.2	P-10	Residence/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.65	42				Diagnostic			2.08	113				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic			4.97	1				Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/< 10 circuits/Dispatch/FL (days)	Diagnostic			3.56	19				Diagnostic			4.51	19				Diagnostic
A.2.23.2.1.2	P-10	Business/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic			1.60	71				Diagnostic			1.22	122				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic			1.80	1				Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/< 10 circuits/Dispatch/FL (days)	Diagnostic			4.56	13				Diagnostic			7.22	3				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic			5.57	23				Diagnostic			3.88	8				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/< 10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic			3.34	2				Diagnostic
A.2.23.4.1.2	P-10	PBX/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/< 10 circuits/Dispatch/FL (days)	Diagnostic			4.11	1				Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)	Diagnostic			5.73	1				Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic			7.03	1				Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/< 10 circuits/Dispatch/FL (days)	Diagnostic			1.01	1				Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/< 10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours																	
A.2.24.1.1	P-6	Residence/Dispatch/FL (%)	<= 5%			6.31%	999				NO			8.69%	1,496				NO
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL (%)	<= 5%			6.33%	20,766				NO			11.17%	32,391				NO
A.2.24.2.1	P-6	Business/Dispatch/FL (%)	<= 5%			10.12%	247				NO			7.96%	465				NO
A.2.24.2.2	P-6	Business/Non-Dispatch/FL (%)	<= 5%			8.78%	1,050				NO			6.85%	1,548				NO
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL (%)	<= 5%			4.55%	22				YES			15.79%	19				YES
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL (%)	<= 5%			0.00%	35				YES			0.00%	9				YES
A.2.24.4.1	P-6	PBX/Dispatch/FL (%)	<= 5%			0.00%	1				YES			0.00%	2				YES
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL (%)	<= 5%			42.86%	7				NO			11.11%	9				NO
A.2.24.5.1	P-6	Centrex/Dispatch/FL (%)	<= 5%																
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL (%)	<= 5%			12.50%	8				NO			75.00%	8				NO
A.2.24.6.1	P-6	ISDN/Dispatch/FL (%)	<= 5%			0.00%	5				YES			0.00%	1				YES
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL (%)	<= 5%			0.00%	9				YES								
		Service Order Accuracy																	
A.2.25.1.1.1	P-11	Residence/< 10 circuits/Dispatch/FL (%)	>= 95%			98.86%	350				YES			98.80%	500				YES
A.2.25.1.1.2	P-11	Residence/< 10 circuits/Non-Dispatch/FL (%)	>= 95%			98.56%	900				YES			99.00%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL (%)	>= 95%			88.89%	9				NO			93.33%	15				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL (%)	>= 95%																
A.2.25.2.1.1	P-11	Business/< 10 circuits/Dispatch/FL (%)	>= 95%			94.12%	170				NO			98.47%	170				YES
A.2.25.2.1.2	P-11	Business/< 10 circuits/Non-Dispatch/FL (%)	>= 95%			95.56%	180				YES			98.11%	190				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL (%)	>= 95%			87.50%	16				NO			81.25%	16				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			64.00%	25				NO			85.71%	21				NO
A.2.25.3.1.1	P-11	Design (Specials)/< 10 circuits/Dispatch/FL (%)	>= 95%			96.11%	36				NO			92.16%	51				NO
A.2.25.3.1.2	P-11	Design (Specials)/< 10 circuits/Non-Dispatch/FL (%)	>= 95%			97.44%	39				YES			90.41%	73				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)	>= 95%			80.00%	5				NO								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	>= 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/FL (%)	Res	9.66%	82,478	5.55%	2,089		0.00654	6.2704	YES	10.47%	99,577	5.50%	2,816		0.00585	8.4540	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL (%)	Res	1.04%	38,117	1.87%	536		0.00442	-1.8620	NO	0.77%	47,098	1.22%	823		0.00307	-1.4539	YES
A.3.1.2.1	M&R-1	Business/Dispatch/FL (%)	Bus	10.36%	15,576	11.39%	360		0.01525	-0.6326	YES	10.98%	18,830	11.17%	600		0.01297	-0.1463	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL (%)	Bus	1.93%	9,528	0.74%	136		0.01188	1.0062	YES	2.11%	9,062	5.37%	149		0.01186	-2.7506	NO
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL (%)	Design	1.81%	1,767	0.00%	25		0.02686	0.6743	YES	2.16%	2,364	0.00%	35		0.02474	0.6720	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL (%)	Design	0.21%	1,832	0.00%	16		0.01141	0.1814	YES	0.58%	2,074	0.00%	17		0.01847	0.3133	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL (%)	PBX	12.25%	351	25.00%	4		0.18487	-0.7733	YES	11.86%	354	0.00%	9		0.10616	1.0670	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL (%)	PBX	1.57%	256	0.00%	2		0.06821	0.1776	YES	3.84%	247	0.00%	1		0.16775	0.1941	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL (%)	Centrex	18.59%	1,547	0.00%	2		0.26081	0.6975	YES	15.28%	1,715	0.00%	3		0.20769	0.7349	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL (%)	Centrex	4.55%	880	0.00%	1		0.20642	0.2181	YES	4.92%	1,057	0.00%	1		0.21638	0.2274	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL (%)	ISDN	2.16%	278	0.00%	2		0.10312	0.2093	YES	4.45%	292	0.00%	4		0.10363	0.4288	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL (%)	ISDN	0.00%	348	0.00%	3		0.00000		YES	0.86%	350	0.00%	7		0.03519	0.2436	YES
		Customer Trouble Report Rate																	
A.3.2.1.1	M&R-2	Residence/Dispatch/FL (%)	Res	2.00%	4,113,930	2.03%	102,796		0.00045	-0.6113	YES	2.41%	4,131,029	2.96%	105,782		0.00046	-6.2047	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL (%)	Res	0.95%	4,113,930	0.52%	102,796		0.00031	13.9463	YES	1.14%	4,131,029	0.78%	105,782		0.00033	10.8907	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL (%)	Bus	1.36%	1,147,214	1.58%	22,729		0.00078	-2.8051	NO	1.62%	1,153,022	2.34%	25,806		0.00060	-9.0686	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL (%)	Bus	0.83%	1,147,214	0.60%	22,729		0.00061	3.8034	YES	0.86%	1,153,022	0.56%	25,806		0.00059	4.8020	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL (%)	Design	0.42%	425,465	0.97%	2,589		0.00127	-4.3318	NO	1.94%	121,676	1.39%	2,522		0.00280	1.9795	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL (%)	Design	0.45%	425,465	0.62%	2,589		0.00133	-1.2339	YES	1.70%	121,676	0.87%	2,522		0.00263	3.9233	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL (%)	PBX	0.20%	172,747	0.08%	4,844		0.00067	1.7463	YES	0.20%	175,917	0.24%	3,796		0.00074	-0.4873	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL (%)	PBX	0.15%	172,747	0.04%	4,844		0.00057	1.8299	YES	0.14%	175,917	0.03%	3,796		0.00061	1.8556	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL (%)	Centrex	0.86%	234,264	0.16%	1,269		0.00229	2.1980	YES	0.73%	234,927	0.55%	545		0.00366	0.4900	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL (%)	Centrex	0.38%	234,264	0.08%	1,269		0.00173	1.7207	YES	0.45%	234,927	0.18%	545		0.00288	0.9262	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL (%)	ISDN	0.10%	277,392	0.06%	3,243		0.00056	0.6864	YES	0.10%	284,560	0.12%	3,222		0.00057	-0.3795	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL (%)	ISDN	0.13%	277,392	0.09%	3,243		0.00063	0.6267	YES	0.12%	284,560	0.22%	3,222		0.00062	-1.5172	YES
		Maintenance Average Duration																	
A.3.3.1.1	M&R-3	Residence/Dispatch/FL (hours)	Res	23.18	82,478	17.79	2,089	27.573	0.61068	8.8186	YES	23.51	99,577	19.46	2,816	26.046	0.49771	8.0097	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL (hours)	Res	8.06	38,117	4.87	536	15.214	0.66163	5.1265	YES	7.69	47,098	4.46	823	14.926	0.49315	6.4990	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL (hours)	Bus	16.06	15,576	13.18	360	24.487	1.30542	2.2066	YES	16.93	18,830	13.13	600	21.979	0.91161	3.0736	YES

08/31/2002

BellSouth Monthly Performance Summary

Florida Permanent, 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
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			3.21	43				Diagnostic			3.73	46	
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			3.59	74				Diagnostic			2.24	527				Diagnostic			2.32	1,070	
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			1.75	1,093				Diagnostic			6.00	2				Diagnostic			7.09	1	
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)								Diagnostic			7.39	1				Diagnostic			7.34	1	
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)								Diagnostic			7.09	1				Diagnostic					
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			1.33	1				Diagnostic								Diagnostic					
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
		Total Service Order Cycle Time (offered) - Non-Mechanized																					
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			4.24	48				Diagnostic			4.39	44				Diagnostic			3.29	49	
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			1.40	97				Diagnostic			1.92	114				Diagnostic			1.67	121	
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			5.66	21				Diagnostic			4.71	21	
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			8.14	18				Diagnostic			1.55	113				Diagnostic			2.30	160	
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			1.72	104				Diagnostic			14.25	1				Diagnostic					
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			4.18	1				Diagnostic								Diagnostic			9.44	2	
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic			6.21	3				Diagnostic			1.67	2	
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			3.35	7				Diagnostic			6.42	2				Diagnostic			6.29	6	
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			3.86	15				Diagnostic								Diagnostic					
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)								Diagnostic			6.07	2				Diagnostic			4.90	4	
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)			0.33	1				Diagnostic								Diagnostic					
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic			11.24	1	
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)								Diagnostic			9.15	2				Diagnostic			4.22	3	
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)			3.05	2				Diagnostic								Diagnostic					
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic			2.24	1	
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic			12.26	4	
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			10.52	3				Diagnostic			3.97	1				Diagnostic			4.59	4	
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			5.13	1				Diagnostic								Diagnostic					
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic								Diagnostic					
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic								Diagnostic					
		% Completions w/o Notice or < 24 hours																					
A.2.24.1.1	P-6	Residence/Dispatch/FL (%)			10.18%	1,631				NO			11.52%	1,614				NO			9.51%	2,050	
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL (%)			18.64%	42,939				NO			18.68%	42,243				NO			19.69%	49,331	
A.2.24.2.1	P-6	Business/Dispatch/FL (%)			10.91%	330				NO			16.37%	281				NO			11.11%	306	
A.2.24.2.2	P-6	Business/Non-Dispatch/FL (%)			11.73%	2,336				NO			17.53%	1,968				NO			13.50%	3,456	
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL (%)			11.11%	18				NO			7.69%	13				YES			10.00%	10	
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL (%)			3.70%	27				YES			0.00%	3				YES			0.00%	8	
A.2.24.4.1	P-6	PBX/Dispatch/FL (%)											0.00%	1				YES			0.00%	3	
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL (%)			0.00%	10				YES			50.00%	6				NO			14.29%	14	
A.2.24.5.1	P-6	Centrex/Dispatch/FL (%)																			0.00%	1	
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL (%)			0.00%	8				YES			0.00%	22				YES			0.00%	11	
A.2.24.6.1	P-6	ISDN/Dispatch/FL (%)			0.00%	3				YES			0.00%	3				YES			0.00%	5	
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL (%)			0.00%	2				YES			0.00%	3				YES			11.76%	17	
		Service Order Accuracy																					
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL (%)			99.09%	220				YES			98.86%	525				YES			90.77%	195	
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL (%)			97.67%	900				YES			96.56%	900				YES			98.82%	170	
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL (%)			100.00%	14				YES			100.00%	6				YES			100.00%	14	
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL (%)																					
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL (%)			93.33%	180				NO			94.44%	180				NO			88.82%	170	
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL (%)			96.47%	170				YES			97.22%	180				YES			96.11%	180	
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL (%)			100.00%	13				YES			76.92%	13				NO			77.78%	18	
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL (%)			83.64%	22				NO			91.89%	37				NO			92.59%	27	
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)			81.67%	60				NO			96.47%	85				YES			80.49%	41	
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)			96.61%	59				YES			91.36%	81				NO			81.43%	140	
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)			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/FL (%)			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/FL (%)	12.06%	108,137	5.54%	2,726		0.00631	10.3302	YES	10.47%	91,520	5.85%	2,972		0.00571	8.0830	YES	6.85%	76,736	4.68%	2,609	
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL (%)	0.82%	50,834	1.14%	880		0.00306	-1.0382	YES	0.91%	45,429	1.04%	965		0.00308	-0.4193	YES	0.82%	42,398	1.14%	1,138	
A.3.1.2.1	M&R-1	Business/Dispatch/FL (%)	10.30%	19,663	12.18%	542		0.01324	-1.4156	YES	10.38%	16,741	10.16%	502		0.01381	0.1566	YES	7.73%	15,423	8.46%	554	
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL (%)	1.82%	10,963	2.36%	254		0.00849	-0.6378	YES	2.24%	9,437	2.23%	224		0.01000	0.0037	YES	4.92%	11,801	1.18%	344	
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL (%)	1.76%	2,667	0.00%	42		0.02046	0.8813	YES	1.19%	2,180	6.67%	30		0.01996	-2.7431	NO	1.77%	2,032	0.00%	35	
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL (%)	0.59%	2,353	0.00%	34		0.01328	0.4479	YES	0.53%	2,109	0.00%	33		0.01008	0.3289	YES	0.37%	2,734	0.00%	38	
A.3.1.4.1	M&R-1	PBX/Dispatch/FL (%)	16.76%	304	7.69%	13		0.11010	1.0672	YES	17.43%	436	2.50%	40		0.06268	2.3823	YES	13.37%	404	9.09%	11	
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL (%)	1.17%	343	0.00%	2		0.07613	0.1512	YES	0.96%	312	0.00%	19		0.02306	0.4170	YES	1.48%	342	0.00%	28	
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL (%)	14.80%	1,872	36.36%	11		0.10769	-1.9937	NO	12.86%	1,376	75.00%	4		0.18764	-3.7065	NO	12.04%	1,179	0.00%	10	
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL (%)	3.73%	885	0.00%	4		0.06495	0.3927	YES	4.01%	922	0.00%	4		0.09634	0.4061	YES	4.88%	1,203	0.00%	4	
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL (%)	3.59%	335	0.00%	3		0.10778	0.3324	YES	4.48%	290	0.00%	4		0.10417	0.4303	YES	5.28%	303	0.00%	3	
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL (%)	1.72%	465	0.00%	8		0.05343	0.3220	YES	0.00%	351	0.00%	2		0.00000		YES	0.72%	417	0.00%	8	
		Customer Trouble Report Rate																					
A.3.2.1.1	M&R-2	Residence/Dispatch/FL (%)	2.80%	4,158,389	2.88%	102,658		0.00051	-1.1171	YES	2.18%	4,201,936	3.13%	94,966		0.00048	-19.0474	NO	1.61%	4,243,633	2.06%	126,901	
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL (%)	1.22%	4,158,389	0.98%	102,658		0.00035	10.4557	YES	1.06%	4,201,936	1.02%	94,966		0.00034	1.9027	YES	1.00%	4,243,633	0.90%	126,901	
A.3.2.2.1	M&R-2	Business/Dispatch/FL (%)	1.70%	1,159,218	2.01%	26,902		0.00060	-3.9417	NO	1.43%	1,189,541	1.70%	29,580		0.00070	-3.7718	NO	1.31%	1,176,140	1.59%	34,879	
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL (%)	0.95%	1,159,218	0.94%	26,902		0.00060	0.0647	YES	0.81%	1,189,541	0.76%	29,580		0.00053	0.9384	YES	1.00%	1,176,140	0.89%	34,879	
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL (%)	1.90%	140,149	1.52%	2,798		0.00265	1.4564	YES	1.54%	141,726	1.03%	2,924		0.00232	2.2104	YES	1.42%	142,726	1.18%	2,955	
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL (%)	1.69%	140,149	1.23%	2,798		0.00249	1.8118	YES	1.49%	141,726	1.13%	2,924		0.00228	1.5774	YES	1.92%	142,726	1.20%	2,955	
A.3.2.4.1	M&R-2	PBX/Dispatch/FL (%)	0.22%	181,978	0.33%	3,918		0.00075	-1.5344	YES	0.24%	185,075	1.00%	3,989		0.00078	-9.0771	NO	0.22%	187,606	0.24%	4,645	
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL (%)	0.19%	181,878	0.05%	3,918		0.00070	1.9806	YES	0.17%	185,075	0.46%	3,989		0.00098	-4.6835	NO	0.18%	187,606	0.50%	4,645	
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL (%)	0.71%	234,773	1.66%	664		0.00328	-2.8798	NO	0.59%	234,807	0.41%	985		0.00244	0.7353	YES	0.50%	234,440	1.16%	862	
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL (%)	0.38%	234,773	0.60%	664		0.00239	-0.9449	YES	0.30%	234,807	0.41%	985		0.00200	-0.0679	YES	0.51%	234,440	0.46%	862	
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL (%)	0.06%	395,044	0.09%	3,207		0.00052	-0.1894	YES	0.07%	398,709	0.12%	3,356		0.00047	-0.9943	YES	0.08%	401,522	0.08%	3,662	
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL (%)	0.12%	395,044	0.19%	3,207		0.00061	-1.1406	YES	0.09%	398,709	0.06%	3,356		0.00051	0.5525	YES	0.10%	401,522	0.22%	3,662	
		Maintenance Average Duration																					
A.3.3.1.1	M&R-3	Residence/Dispatch/FL (hours)	26.66	108,137	22.53	2,729	30.824	0.59367	10.3200	YES	22.03	91,520	19.11	2,972	23.833	0.44421	6.5909	YES	16.13	76,736	14.45	2,609	20.316
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL (hours)	9.76	50,834	8.45	880	16.822	0.58515	5.8861	YES	7.81	45,429	5.22	965	12.781	0.41513	6.2369	YES	8.17	42,398	4.37	1,138	12.459
A.3.3.2.1	M&R-3	Business/Dispatch/FL (hours)	19.27	19,663	15.61	542	23.948	1.04271	3.5192	YES	15.97	16,741	15.23	502	19.669	0.88732	0.8410	YES	12.32	15,423	10.50	554	17.570

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Standard Error	Zscore	Equity
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized			
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL (days)			Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL (days)			Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL (days)			Diagnostic
		% Completions w/o Notice or < 24 Hours			
A.2.24.1.1	P-6	Residence/Dispatch/FL (%)			NO
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL (%)			NO
A.2.24.2.1	P-6	Business/Dispatch/FL (%)			NO
A.2.24.2.2	P-6	Business/Non-Dispatch/FL (%)			NO
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL (%)			YES
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL (%)			YES
A.2.24.4.1	P-6	PBX/Dispatch/FL (%)			NO
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL (%)			YES
A.2.24.5.1	P-6	Centrex/Dispatch/FL (%)			YES
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL (%)			YES
A.2.24.6.1	P-6	ISDN/Dispatch/FL (%)			NO
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL (%)			NO
		Service Order Accuracy			
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL (%)			NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL (%)			YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL (%)			YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL (%)			
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL (%)			NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL (%)			YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL (%)			NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL (%)			NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)			NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)			NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)			YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)			NO
		Resale - Maintenance and Repair			
		Missed Repair Appointments			
A.3.1.1.1	M&R-1	Residence/Dispatch/FL (%)	0.00503	4.3264	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL (%)	0.00256	-0.7944	YES
A.3.1.2.1	M&R-1	Business/Dispatch/FL (%)	0.01155	-0.6538	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL (%)	0.01183	3.1778	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL (%)	0.02249	0.7878	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL (%)	0.00986	0.3709	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL (%)	0.10399	0.4111	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL (%)	0.02399	0.6197	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL (%)	0.10336	1.1653	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL (%)	0.10651	0.4412	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL (%)	0.12976	0.4068	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL (%)	0.03017	0.2386	YES
		Customer Trouble Report Rate			
A.3.2.1.1	M&R-2	Residence/Dispatch/FL (%)	0.00036	-8.4652	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL (%)	0.00028	3.5938	YES
A.3.2.2.1	M&R-2	Business/Dispatch/FL (%)	0.00062	-4.4525	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL (%)	0.00054	0.3142	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL (%)	0.00222	1.0789	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL (%)	0.00257	2.4478	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL (%)	0.00069	-0.3115	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL (%)	0.00063	-6.6307	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL (%)	0.00242	-2.7168	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL (%)	0.00244	0.2009	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL (%)	0.00046	-0.1417	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL (%)	0.00053	-2.1423	NO
		Maintenance Average Duration			
A.3.3.1.1	M&R-3	Residence/Dispatch/FL (hours)	0.40444	4.1548	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL (hours)	0.37424	2.1557	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL (hours)	0.76411	2.3794	YES

BellSouth Monthly Performance Summary

Florida Permanent, 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.3.3.2.2	M&R-3	Business/Non-Dispatch/FL (hours)	Bus	4.52	9,528	3.07	136	18.070	1.56047	0.9262	YES	5.38	9,062	10.35	149	26.533	2.35490	-2.1089	NO
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL (hours)	Design	5.04	1,787	5.64	25	6.038	1.21608	-0.4697	YES	8.87	2,384	3.85	35	42.062	7.16564	0.3945	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL (hours)	Design	2.05	1,932	2.19	18	4.920	1.23509	-0.1078	YES	12.21	2,074	3.39	17	238.326	56.03895	0.1520	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL (hours)	PBX	13.05	351	8.73	4	19.019	9.56332	0.4525	YES	13.28	354	10.89	8	16.136	5.44730	0.4741	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL (hours)	PBX	3.22	255	5.17	2	7.907	5.61283	-0.3465	YES	31.87	247	1.18	1	434.945	435.82472	0.0700	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL (hours)	Centrex	19.71	1,547	2.50	2	27.320	19.33076	0.8905	YES	19.00	1,715	17.33	3	24.878	14.37589	0.1156	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL (hours)	Centrex	5.01	880	5.00	1	23.190	23.18283	0.0004	YES	4.50	1,057	1.00	1	11.274	11.27658	0.3102	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL (hours)	ISDN	9.72	278	5.68	2	6.503	4.25991	0.0082	YES	6.44	292	3.53	4	9.304	4.88375	0.8195	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL (hours)	ISDN	1.77	348	1.70	3	2.436	1.41219	0.0491	YES	2.50	350	2.98	7	6.532	2.49327	-0.1943	YES
		% Repeat Troubles within 30 Days																	
A.3.4.1.1	M&R-4	Residence/Dispatch/FL (%)	Res	17.39%	82,476	11.73%	2,069		0.00840	6.7403	YES	17.33%	99,577	11.15%	2,816		0.00723	8.5391	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL (%)	Res	15.38%	36,117	12.13%	536		0.01569	2.0733	YES	15.57%	47,098	11.42%	823		0.01275	3.2536	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL (%)	Bus	14.35%	15,578	8.61%	360		0.01869	3.0722	YES	14.23%	16,630	26.00%	800		0.01449	-8.1229	NO
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL (%)	Bus	13.30%	9,528	9.56%	136		0.02932	1.2750	YES	13.21%	9,062	16.11%	149		0.02795	-1.0367	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL (%)	Design	20.94%	1,787	16.00%	25		0.08195	0.6027	YES	24.20%	2,384	14.29%	35		0.07293	1.3590	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL (%)	Design	15.63%	1,932	12.50%	18		0.09116	0.3435	YES	20.40%	2,074	11.76%	17		0.09513	0.8796	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL (%)	PBX	15.10%	351	0.00%	4		0.18904	0.8387	YES	14.12%	354	22.22%	9		0.11758	-0.6889	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL (%)	PBX	9.80%	255	0.00%	2		0.21108	0.4644	YES	6.58%	247	0.00%	1		0.25367	0.2713	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL (%)	Centrex	13.06%	1,547	0.00%	2		0.23840	0.5477	YES	17.32%	1,715	0.00%	3		0.21866	0.7920	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL (%)	Centrex	11.02%	880	0.00%	1		0.31335	0.3516	YES	15.52%	1,057	0.00%	1		0.36222	0.4283	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL (%)	ISDN	17.27%	278	0.00%	2		0.28821	0.6437	YES	15.75%	292	0.00%	4		0.18340	0.8590	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL (%)	ISDN	9.48%	348	0.00%	3		0.16988	0.5582	YES	11.71%	350	28.57%	7		0.12276	-1.3732	YES
		Out of Service > 24 hours																	
A.3.5.1.1	M&R-5	Residence/Dispatch/FL (%)	Res	22.35%	54,867	17.04%	1,506		0.01058	5.0160	YES	24.36%	67,007	19.83%	2,164		0.00933	4.8806	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL (%)	Res	10.92%	10,755	3.96%	227		0.02062	3.3264	YES	9.32%	13,999	3.81%	332		0.01614	3.5353	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL (%)	Bus	14.43%	9,986	15.21%	263		0.02196	-0.3548	YES	14.07%	12,203	8.02%	474		0.01828	3.7187	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL (%)	Bus	3.48%	3,823	1.30%	77		0.02109	1.0337	YES	4.09%	3,983	1.19%	84		0.02184	1.3285	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL (%)	Design	1.81%	1,787	0.00%	25		0.02686	0.6743	YES	2.16%	2,384	0.00%	35		0.02474	0.8720	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL (%)	Design	0.21%	1,932	0.00%	18		0.01141	0.1814	YES	0.58%	2,074	0.00%	17		0.01647	0.3133	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL (%)	PBX	10.04%	279	33.33%	3		0.17441	-1.3358	YES	8.76%	287	14.29%	7		0.11351	-0.3991	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL (%)	PBX	1.44%	209	0.00%	2		0.08451	0.1899	YES	3.96%	202	0.00%	1		0.19651	0.2026	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL (%)	Centrex	20.83%	984	0.00%	2		0.28746	0.7247	YES	19.27%	1,240	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL (%)	Centrex	5.32%	357	0.00%	1		0.22479	0.2368	YES	3.09%	485	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL (%)	ISDN	2.18%	278	0.00%	2		0.10317	0.2093	YES	4.45%	292	0.00%	4		0.10383	0.4288	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL (%)	ISDN	0.00%	348	0.00%	3		0.00000		YES	0.86%	350	0.00%	7		0.03518	0.2436	YES
		Resale - Billing																	
		Invoice Accuracy (Measured in dollars)																	
A.4.1	B-1	FL (%)	BST - State	98.02%	$498,982,677	98.59%	$7,177,836		0.00005	-109.5233	YES	94.48%	$503,478,661	99.04%	$8,143,252		0.00006	-639.4278	YES
		Invoice Accuracy (Measured in # of adjustments)																	
A.4.2	B-1	FL (%)	BST - State	91.07%	4,278,451	15.26%	360		0.01503	50.4132	NO	90.69%	4,313,698	-16.71%	359		0.01534	70.0317	NO
		Mean Time to Deliver Invoices - CRIS																	
A.4.3	B-2	FL (business days)	BST - Region	4.06	1	3.78	618				YES	3.28	1	2.98	599				YES
		% Billing Errors Corrected in X Days																	
A.4.4	B-10	FL (days)	Diagnostic			14.95%	404				Diagnostic			16.75%	364				Diagnostic

BellSouth Monthly Performance Summary

Florida Permanent, 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
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL (hours)	5.12	10,083	4.46	254	18.421	1.04221	0.6329	YES	4.65	9,437	5.11	224	11.157	0.75425	-0.6064	YES	5.37	11,801	2.54	344	14.988
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL (hours)	5.52	2,867	5.34	42	5.385	0.99296	0.1831	YES	5.61	2,160	6.01	30	32.674	6.00638	-0.0663	YES	5.82	2,032	3.60	35	31.697
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL (hours)	2.32	2,353	2.35	34	4.248	0.73383	-0.0373	YES	2.91	2,109	3.42	33	32.466	5.89598	-0.0883	YES	2.48	2,734	1.84	38	13.390
A.3.3.4.1	M&R-3	PBX/Dispatch/FL (hours)	18.43	394	11.04	13	22.721	6.40471	-1.1543	YES	13.92	436	19.00	40	19.871	3.24978	-1.5647	YES	13.17	404	5.63	11	15.606
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL (hours)	3.61	343	10.00	2	6.679	4.73968	-1.4991	YES	3.07	312	2.01	19	5.622	1.32846	0.8051	YES	2.52	342	1.26	26	4.362
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL (hours)	21.06	1,672	6.00	11	26.148	7.90969	1.8913	YES	17.53	1,378	23.25	4	22.609	11.32107	-0.5051	YES	14.63	1,179	13.00	10	16.546
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL (hours)	4.66	885	17.50	4	10.016	5.01955	-2.5696	NO	5.02	922	1.75	4	9.799	4.90994	0.6652	YES	4.93	1,203	4.75	4	13.484
A.3.3.8.1	M&R-3	ISDN/Dispatch/FL (hours)	7.26	335	3.27	3	10.677	6.19196	0.6443	YES	6.52	290	2.85	4	8.561	4.36038	0.8425	YES	6.77	303	2.18	3	9.671
A.3.3.8.2	M&R-3	ISDN/Non-Dispatch/FL (hours)	4.77	465	1.84	6	46.600	19.14676	0.1532	YES	2.30	351	5.43	2	3.364	2.38545	-1.3117	YES	2.68	417	2.18	6	4.163
		% Repeat Troubles within 30 Days																					
A.3.4.1.1	M&R-4	Residence/Dispatch/FL (%)	17.47%	108,137	9.82%	2,728		0.00736	10.3898	YES	16.17%	91,520	10.73%	2,972		0.00686	7.9184	YES	15.67%	76,736	11.00%	2,809	
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL (%)	15.57%	50,834	8.64%	880		0.01233	5.8247	YES	14.66%	45,426	10.26%	965		0.01151	3.8390	YES	13.72%	42,398	11.00%	1,138	
A.3.4.2.1	M&R-4	Business/Dispatch/FL (%)	14.85%	19,883	9.41%	542		0.01540	3.4049	YES	13.71%	16,741	11.75%	502		0.01558	1.2554	YES	13.47%	15,423	9.57%	564	
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL (%)	14.30%	10,083	16.14%	254		0.02226	-0.8012	YES	13.86%	9,437	9.46%	224		0.02336	2.3024	YES	12.44%	11,801	13.08%	344	
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL (%)	23.70%	2,867	19.05%	42		0.06613	0.7031	YES	21.47%	2,160	20.00%	30		0.07548	0.1946	YES	18.38%	2,032	17.14%	35	
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL (%)	21.25%	2,353	35.29%	34		0.07066	-1.9876	NO	19.39%	2,109	24.24%	33		0.06938	-0.6991	YES	18.32%	2,734	15.79%	38	
A.3.4.4.1	M&R-4	PBX/Dispatch/FL (%)	15.23%	394	0.00%	13		0.10128	1.5036	YES	11.47%	436	0.00%	40		0.05264	2.1785	YES	12.36%	404	0.00%	11	
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL (%)	8.45%	343	0.00%	2		0.19730	0.4285	YES	7.37%	312	0.00%	19		0.06175	1.1939	YES	6.77%	342	10.71%	28	
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL (%)	12.86%	1,672	9.09%	11		0.10126	0.3721	YES	12.86%	1,378	25.00%	4		0.16764	-0.7240	YES	11.79%	1,179	0.00%	10	
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL (%)	13.33%	885	0.00%	4		0.17035	0.7827	YES	12.47%	922	25.00%	4		0.16568	-0.7586	YES	13.55%	1,203	0.00%	4	
A.3.4.8.1	M&R-4	ISDN/Dispatch/FL (%)	16.12%	335	0.00%	3		0.21325	0.7558	YES	12.76%	290	25.00%	4		0.16795	-0.7288	YES	11.88%	303	0.00%	3	
A.3.4.8.2	M&R-4	ISDN/Non-Dispatch/FL (%)	8.17%	465	0.00%	6		0.11255	0.7261	YES	11.11%	351	0.00%	2		0.22285	0.4966	YES	8.87%	417	25.00%	8	
		Out of Service > 24 hours																					
A.3.5.1.1	M&R-5	Residence/Dispatch/FL (%)	34.02%	73,106	27.36%	2,109		0.01046	6.3654	YES	24.21%	61,403	19.20%	2,286		0.00812	5.4838	YES	11.57%	51,719	8.70%	1,954	
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL (%)	14.99%	16,500	8.95%	374		0.01967	4.3076	YES	10.67%	14,172	4.75%	400		0.01585	3.7816	YES	3.09%	11,704	1.87%	427	
A.3.5.2.1	M&R-5	Business/Dispatch/FL (%)	21.44%	12,789	12.82%	390		0.02110	4.0659	YES	14.99%	10,595	13.08%	367		0.01895	1.0073	YES	7.48%	9,799	6.27%	383	
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL (%)	4.88%	4,487	5.44%	147		0.01806	-0.3109	YES	3.19%	3,799	3.13%	128		0.01578	0.0381	YES	6.65%	5,520	0.00%	196	
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL (%)	1.76%	2,867	0.00%	42		0.02046	0.8613	YES	1.19%	2,160	6.67%	30		0.01996	-2.7431	NO	1.77%	2,032	0.00%	36	
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL (%)	0.59%	2,353	0.00%	34		0.01328	0.4479	YES	0.33%	2,109	0.00%	33		0.01009	0.3269	YES	0.37%	2,734	0.00%	38	
A.3.5.4.1	M&R-5	PBX/Dispatch/FL (%)	18.52%	297	8.33%	12		0.11436	0.8905	YES	11.36%	352	21.43%	14		0.08649	-1.1637	YES	15.69%	326	9.09%	11	
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL (%)	5.32%	282	0.00%	2		0.15625	0.3340	YES	0.88%	227	0.00%	19		0.02232	0.3948	YES	1.14%	264	0.00%	13	
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL (%)	21.36%	1,124	0.00%	4		0.20526	1.0403	YES	17.26%	927	50.00%	4		0.18936	-1.7290	NO	15.63%	742	0.00%	3	
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL (%)	2.36%	376	0.00%	3		0.08837	0.2694	YES	2.13%	376	0.00%	3		0.08365	0.2544	YES	3.28%	456	0.00%	1	
A.3.5.8.1	M&R-5	ISDN/Dispatch/FL (%)	3.92%	332	0.00%	3		0.11249	0.3481	YES	4.48%	290	0.00%	4		0.10417	0.4303	YES	6.61%	303	0.00%	3	
A.3.5.8.2	M&R-5	ISDN/Non-Dispatch/FL (%)	1.72%	464	0.00%	6		0.05348	0.3224	YES	0.00%	351	0.00%	2		0.00000		YES	0.72%	415	0.00%	6	
		Resale - Billing																					
		Invoice Accuracy (Measured in dollars)																					
A.4.1	B-1	FL (%)	97.50%	$511,400,812	99.80%	$8,458,890		0.00005	-394.5735	YES	98.27%	$501,853,922	98.90%	$8,772,271		0.00004	-141.5569	YES	97.66%	$503,587,694	99.07%	$10,581,831	
		Invoice Accuracy (Measured in # of adjustments)																					
A.4.2	B-1	FL (%)	90.84%	4,396,404	42.33%	352		0.01537	31.5540	NO	91.20%	4,381,764	62.84%	348		0.01518	18.8095	NO	90.87%	4,431,118	81.43%	350	
		Mean Time to Deliver Invoices - CRIS																					
A.4.3	B-2	FL (business days)	4.47	1	3.31	587				YES	3.87	1	3.41	801				YES	3.52	1	3.16	578	
		% Billing Errors Corrected in X Days																					
A.4.4	B-10	FL (days)			5.44%	559				Diagnostic			100.00%	13				Diagnostic			76.00%	25	