BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
B.2.36.17.1	P-8	LNP (Standalone)/Dispatch/FL (%)	[redacted]			YES
B.2.36.17.2	P-8	LNP (Standalone)/Non-Dispatch/FL (%)				NO
B.2.36.18.1	P-8	Digital Loop < DS1/Dispatch/FL (%)				NO
B.2.36.18.2	P-8	Digital Loop < DS1/Non-Dispatch/FL (%)				
B.2.36.19.1	P-8	Digital Loop >= DS1/Dispatch/FL (%)				NO
B.2.36.19.2	P-8	Digital Loop >= DS1/Non-Dispatch/FL (%)				
B.2.36.20.1	P-8	Line Splitting/Dispatch/FL (%)				
B.2.36.20.2	P-8	Line Splitting/Non-Dispatch/FL (%)				
B.2.36.21.1	P-8	EELs/Dispatch/FL (%)				YES
B.2.36.21.2	P-8	EELs/Non-Dispatch/FL (%)				
		% Cooperative Test Attempts for xDSL				
B.2.37.1	P-8	xDSL (ADSL, HDSL and UCL)/FL (%)	[redacted]			YES
B.2.37.2	P-8	xDSL Other/FL (%)				
		Service Order Accuracy				
B.2.38.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	[redacted]			YES
B.2.38.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)				NO
B.2.38.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)				YES
B.2.38.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)				YES
B.2.38.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL (%)				YES
B.2.38.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL (%)				YES
B.2.38.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL (%)				YES
B.2.38.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL (%)				YES
		Unbundled Network Elements - Maintenance and Repair				
		Missed Repair Appointments				
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL (%)	[redacted]			
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL (%)				
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL (%)		0.01901	0.1513	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL (%)		0.01082	0.1071	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL (%)		0.00370	5.7892	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL (%)		0.00291	2.6604	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL (%)		0.03533	1.9735	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL (%)		0.04813	1.4483	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)		0.06073	4.8446	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)		0.03192	6.6165	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL (%)		0.03132	1.9393	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL (%)		0.01065	0.4842	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL (%)		0.10642	1.4458	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL (%)		0.02204	-3.6441	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL (%)		0.00674	6.3929	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL (%)		0.01652	4.2904	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL (%)		0.00794	-3.7671	NO
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL (%)		0.01557	-4.3021	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL (%)				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL (%)				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL (%)		0.05887	-1.4784	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL (%)		0.13471	0.1372	YES
B.3.1.12.1	M&R-1	UNE Digital Loop < DS1/Dispatch/FL (%)		0.03591	6.8647	YES
B.3.1.12.2	M&R-1	UNE Digital Loop < DS1/Non-Dispatch/FL (%)		0.01462	1.1313	YES
B.3.1.13.1	M&R-1	UNE Digital Loop >= DS1/Dispatch/FL (%)		0.00647	-0.4040	YES
B.3.1.13.2	M&R-1	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)		0.00737	0.5803	YES
		Customer Trouble Report Rate				
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL (%)	[redacted]			
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL (%)				
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL (%)		0.00361	3.6186	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL (%)		0.00329	2.5864	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL (%)		0.00021	16.8338	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL (%)		0.00016	25.1025	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL (%)		0.00286	-5.3757	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL (%)		0.00296	-0.5837	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)		0.00145	-0.3991	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)		0.00205	8.9206	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL (%)		0.00124	-5.3117	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL (%)		0.00119	-1.1931	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL (%)		0.00225	0.3440	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL (%)		0.00319	1.0813	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL (%)		0.00047	-13.9752	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL (%)		0.00047	27.1811	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL (%)		0.00063	-11.5019	NO
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL (%)		0.00044	15.2068	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL (%)		0.00495	0.5248	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL (%)		0.00574	0.6063	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL (%)		0.00533	-3.1888	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL (%)		0.00411	1.9220	YES
B.3.2.12.1	M&R-2	UNE Digital Loop < DS1/Dispatch/FL (%)		0.00094	-3.6943	NO
B.3.2.12.2	M&R-2	UNE Digital Loop < DS1/Non-Dispatch/FL (%)		0.00128	9.5521	YES
B.3.2.13.1	M&R-2	UNE Digital Loop >= DS1/Dispatch/FL (%)		0.00052	-85.0078	NO
B.3.2.13.2	M&R-2	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)		0.00083	-19.4481	NO
		Maintenance Average Duration				
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL (hours)	19.948			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL (hours)	13.051			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL (hours)	2.788	0.98209	2.2931	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL (hours)	2.357	0.74968	-1.5878	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL (hours)	19.935	0.26775	5.8247	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL (hours)	13.042	0.26154	4.2506	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL (hours)	20.277	2.81262	4.1637	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL (hours)	20.277	3.80247	3.2251	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (hours)	166.578	21.56444	1.6521	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (hours)	40.441	9.29377	0.0739	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL (hours)	11.106	1.35864	2.8224	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL (hours)	4.350	0.64874	-1.2909	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL (hours)	166.578	35.65691	0.2460	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL (hours)	40.441	6.41749	-1.1888	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL (hours)	19.935	0.75882	15.1928	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL (hours)	19.935	1.28312	10.2010	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL (hours)	19.946	0.62112	3.2192	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL (hours)	11.796	1.40997	-1.1717	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL (hours)	29.132			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL (hours)	12.314			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL (hours)	19.935	4.57365	-8.4784	NO
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL (hours)	13.042	13.04192	0.3219	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
B.3.3.12.1	M&R-3	UNE Digital Loop < DS1/Dispatch/FL (hours)	Digital Loop < DS1	25.27	4,649	4.24	158				YES	53.01	4,864	7.67	181				YES
B.3.3.12.2	M&R-3	UNE Digital Loop < DS1/Non-Dispatch/FL (hours)	Digital Loop < DS1	1.67	9,291	2.96	55				NO	7.41	8,212	2.66	66				YES
B.3.3.13.1	M&R-3	UNE Digital Loop >= DS1/Dispatch/FL (hours)	Digital Loop >= DS1	4.84	877	5.43	218				NO	7.71	1,253	4.34	214				YES
B.3.3.13.2	M&R-3	UNE Digital Loop >= DS1/Non-Dispatch/FL (hours)	Digital Loop >= DS1	2.21	1,018	1.35	94				YES	22.79	1,006	1.57	87				YES
		% Repeat Troubles within 30 Days																	
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL (%)	R&B (POTS)	16.91%	98,056							16.84%	118,207						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	14.97%	48,645							15.16%	57,060						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL (%)	DS1/ DS3 - Interoffice	22.48%	963	60.00%	5		0.18709	-2.0087	NO	24.17%	1,320	0.00%	4		0.21437	1.1273	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/ DS3 - Interoffice	15.83%	638	20.00%	10		0.11633	-0.3584	YES	21.19%	703	22.22%	9		0.13716	-0.0749	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL (%)	R&B	16.85%	99,830	11.92%	5,887		0.00473	10.4215	YES	16.84%	120,112	11.94%	7,939		0.00434	11.3022	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	14.90%	49,644	11.19%	2,002		0.00812	4.5676	YES	15.15%	58,247	12.21%	2,449		0.00740	3.9778	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL (%)	R&B&D - Disp	16.91%	101,999	26.19%	42		0.05785	-1.9038	YES	16.98%	122,932	33.33%	66		0.04522	-3.5387	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	16.91%	101,999	9.09%	33		0.06526	1.1984	YES	16.98%	122,932	16.00%	25		0.07509	0.1300	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	26.63%	3,985	7.32%	41		0.07111	3.0258	YES	28.24%	4,115	10.20%	49		0.06468	2.7878	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	26.63%	3,985	21.05%	19		0.09968	0.4137	YES	28.00%	7,385	9.09%	22		0.06068	1.8053	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	26.16%	8,496	21.05%	19		0.04353	-0.8281	YES	15.43%	175	13.97%	136		0.04129	0.3531	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	17.73%	203	21.77%	124		0.05711	0.4529	YES	13.16%	190	19.15%	47		0.05507	-1.0879	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL (%)	ADSL to Retail	10.92%	174	8.33%	36		0.07482	-0.8423	YES	28.24%	4,115	36.89%	18		0.10634	-1.0016	YES
B.3.4.7.2	M&R-4	*Line Sharing/Non-Dispatch/FL (%)*	ADSL to Retail	26.63%	3,985	35.14%	37		0.06879	-1.4281	YES	28.00%	7,385	33.33%	21		0.09586	-0.7662	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	26.16%	8,496	35.00%	40		0.01492	5.3601	YES	16.84%	120,112	9.38%	821		0.01311	5.6951	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	16.85%	99,830	8.85%	833		0.03433	2.7040	YES	16.84%	120,112	6.39%	158		0.03008	2.8111	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B - Disp	16.85%	99,830	7.56%	119		0.01271	6.8998	YES	16.82%	117,925	9.51%	1,072		0.01148	6.3649	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	16.98%	97,806	8.11%	876		0.05573	0.9337	YES	15.11%	49,933	7.41%	27		0.06864	1.1170	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	14.98%	41,705	9.76%	41				YES	22.66%	2,820	0.00%	1		0.41879	0.5412	YES
B.3.4.10.2	M&R-4	*Other Design/Non-Dispatch/FL (%)*	Design	19.98%	2,169	0.00%	0				YES	18.46%	2,541	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL (%)	Design	14.26%	2,416	0.00%	0				YES	16.84%	120,112	0.00%	1		0.37425	0.4500	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL (%)	*R&B*	16.85%	99,830	0.00%	2		0.26465	0.6365	YES	15.15%	58,247	0.00%	0				YES
B.3.4.12.1	M&R-4	UNE Digital Loop < DS1/Dispatch/FL (%)	R&B	14.90%	49,644	0.00%	1		0.35605	0.4184	YES	27.41%	4,864	12.71%	181		0.03376	4.3531	YES
B.3.4.12.2	M&R-4	UNE Digital Loop < DS1/Non-Dispatch/FL (%)	Digital Loop < DS1	27.36%	4,649	17.72%	158		0.03606	2.6728	YES	25.41%	8,212	15.15%	66		0.06381	1.9073	YES
B.3.4.13.1	M&R-4	UNE Digital Loop >= DS1/Dispatch/FL (%)	Digital Loop < DS1	24.16%	9,291	12.73%	55		0.05791	1.9785	YES	25.38%	1,253	30.84%	214		0.09131	-2.3819	NO
B.3.4.13.2	M&R-4	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)	Digital Loop >= DS1	23.15%	877	24.77%	218		0.03192	-0.5086	YES	16.80%	1,006	16.09%	87		0.04374	0.6389	YES
			Digital Loop >= DS1	13.26%	1,018	11.70%	94		0.03656	0.4265	YES								
		Out of Service > 24 hours																	
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL (%)	R&B (POTS)	21.13%	64,853							22.78%	79,210						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	8.97%	14,579							8.16%	17,982						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL (%)	DS1/ DS3 - Interoffice	0.80%	963	0.00%	5		0.03474	0.1739	YES	0.68%	1,320	0.00%	4		0.04121	0.1655	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/ DS3 - Interoffice	0.00%	638	0.00%	10		0.00000		YES	0.14%	703	0.00%	9		0.01264	0.1125	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL (%)	R&B	21.11%	65,992	14.72%	4,753		0.00613	11.4097	YES	22.72%	80,573	12.04%	5,820		0.00589	18.7659	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	8.85%	15,009	2.41%	*913*		0.00988	6.6509	YES	8.01%	18,552	2.21%	1,191		0.00631	8.9757	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL (%)	R&B	20.50%	68,161	0.00%	42		0.06231	3.2901	YES	22.03%	83,393	1.52%	66		*0.05104*	*4.0200*	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	20.50%	68,161	0.00%	33		0.07029	2.9165	YES	22.03%	83,393	0.00%	25		0.08290	2.6575	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	R&B&D - Disp	20.50%	68,161	0.00%	41		0.07436	4.5726	YES	37.21%	4,115	2.04%	49		0.06646	5.0625	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	34.00%	3,985	0.00%	19		0.03151	0.9090	YES	2.04%	7,385	0.00%	22		0.03022	0.6787	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL (%)	ADSL to Retail	1.92%	8,496	0.00%	19		0.01930	0.5956	YES	6.29%	175	2.94%	136		0.02774	1.2055	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	2.96%	203	1.61%	124		0.00000		YES	0.53%	190	0.00%	47		0.01179	0.4466	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL (%)	ISDN - BRI	0.00%	174	0.00%	36		0.33505	1.0148	YES	37.21%	4,115	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	34.00%	3,985	0.00%	2		0.13716	0.1399	YES	2.04%	7,385	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL (%)	ADSL to Retail	1.92%	8,496	0.00%	1		0.01630	10.4326	YES	22.72%	80,573	1.83%	821		0.01470	14.2139	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	21.11%	65,992	4.11%	633		0.03744	5.1890	YES	22.72%	80,573	0.00%	155		0.03369	6.7435	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B - Disp	21.11%	65,992	1.68%	119		0.08910	-1.3696	YES	22.72%	79,186	26.47%	34		0.07194	-0.5136	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	*R&B (POTS) excl SB FT*	21.13%	64,836	33.33%	21		0.12768	-2.4315	NO	*8.17%*	*17,927*	0.00%	4		0.13666	0.5066	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	8.95%	14,512	40.00%	5				YES	2.45%	2,820	0.00%	1		0.15452	0.1563	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL (%)	Design	1.98%	2,169	0.00%	0				YES	0.79%	2,541	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL (%)	Design	0.25%	2,416	0.00%	0		0.40609	0.5173	YES	22.72%	80,573	0.00%	1		0.41901	0.5422	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL (%)	R&B	21.11%	65,992	0.00%	1				YES	6.01%	18,552	0.00%	0				YES
B.3.5.12.1	M&R-5	UNE Digital Loop < DS1/Dispatch/FL (%)	R&B	8.85%	15,009	0.00%	0				YES	34.87%	4,864	2.76%	181		0.03527	9.2512	YES
B.3.5.12.2	M&R-5	UNE Digital Loop < DS1/Non-Dispatch/FL (%)	*Digital Loop < DS1*	29.36%	4,649	1.27%	158		0.03685	7.8302	YES	1.83%	8,212	0.00%	66		0.01896	1.1112	YES
B.3.5.13.1	M&R-5	UNE Digital Loop >= DS1/Dispatch/FL (%)	Digital Loop < DS1	1.75%	9,291	0.00%	55		*0.01775*	*0.9681*	YES	1.92%	1,253	0.47%	214		0.01614	1.4264	YES
B.3.5.13.2	M&R-5	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)	Digital Loop >= DS1	1.37%	877	3.21%	218		0.00879	-2.0959	NO	1.92%	1,006	0.00%	87		0.00993	0.9012	YES
			Digital Loop >= DS1	0.29%	1,018	0.00%	94		0.00584	0.5043	YES	0.80%							
		Unbundled Network Elements - Billing																	
B.4.1	B-1	*Invoice Accuracy (Measured in dollars)* FL (%)	BST - State	96.02%	$498,962,677	98.73%	$20,795,535		0.00003	-226.2279	YES	94.49%	$503,478,851	99.82%	$21,593,074		0.00005	-1064.3349	YES
B.4.2	B-1	*Invoice Accuracy (Measured in # of adjustments)* FL (%)	BST - State	91.07%	4,276,451	73.11%	264		0.01756	10.2308	NO	90.86%	4,313,698	82.06%	282		0.01795	4.8067	NO
B.4.3	B-2	*Mean Time to Deliver Invoices - CRIS* IFL (business days)	BST - Region	4.06	1	3.65	541				YES	3.26	1	3.74	532				NO
B.4.4	B-10	*% Billing Errors Corrected in X Days* FL (days)	Diagnostic			19.16%	1,613				Diagnostic			10.77%	1,504				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
B.3.3.12.1	M&R-3	UNE Digital Loop < DS1/Dispatch/FL (hours)	33.50	5,073	5.14	200				YES	32.04	3,883	5.01	171				YES	32.42	3,510	4.33	156
B.3.3.12.2	M&R-3	UNE Digital Loop < DS1/Non-Dispatch/FL (hours)	3.96	6,903	3.09	54				YES	2.10	7,870	3.05	63				NO	2.65	6,652	3.22	77
B.3.3.13.1	M&R-3	UNE Digital Loop >= DS1/Dispatch/FL (hours)	5.42	1,322	5.09	234				YES	6.30	1,117	5.01	205				YES	4.66	980	4.91	205
B.3.3.13.2	M&R-3	UNE Digital Loop >= DS1/Non-Dispatch/FL (hours)	2.34	1,212	1.55	94				YES	3.50	977	1.81	81				YES	2.78	1,402	1.75	83
		% Repeat Troubles within 30 Days									15.79%	108,261							15.30%	92,159		
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL (%)	17.04%	127,820							14.54%	54,863							13.44%	54,199		
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL (%)	15.35%	61,817							22.83%	1,209	20.00%	5		0.18810	0.1504	YES	17.16%	1,043	12.50%	8
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL (%)	22.84%	1,445	80.00%	5		0.18806	-3.0396	NO	14.38%	633	33.33%	3		0.20304	-0.9337	YES	14.48%	863	10.00%	10
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL (%)	21.16%	808	0.00%	10		0.12987	1.6264	YES	15.74%	109,903	11.73%	6,550		0.00463	8.8681	YES	15.25%	93,624	12.50%	5,059
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL (%)	16.96%	129,750	12.00%	8,332		0.00424	11.7389	YES	14.48%	55,941	11.05%	2,109		0.00705	5.8481	YES	13.43%	55,599	11.47%	2,232
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL (%)	15.32%	62,896	11.20%	2,724		0.00705	5.8481	YES	15.64%	112,543	15.38%	52		0.05064	0.5860	YES	15.30%	98,077	15.38%	52
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL (%)	17.11%	132,888	11.94%	67		0.04802	1.1236	YES	15.64%	112,543	3.70%	27		0.07027	1.7266	YES	15.30%	98,077	3.57%	28
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL (%)	17.11%	132,888	21.43%	42		0.05812	-0.7428	YES	15.64%	112,543	3.70%	27		0.06192	2.4825	YES	25.06%	2,737	11.48%	61
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	28.24%	4,140	9.43%	53		0.06223	3.0216	YES	26.79%	3,136	11.54%	52		0.09732	1.3330	YES	22.89%	5,488	0.00%	19
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	27.08%	7,874	0.00%	14		0.11899	2.2779	YES	27.26%	6,941	14.29%	21		0.03845	-1.8780	NO	11.32%	212	16.33%	98
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL (%)	15.90%	213	17.11%	152		0.03899	-0.2939	YES	12.29%	179	19.51%	123		0.05721	0.1429	YES	13.92%	194	10.17%	59
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL (%)	9.83%	224	9.76%	41		0.05040	0.0145	YES	14.15%	212	13.33%	45		0.08406	1.0621	YES	25.06%	2,737	50.00%	22
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL (%)	28.24%	4,140	35.29%	34		0.07752	-0.9104	YES	26.79%	3,136	17.86%	28		0.10230	1.6356	YES	22.89%	5,488	37.50%	40
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL (%)	27.08%	7,874	33.33%	21		0.09710	-0.8444	YES	27.26%	6,941	10.53%	19		0.01283	5.0703	YES	15.25%	93,624	6.87%	509
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL (%)	16.96%	129,750	9.96%	861		0.01269	5.5106	YES	15.74%	109,903	9.24%	812		0.02404	4.0158	YES	15.25%	93,624	7.44%	242
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL (%)	16.96%	129,750	8.92%	159		0.02060	3.3780	YES	15.74%	109,903	6.09%	230		0.01095	2.9496	YES	15.27%	91,924	14.77%	1,043
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL (%)	17.02%	127,526	7.91%	1,012		0.01186	7.8863	YES	15.77%	108,007	12.57%	1,138		0.05858	1.0403	YES	13.28%	45,422	12.68%	71
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	15.26%	54,190	9.86%	71		0.04273	1.2682	YES	14.43%	47,798	8.33%	36		0.39893	0.4975	YES	17.08%	2,453	0.00%	0
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL (%)	22.40%	3,138	0.00%	1		0.41701	0.5372	YES	19.85%	2,640	0.00%	1		0.38043	0.4612	YES	16.75%	3,296	0.00%	0
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL (%)	16.27%	2,967	0.00%	0				YES	17.55%	2,616	0.00%	1		0.12140	-2.3645	NO	15.25%	93,624	10.53%	19
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL (%)	16.96%	129,750	0.00%	7		0.14192	1.1867	YES	15.74%	109,903	44.44%	9		0.35195	0.4116	YES	15.43%	55,599	0.00%	1
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL (%)	15.32%	62,896	0.00%	0				YES	14.48%	55,941	0.00%	1		0.03382	2.2533	YES	20.36%	3,510	14.74%	156
B.3.4.12.1	M&R-4	UNE Digital Loop < DS1/Dispatch/FL (%)	27.26%	5,073	15.50%	200		0.03210	3.6539	YES	25.19%	3,883	17.54%	171		0.05561	2.4256	YES	22.67%	6,652	7.79%	77
B.3.4.12.2	M&R-4	UNE Digital Loop < DS1/Non-Dispatch/FL (%)	26.13%	6,903	7.41%	54		0.05697	3.1216	YES	26.19%	7,870	12.70%	63		0.03528	-0.0629	YES	19.99%	980	15.61%	205
B.3.4.13.1	M&R-4	UNE Digital Loop >= DS1/Dispatch/FL (%)	24.74%	1,322	18.38%	234		0.04060	2.9781	YES	23.83%	1,117	23.90%	205		0.04373	-0.5614	YES	14.12%	1,402	9.43%	83
B.3.4.13.2	M&R-4	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)	19.07%	1,212	13.83%	94		0.04120	1.0291	YES	17.30%	977	19.75%	81		0.04373	-0.5614	YES	14.12%	1,402	9.43%	83
		Out of Service > 24 hours									22.85%	71,908							10.92%	61,468		
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL (%)	32.15%	85,895							9.09%	17,971							3.90%	17,314		
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL (%)	12.83%	20,987							0.08%	1,209	0.00%	5		0.01288	0.0642	YES	0.29%	1,043	0.00%	8
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL (%)	0.14%	1,445	0.00%	5		0.02732	0.2716	YES	0.00%	633	0.00%	3		0.00000		YES	0.12%	863	0.00%	10
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL (%)	0.74%	808	0.00%	10		0.00622	14.6937	YES	22.76%	73,107	16.67%	4,752		0.00628	9.7112	YES	11.00%	62,437	8.71%	3,537
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL (%)	32.01%	87,177	22.87%	6,020		0.00960	9.1407	YES	8.91%	18,418	3.11%	869		0.00989	5.8676	YES	3.87%	17,588	1.52%	1,050
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL (%)	12.83%	21,497	3.96%	1,269		0.05651	5.4805	YES	22.04%	75,747	0.00%	52		0.05750	3.8523	YES	10.69%	64,890	0.00%	52
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL (%)	30.97%	90,315	0.00%	67		0.07136	4.3398	YES	22.04%	75,747	0.00%	27		0.07978	2.7619	YES	10.69%	64,890	0.00%	28
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL (%)	30.97%	90,315	0.00%	42		0.06861	6.1322	YES	38.52%	3,136	3.85%	52		0.05904	5.0980	YES	32.70%	2,737	3.28%	61
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	43.96%	4,140	1.89%	53		0.03572	6.5084	YES	1.48%	6,941	0.00%	21		0.02617	0.5560	YES	1.97%	5,488	0.00%	19
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	1.82%	7,874	0.00%	14		0.02472	1.5133	YES	6.70%	179	1.63%	123		0.02929	1.7337	YES	7.55%	212	1.02%	98
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL (%)	5.71%	210	1.97%	152		0.02682	0.9800	YES	0.00%	212	0.00%	45		0.00000		YES	0.52%	192	0.00%	59
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL (%)	2.56%	233	0.00%	41				YES	36.52%	3,136	100.00%	1		0.48672	-1.2631	YES	32.70%	2,737	0.00%	0
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL (%)	43.96%	4,140	0.00%	0				YES	1.48%	6,941	0.00%	1		0.11976	0.1215	YES	1.97%	5,488	0.00%	0
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL (%)	1.82%	7,874	0.00%	0				YES	22.76%	73,107	3.33%	812		0.01480	13.1369	YES	11.00%	62,437	0.96%	599
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL (%)	32.01%	87,177	3.06%	861		0.01580	18.3291	YES	22.76%	73,107	3.33%	812		0.02786	6.0631	YES	11.00%	62,437	0.00%	242
B.3.5.8.2	M&R-5	*2W Analog Loop Design/Non-Dispatch/FL (%)*	32.01%	87,177	0.00%	159		0.03703	8.6439	YES	22.76%	73,107	0.43%	230		0.07424	-0.7104	YES	10.91%	61,455	36.67%	30
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL (%)	32.14%	85,870	20.83%	24		*0.09534*	*1.1881*	YES	*22.85%*	71,975	28.13%	32		0.26747	0.3162	YES	3.90%	17,216	0.02%	5
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	12.85%	20,916	33.33%	3		0.19320	-1.0604	YES	9.09%	17,869	0.00%	1		0.13634	0.1389	YES	2.61%	2,453	0.00%	0
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL (%)	2.10%	3,138	0.00%	1		0.14352	0.1466	YES	1.80%	2,640	0.00%	1		0.05656	0.0587	YES	0.46%	3,296	0.00%	0
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL (%)	0.78%	2,967	0.00%	0				YES	0.34%	2,616	0.00%	1		0.13978	-0.7563	YES	11.00%	62,437	33.33%	18
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL (%)	32.01%	87,177	0.00%	7		0.17633	1.8152	YES	22.76%	73,107	33.33%	9		0.26486	0.3127	YES	3.87%	17,569	0.00%	1
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL (%)	12.63%	21,497	0.00%	0				YES	8.91%	18,418	0.00%	1		0.03629	6.0280	YES	26.07%	3,510	1.28%	156
B.3.5.12.1	M&R-5	UNE Digital Loop < DS1/Dispatch/FL (%)	36.33%	5,070	1.50%	200		0.03467	10.0457	YES	31.47%	3,883	2.34%	171		0.01431	0.9059	YES	1.65%	6,650	0.00%	77
B.3.5.12.2	M&R-5	UNE Digital Loop < DS1/Non-Dispatch/FL (%)	1.71%	8,902	0.00%	54		0.01766	0.9656	YES	1.30%	7,870	0.00%	63		0.00750	-1.2661	YES	0.71%	980	0.98%	205
B.3.5.13.1	M&R-5	UNE Digital Loop >= DS1/Dispatch/FL (%)	0.98%	1,322	1.71%	234		0.00700	-1.0375	YES	0.98%	1,117	1.95%	205		0.00370	-3.9623	NO	0.43%	1,402	0.00%	83
B.3.5.13.2	M&R-5	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)	0.56%	1,212	0.00%	94		0.00811	0.7119	YES	0.10%	977	1.23%	81		0.00370	-3.9623	NO	0.43%	1,402	0.00%	83
		Unbundled Network Elements - Billing																				
		Invoice Accuracy (Measured in dollars)																				
B.4.1	B-1	FL (%)	97.50%	$511,400,612	95.04%	$26,985,858		0.00003	843.4353	NO	98.27%	$501,853,922	99.97%	$21,931,773		0.00003	-566.0734	YES	97.66%	$503,587,894	99.67%	$17,755,176
		Invoice Accuracy (Measured in # of adjustments)																				
B.4.2	B-1	FL (%)	90.84%	4,398,404	81.27%	267		0.01765	5.4203	NO	91.20%	4,381,764	97.99%	298		0.01641	-4.1338	YES	90.67%	4,451,118	99.72%	282
		Mean Time to Deliver Invoices - CRIS																				
B.4.3	B-2	FL (business days)	4.47	1	4.62	498				NO	3.53	1	3.65	502				YES	3.52	1	4.29	491
		% Billing Errors Corrected in X Days																				
B.4.4	B-10	FL (days)			16.92%	1,123				Diagnostic			43.97%	580				Diagnostic			11.05%	887

BellSouth Monthly Performance Summary

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			Standard Deviation	Standard Error	Zscore	Equity
B.3.3.12.1	M&R-3	UNE Digital Loop < DS1/Dispatch/FL (hours)				YES
B.3.3.12.2	M&R-3	UNE Digital Loop < DS1/Non-Dispatch/FL (hours)				NO
B.3.3.13.1	M&R-3	UNE Digital Loop >= DS1/Dispatch/FL (hours)				NO
B.3.3.13.2	M&R-3	UNE Digital Loop >= DS1/Non-Dispatch/FL (hours)				YES
		% Repeat Troubles within 30 Days				
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL (%)				
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL (%)				
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL (%)		0.13382	0.3484	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL (%)		0.11194	0.4006	YES
B.3.4.3.1	*M&R-4*	*Loop + Port Combinations/Dispatch/FL (%)*		0.00519	5.1259	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL (%)		0.00736	2.6581	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL (%)		0.04993	-0.0173	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL (%)		0.06804	1.7238	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)		0.05610	2.4220	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)		0.09654	2.3705	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL (%)		0.03870	-1.2934	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL (%)		0.05146	0.7263	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL (%)		0.09277	-2.6880	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL (%)		*0.06887*	*-2.1921*	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL (%)		0.01365	6.1430	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL (%)		0.02314	3.3765	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL (%)		0.01120	0.4529	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL (%)		0.04030	0.1467	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL (%)				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL (%)				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL (%)		0.08249	0.5726	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL (%)		0.34102	0.3939	YES
B.3.4.12.1	M&R-4	UNE Digital Loop < DS1/Dispatch/FL (%)		0.03462	2.4892	YES
B.3.4.12.2	M&R-4	UNE Digital Loop < DS1/Non-Dispatch/FL (%)		0.04799	3.1001	YES
B.3.4.13.1	M&R-4	UNE Digital Loop >= DS1/Dispatch/FL (%)		0.03066	1.3986	YES
B.3.4.13.2	M&R-4	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)		0.03934	1.4461	YES
		Out of Service > 24 hours				
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL (%)				
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL (%)				
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL (%)		0.01901	0.1513	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL (%)		0.01082	0.1071	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL (%)		0.00541	4.2461	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL (%)		0.00612	3.8288	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL (%)		0.04286	2.4935	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL (%)		0.05840	1.8301	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)		0.06073	4.8446	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)		0.03192	0.6165	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL (%)		0.03227	2.0228	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL (%)		0.01071	0.4881	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL (%)				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL (%)				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL (%)		0.01190	6.5243	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL (%)		0.02018	5.4506	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL (%)		0.05694	-4.5226	NO
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL (%)		0.08663	0.4506	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL (%)				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL (%)				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL (%)		0.07377	-3.0267	NO
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL (%)		0.19284	0.2009	YES
B.3.5.12.1	M&R-5	UNE Digital Loop < DS1/Dispatch/FL (%)		0.03592	6.9903	YES
B.3.5.12.2	M&R-5	UNE Digital Loop < DS1/Non-Dispatch/FL (%)		0.01462	1.1315	YES
B.3.5.13.1	M&R-5	UNE Digital Loop >= DS1/Dispatch/FL (%)		0.00647	-0.4040	YES
B.3.5.13.2	M&R-5	UNE Digital Loop >= DS1/Non-Dispatch/FL (%)		0.00737	0.5803	YES
		Unbundled Network Elements - Billing				
		Invoice Accuracy (Measured in dollars)				
B.4.1	B-1	FL (%)		*0.00004*	*-548.9193*	YES
		Invoice Accuracy (Measured in # of adjustments)				
B.4.2	B-1	FL (%)		0.01732	0.5484	YES
		Mean Time to Deliver Invoices - CRIS				
B.4.3	B-2	FL (business days)				NO
		% Billing Errors Corrected in X Days				
B.4.4	B-10	FL (days)				Diagnostic

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
	Local Interconnection Trunks - Ordering																		
	% Rejected Service Requests																		
C.1.1	O-7	Local Interconnection Trunks/FL (%)	Diagnostic			35.96%	178				Diagnostic			48.06%	129				Diagnostic
	Reject Interval																		
C.1.2	O-8	Local Interconnection Trunks/FL (%)	>= 95% w in 36 hrs			100.00%	64				YES			98.39%	62				YES
	FOC Timeliness																		
C.1.3	O-9	Local Interconnection Trunks/FL (%)	>= 95% w in 48 hrs			100.00%	165				YES			97.39%	115				YES
	FOC & Reject Response Completeness																		
C.1.4	O-11	Local Interconnection Trunks/FL (%)	>= 95%			100.00%	173				YES			100.00%	105				YES
	Local Interconnection Trunks - Provisioning																		
	Order Completion Interval																		
C.2.1	P-4	Local Interconnection Trunks/FL (days)	Parity w Retail	20.55	73	18.86	91	19.192	3.01553	0.5278	YES	18.60	61	15.98	44	12.952	2.42571	1.2019	YES
	Average Order Completion and Completion Notice Interval																		
C.2.2	P-4	Local Interconnection Trunks/FL (days)	Parity w Retail	17.47	42	21.49	22				NO	16.04	45	16.97	17				NO
	Held Orders																		
C.2.3.1	P-1	Local Interconnection Trunks/Dispatch/FL (days)	Parity w Retail	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
C.2.3.2	P-1	Local Interconnection Trunks/Non-Dispatch/FL (days)	Parity w Retail	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
	Mean Held Order Interval & Distribution Intervals																		
C.2.4.1	P-1	Local Interconnection Trunks/Dispatch/FL (days)	Parity w Retail									3.00	1			0.000			
C.2.4.2	P-1	Local Interconnection Trunks/Non-Dispatch/FL (days)	Parity w Retail																
	% Jeopardies																		
C.2.5.1	P-2	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	63	0.00%	65		0.00000		YES	0.00%	70	0.00%	59		0.00000		YES
C.2.5.2	P-2	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.00%	2									0.00%	1				
	Average Jeopardy Notice Interval																		
C.2.6.1	P-2	Local Interconnection Trunks/Dispatch/FL (hours)	>= 48 hrs																
C.2.6.2	P-2	Local Interconnection Trunks/Non-Dispatch/FL (hours)	>= 48 hrs																
	% Missed Installation Appointments																		
C.2.7	P-3	Local Interconnection Trunks/FL (%)	Parity w Retail	0.00%	73	0.00%	97		0.00000		YES	1.23%	81	0.00%	53		0.01951	0.6328	YES
	% Missed Installation Appointments Including Subs																		
C.2.8	P-3A	Local Interconnection Trunks/FL (%)	Parity w Retail	0.00%	92	0.00%	127		0.00000		YES	0.83%	121	0.00%	75		0.01330	0.6212	YES
	% Provisioning Troubles within 30 Days																		
C.2.9	P-5	Local Interconnection Trunks/FL (%)	Parity w Retail	1.36%	3,469	0.00%	3,665		0.00277	5.0005	YES	0.00%	3,916	0.00%	4,760		0.00000		YES
	Average Completion Notice Interval																		
C.2.10	P-5	Local Interconnection Trunks/FL (hours)	Parity w Retail	133.30	64	25.00	90	418.888	66.49310	1.5812	YES	61.96	81	12.70	50	254.406	45.75462	1.0771	YES
	Total Service Order Cycle Time																		
C.2.11	P-10	Local Interconnection Trunks/FL (days)	Diagnostic			17.78	77				Diagnostic			17.61	40				Diagnostic
	% Completions w/o Notice or < 24 hours																		
C.2.13.1	P-6	Local Interconnection Trunks/Dispatch/FL (%)	<= 5%			0.00%	91				YES			0.00%	43				YES
C.2.13.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL (%)	<= 5%											0.00%	1				YES
	Service Order Accuracy																		
C.2.14.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	76				YES			100.00%	205				YES
C.2.14.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	11				YES			100.00%	125				YES
C.2.14.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL (%)	>= 95%			100.00%	98				YES			100.00%	2				YES
C.2.14.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	75				YES			100.00%	15				YES
	Local Interconnection Trunks - Maintenance and Repair																		
	Missed Repair Appointments																		
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	0	0.00%	0				YES	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.00%	231	0.00%	1		0.00000		YES	0.00%	152	0.00%	2		0.00000		YES
	Customer Trouble Report Rate																		
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	499,012	0.00%	161,470		0.00000		YES	0.00%	494,451	0.00%	160,033		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.05%	499,012	0.00%	161,470		0.00006	7.4143	YES	0.03%	494,451	0.00%	160,033		0.00005	5.8486	YES
	Maintenance Average Duration																		
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL (hours)	Parity w Retail	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL (hours)	Parity w Retail	0.48	231	2.70	1	0.626	0.82764	-2.6806	NO	0.66	152	0.05	2	1.396	0.99510	0.5084	YES
	% Repeat Troubles within 30 Days																		
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	0	0.00%	0				YES	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	10.39%	231	0.00%	1		0.30579	0.3396	YES	15.13%	152	0.00%	2		0.25506	0.5933	YES
	Out of Service > 24 hours																		
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL (%)	Parity w Retail	0.00%	0	0.00%	0				YES	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL (%)	Parity w Retail	0.00%	231	0.00%	1		0.00000		YES	0.00%	152	0.00%	2		0.00000		YES
	Local Interconnection Trunks - Billing																		
	Invoice Accuracy (Measured in dollars)																		
C.4.1	B-1	FL (%)	BST - State	98.02%	$498,962,677	97.01%	$4,923,402		0.00006	158.6789	NO	94.48%	$503,478,651	99.35%	$4,883,798		0.00010	469.0950	YES
	Invoice Accuracy (Measured in # of adjustments)																		
C.4.2	B-1	FL (%)	BST - State	91.07%	4,276,451	93.48%	1,842		0.00704	-3.4333	YES	90.69%	4,313,898	79.88%	1,372		0.00785	13.7737	NO
	Mean Time to Deliver Invoices - CABS																		
C.4.3	B-2	FL (calendar days)	BST - Region	4.61	1	4.15	2,771				YES	4.41	1	4.28	2,337				YES
	% Billing Errors Corrected in X Days																		
C.4.4	B-10	FL (days)	Diagnostic			100.00%	4				Diagnostic			27.91%	473				Diagnostic
	Local Interconnection Trunks - Trunk Blocking																		
	Trunk Group Performance - Aggregate																		
C.5.1	TGP-1	Local Interconnection Trunks/FL (%)	>0.5% dif 2 consec. hrs			0					YES			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
	Local Interconnection Trunks - Ordering																						
C.1.1	*% Rejected Service Requests*																						
	O-7	Local Interconnection Trunks/FL (%)			39.50%	119				Diagnostic			43.70%	135				Diagnostic			46.33%	218	
C.1.2	*Reject Interval*																						
	O-8	Local Interconnection Trunks/FL (%)			97.87%	47				YES			98.31%	59				YES			99.00%	101	
C.1.3	*FOC Timeliness*																						
	O-9	Local Interconnection Trunks/FL (%)			100.00%	102				YES			100.00%	159				YES			97.93%	193	
C.1.4	*FOC & Reject Response Completeness*																						
	O-11	Local Interconnection Trunks/FL (%)			100.00%	104				YES			100.00%	126				YES			100.00%	182	
	Local Interconnection Trunks - Provisioning																						
C.2.1	*Order Completion Interval*																						
	P-4	Local Interconnection Trunks/FL (days)	24.82	95	24.53	88	16.896	2.49977	0.1148	YES	26.71	194	24.75	87	14.667	2.07832	0.9430	YES	29.98	109	19.56	102	23.766
C.2.2	*Average Order Completion and Completion Notice Interval*																						
	P-4	Local Interconnection Trunks/FL (days)	22.78	37	26.44	32				NO	24.81	112	26.35	20				NO	26.13	64	19.54	47	
C.2.3.1	*Held Orders*																						
	P-1	Local Interconnection Trunks/Dispatch/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
C.2.3.2	P-1	Local Interconnection Trunks/Non-Dispatch/FL (days)	0.00	0	0.00	0				YES	0.00	0	0.00	0				YES	0.00	0	0.00	0	
C.2.4.1	*Mean Held Order Interval & Distribution Intervals*																						
	P-1	Local Interconnection Trunks/Dispatch/FL (days)			3.00	1																	
C.2.4.2	P-1	Local Interconnection Trunks/Non-Dispatch/FL (days)																					
C.2.5.1	*% Jeopardies*																						
	P-2	Local Interconnection Trunks/Dispatch/FL (%)	0.00%	73	0.00%	87		0.00000		YES	0.00%	175	0.00%	66		0.00000		YES	0.00%	105	0.00%	112	
C.2.5.2	P-2	Local Interconnection Trunks/Non-Dispatch/FL (%)	0.00%	1															0.00%	2	0.00%	1	
C.2.6.1	*Average Jeopardy Notice Interval*																						
	P-2	Local Interconnection Trunks/Dispatch/FL (hours)																					
C.2.6.2	P-2	Local Interconnection Trunks/Non-Dispatch/FL (hours)																					
C.2.7	*% Missed Installation Appointments*																						
	P-3	Local Interconnection Trunks/FL (%)	0.00%	95	0.93%	108		0.00000		NO	0.00%	194	0.00%	86		0.00000		YES	0.00%	110	0.00%	124	
C.2.8	*% Missed Installation Appointments Including Subs*																						
	P-3A	Local Interconnection Trunks/FL (%)	0.00%	148	0.61%	163		0.00000		NO	0.00%	232	0.72%	139		0.00000		NO	0.00%	154	0.00%	186	
C.2.9	*% Provisioning Troubles within 30 Days*																						
	P-9	Local Interconnection Trunks/FL (%)	1.62%	10,344	0.00%	5,834		0.00207	7.8475	YES	1.38%	8,721	0.00%	6,056		0.00195	7.0615	YES	0.44%	5,443	0.00%	3,478	
C.2.10	*Average Completion Notice Interval*																						
	P-5	Local Interconnection Trunks/FL (hours)	81.01	79	13.86	104	235.110	35.08867	1.9137	YES	37.64	177	17.46	82	113.402	15.14881	1.3328	YES	206.93	105	20.91	123	514.811
C.2.11	*Total Service Order Cycle Time*																						
	P-10	Local Interconnection Trunks/FL (days)			24.00	65				Diagnostic			21.79	48				Diagnostic			20.00	93	
C.2.13.1	*% Completions w/o Notice or < 24 hours*																						
	P-6	Local Interconnection Trunks/Dispatch/FL (%)			0.00%	88				YES			0.00%	67				YES			0.00%	101	
C.2.13.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL (%)																			0.00%	1	
C.2.14.1.1	*Service Order Accuracy*																						
	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL (%)			100.00%	164				YES			100.00%	71				YES			100.00%	115	
C.2.14.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL (%)			100.00%	66				YES			100.00%	29				YES			100.00%	59	
C.2.14.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL (%)			100.00%	1				YES			100.00%	1				YES			100.00%	12	
C.2.14.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL (%)			100.00%	10				YES			100.00%	11				YES			100.00%	20	
	Local Interconnection Trunks - Maintenance and Repair																						
C.3.1.1	*Missed Repair Appointments*																						
	M&R-1	Local Interconnection Trunks/Dispatch/FL (%)	0.00%	25	0.00%	0				YES	0.00%	3	0.00%	0				YES	0.00%	0	0.00%	0	
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL (%)	0.00%	304	0.00%	4		0.00000		YES	0.00%	96	0.00%	1		0.00000		YES	0.00%	241	0.00%	7	
C.3.2.1	*Customer Trouble Report Rate*																						
	M&R-2	Local Interconnection Trunks/Dispatch/FL (%)	0.00%	502,138	0.00%	157,557		0.00002	2.4435	YES	0.00%	506,960	0.00%	154,275		0.00001	0.8368	YES	0.00%	491,081	0.00%	154,252	
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL (%)	0.06%	502,138	0.00%	157,557		0.00007	8.1635	YES	0.02%	506,960	0.00%	154,275		0.00004	4.5707	YES	0.05%	491,081	0.00%	154,252	
C.3.3.1	*Maintenance Average Duration*																						
	M&R-3	Local Interconnection Trunks/Dispatch/FL (hours)	3.22	25	0.00	0	0.000			YES	1.71	3	0.00	0	1.958			YES	0.00	0	0.00	0	
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL (hours)	1.06	304	1.78	4	1.954	0.08852	-0.7008	YES	1.85	96	0.83	1	1.395	1.40236	0.7274	YES	0.16	241	0.05	7	0.246
C.3.4.1	*% Repeat Troubles within 30 Days*																						
	M&R-4	Local Interconnection Trunks/Dispatch/FL (%)	4.00%	25	0.00%	0				YES	0.00%	3	0.00%	0				YES	0.00%	0	0.00%	0	
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL (%)	8.55%	304	0.00%	4		0.14075	0.8077	YES	0.00%	96	0.00%	1		0.00000		YES	0.41%	241	0.00%	7	
C.3.5.1	*Out of Service > 24 hours*																						
	M&R-5	Local Interconnection Trunks/Dispatch/FL (%)	0.00%	25	0.00%	0				YES	0.00%	3	0.00%	0				YES	0.00%	0	0.00%	0	
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL (%)	0.00%	304	0.00%	4		0.00000		YES	0.00%	96	0.00%	1		0.00000		YES	0.00%	241	0.00%	7	
	Local Interconnection Trunks - Billing																						
C.4.1	*Invoice Accuracy (Measured in dollars)*																						
	B-1	FL (%)	97.56%	$511,400,812	99.76%	$4,816,539		0.00007	-306.5249	YES	98.27%	$501,853,922	97.54%	$4,997,514		0.00006	125.2185	NO	97.66%	$503,587,694	99.56%	$4,977,694	
C.4.2	*Invoice Accuracy (Measured in # of adjustments)*																						
	B-1	FL (%)	90.84%	4,396,404	93.57%	1,291		0.00803	-3.3992	YES	91.20%	4,381,784	96.12%	1,211		0.00814	-6.0380	YES	90.67%	4,431,116	88.64%	1,136	
C.4.3	*Mean Time to Deliver Invoices - CABS*																						
	B-2	FL (calendar days)	4.36	1	4.61	1,980				NO	4.43	1	4.22	2.018				YES	4.70	1	4.90	1,947	
C.4.4	*% Billing Errors Corrected in X Days*																						
	B-10	FL (days)			100.00%	61				Diagnostic								Diagnostic			53.85%	13	
	Local Interconnection Trunks - Trunk Blocking																						
C.5.1	*Trunk Group Performance - Aggregate*																						
	TGP-1	Local Interconnection Trunks/FL (%)			0					YES			0					YES			1		

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

				Standard Error	Zscore	Equity
	Local Interconnection Trunks - Ordering					
	% Rejected Service Requests					
C.1.1	O-7	Local Interconnection Trunks/FL (%)				Diagnostic
	Reject Interval					
C.1.2	O-8	Local Interconnection Trunks/FL (%)				YES
	FOC Timeliness					
C.1.3	O-9	Local Interconnection Trunks/FL (%)				YES
	FOC & Reject Response Completeness					
C.1.4	O-11	Local Interconnection Trunks/FL (%)				YES
	Local Interconnection Trunks - Provisioning					
	Order Completion Interval					
C.2.1	P-4	Local Interconnection Trunks/FL (days)		3.27434	3.1622	YES
	Average Order Completion and Completion Notice Interval					
C.2.2	P-4	Local Interconnection Trunks/FL (days)				YES
	Held Orders					
C.2.3.1	P-1	Local Interconnection Trunks/Dispatch/FL (days)				YES
C.2.3.2	P-1	Local Interconnection Trunks/Non-Dispatch/FL (days)				YES
	Mean Held Order Interval & Distribution Intervals					
C.2.4.1	P-1	Local Interconnection Trunks/Dispatch/FL (days)				
C.2.4.2	P-1	Local Interconnection Trunks/Non-Dispatch/FL (days)				
	% Jeopardies					
C.2.5.1	P-2	Local Interconnection Trunks/Dispatch/FL (%)		0.00000		YES
C.2.5.2	P-2	Local Interconnection Trunks/Non-Dispatch/FL (%)		0.00000		YES
	Average Jeopardy Notice Interval					
C.2.6.1	P-2	Local Interconnection Trunks/Dispatch/FL (hours)				
C.2.6.2	P-2	Local Interconnection Trunks/Non-Dispatch/FL (hours)				
	% Missed Installation Appointments					
C.2.7	P-3	Local Interconnection Trunks/FL (%)		0.00000		YES
	% Missed Installation Appointments Including Subs					
C.2.8	P-3A	Local Interconnection Trunks/FL (%)		0.00000		YES
	% Provisioning Troubles within 30 Days					
C.2.9	P-9	Local Interconnection Trunks/FL (%)		0.00144	3.0657	YES
	Average Completion Notice Interval					
C.2.10	P-5	Local Interconnection Trunks/FL (hours)		66.40188	2.7194	YES
	Total Service Order Cycle Time					
C.2.11	P-10	Local Interconnection Trunks/FL (days)				Diagnostic
	% Completions w/o Notice or < 24 hours					
C.2.13.1	P-5	Local Interconnection Trunks/Dispatch/FL (%)				YES
C.2.13.2	P-5	Local Interconnection Trunks/Non-Dispatch/FL (%)				YES
	Service Order Accuracy					
C.2.14.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL (%)				YES
C.2.14.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL (%)				YES
C.2.14.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL (%)				YES
C.2.14.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL (%)				YES
	Local Interconnection Trunks - Maintenance and Repair					
	Missed Repair Appointments					
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL (%)				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL (%)		0.00000		YES
	Customer Trouble Report Rate					
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL (%)		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL (%)		0.00006	5.8880	YES
	Maintenance Average Duration					
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL (hours)				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL (hours)		0.09449	1.1789	YES
	% Repeat Troubles within 30 Days					
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL (%)				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL (%)		0.02465	0.1684	YES
	Out of Service > 24 hours					
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL (%)				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL (%)		0.00000		YES
	Local Interconnection Trunks - Billing					
	Invoice Accuracy (Measured in dollars)					
C.4.1	B-1	FL (%)		0.00007	-278.8947	YES
	Invoice Accuracy (Measured in # of adjustments)					
C.4.2	B-1	FL (%)		0.00863	2.3424	NO
	Mean Time to Deliver Invoices - CABS					
C.4.3	B-2	FL (calendar days)				NO
	% Billing Errors Corrected in X Days					
C.4.4	B-10	FL (days)				Diagnostic
	Local Interconnection Trunks - Trunk Blocking					
	Trunk Group Performance - Aggregate					
C.5.1	TGP-1	Local Interconnection Trunks/FL (%)				NO

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
	Operations Support Systems - Pre-Ordering																		
	% Interface Availability - CLEC																		
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.2	OSS-2	LENS/Region (%)	>= 99.5%			99.93%					YES			99.98%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			99.95%					YES			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.96%					YES			99.97%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.1.1.8	OSS-2	SOG/COG/Region (%)	>= 99.5%			99.99%					YES			99.98%					YES
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			99.94%					YES			100.00%					YES
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
	% Interface Availability - BST & CLEC																		
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			99.99%					YES			99.99%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			99.96%					YES			99.31%					NO
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			99.96%					YES			100.00%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			99.99%					YES			*100.00%*					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
	Average Response Interval - CLEC (LENS) (BST Measure includes Additional 2 Seconds)																		
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.69	1,667,412	1.58	325,087				YES	2.71	1,875,902	1.67	432,083				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	9,067	1.58	325,087				YES	2.80	9,499	1.67	432,833				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.81	4,688,401	1.14	244,313				YES	2.84	4,739,402	1.06	290,626				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.66	793,264	1.14	244,313				YES	4.59	882,824	1.06	290,626				YES
D.1.3.3.1	OSS-1	ATLAS - TN/FL (seconds)	RNS - ATLAS + 2 sec	2.78	776,652	1.21	75,663				YES	2.77	951,947	1.03	112,831				YES
D.1.3.3.2	OSS-1	ATLAS - TN/FL (seconds)	ROS - ATLAS + 2 sec	2.49	334,800	1.21	75,663				YES	2.58	347,815	1.03	112,831				YES
D.1.3.4.1	OSS-1	DSAP - DDI/FL (seconds)	RNS - DSAP + 2 sec	2.56	1,326,553	5.27	199,703				NO	2.61	1,567,022	2.84	901				NO
D.1.3.4.2	OSS-1	DSAP - DDI/FL (seconds)	ROS - DSAP + 2 sec	2.53	312,467	5.27	199,703				NO	2.55	340,804	2.84	901				NO
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.01	4,333,768	1.13	860,615				YES	3.07	4,861,223	1.76	1,451,266				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.60	1,238,582	1.13	860,615				YES	2.65	611,939	1.76	1,451,266				YES
D.1.3.6.1	OSS-1	COFFI/USOC/FL (seconds)	RNS - OASISBIG + 2 sec	3.12	8,590,082	4.24	19,879				NO	3.15	9,804,361	3.36	41,314				NO
D.1.3.6.2	OSS-1	COFFI/USOC/FL (seconds)	ROS - OASISBIG + 2 sec	3.70	870,935	4.24	19,879				YES	3.15	9,804,361	3.36	41,314				NO
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	*RNS - OASISBIG + 2 sec*	3.12	8,590,082	0.35	40,722				YES	3.15	9,804,361	0.56	91,791				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.70	870,935	0.35	40,722				YES	*3.66*	*733,705*	*0.56*	*91,791*				YES
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)																		
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.69	1,667,412	1.28	645,302				YES	2.71	1,875,902	1.42	396,855				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.78	9,067	1.28	645,302				YES	2.80	9,499	1.42	396,855				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	2.81	4,688,401	2.17	109,655				YES	2.84	4,739,402	2.19	107,366				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.66	793,264	2.17	109,655				YES	4.59	882,824	2.19	107,366				YES
D.1.4.3.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.93	25				Diagnostic			0.60	1,022				Diagnostic
D.1.4.3.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.93	25				Diagnostic			0.60	1,022				Diagnostic
D.1.4.4.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	2.78	776,652	1.89	27,742				YES	2.77	951,947	1.54	30,206				YES
D.1.4.4.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.49	334,800	1.89	27,742				YES	2.58	347,815	1.54	30,206				YES
D.1.4.5.1	OSS-1	DSAP - DDI/FL (seconds)	RNS - DSAP + 2 sec	2.56	1,326,553	1.06	20,838				YES	2.61	1,567,022	0.89	243,141				YES
D.1.4.5.2	OSS-1	DSAP - DDI/FL (seconds)	ROS - DSAP + 2 sec	2.53	312,467	1.06	20,838				YES	2.55	340,804	0.89	243,141				YES
D.1.4.6.1	OSS-1	TAG-CSR/FL (seconds)	RNS - CRSACCTS + 2 sec	3.01	4,333,768	2.22	654,959				YES	3.07	4,861,223	2.49	674,657				YES
D.1.4.6.2	OSS-1	TAG-CSR/FL (seconds)	ROS - CRSOCSR + 2 sec	2.60	1,238,582	2.22	654,959				YES	2.65	611,939	2.49	674,657				YES
D.1.4.7.1	OSS-1	CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 sec																
D.1.4.7.2	OSS-1	CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 sec																
D.1.4.8.1	OSS-1	CRSECSRL/Region (seconds)	*RNS - CRSACCTS + 2 sec*																
D.1.4.8.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec																
	Operations Support Systems - Maintenance and Repair																		
	% Interface Availability - BST																		
D.2.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES	100.00%							YES
	% Interface Availability - CLEC																		
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.2.2.2	*OSS-3*	*JECTA/Region (%)*	>= 99.5%			99.93%					YES			99.94%					YES
	% Interface Availability - BST & CLEC																		
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.99%					YES			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			99.90%					YES			99.75%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			100.00%					YES			99.90%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			100.00%					YES			99.93%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.82%					YES			99.97%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			99.99%					YES			100.00%					YES
	Average Response Interval <= 4 Seconds																		
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	95.37%	1,845,159	95.85%	142,401		0.00056	-6.2903	YES	98.26%	1,743,341	98.07%	134,999		0.00054	3.3961	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.00%	46,231	2.76%	1,953		0.00323	-2.3644	YES	2.49%	53,883	3.53%	2,808		0.00302	-3.7704	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.64%	28,022	7.41%	5,453		0.00311	-8.8816	YES	4.30%	32,203	6.51%	5,761		0.00280	-14.8310	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.34%	1,845,081	99.53%	145,907		0.00022	-13.2052	YES	99.70%	1,743,283	99.56%	138,543		0.00015	2.3171	NO
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	97.47%	1,201,989	97.21%	83,905		0.00056	4.6207	NO	97.84%	1,277,836	97.39%	80,801		0.00055	4.5916	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	98.69%	118,386	98.52%	7,952		0.00132	1.3193	YES	99.26%	117,343	99.17%	7,127		0.00104	0.8603	YES
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.49%	8,026	31.01%	690		0.01633	-0.8325	YES	27.91%	6,842	35.98%	712		0.01760	-4.5462	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	34.87%	5,962	26.82%	179		0.03615	2.2282	NO	37.13%	6,874	22.78%	167		0.03784	3.7990	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	17.01%	57,608	*24.44%*	5,584		0.00527	-14.1074	YES	14.11%	64,344	22.28%	5,817		0.00477	-17.0999	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.56%	198,432	99.50%	16,833		0.00052	-5.2026	YES	99.89%	224,543	99.94%	*19,073*		0.00025	-2.8246	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	82.12%	57,096	83.79%	4,841		0.00566	-2.9403	YES	86.40%	65,839	85.58%	5,057		0.00500	1.6674	NO
	Average Response Interval <= 10 Seconds																		
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	98.98%	1,845,159	99.38%	142,401		0.00028	-14.2506	YES	99.15%	1,743,341	99.46%	134,999		0.00026	-12.0851	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	75.40%	46,231	84.74%	1,953		0.00994	-9.3937	YES	76.03%	53,883	83.37%	2,808		0.00826	-8.8777	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	67.49%	28,022	40.45%	5,453		0.00693	38.9947	NO	65.58%	32,203	43.46%	5,761		0.00660	32.4990	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.65%	1,845,081	99.85%	145,907		0.00016	-12.7728	YES	99.83%	1,743,283	99.83%	138,543		0.00011	0.3960	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	99.80%	1,201,989	99.56%	83,905		0.00016	14.9894	NO	99.82%	1,277,836	99.93%	80,801		0.00015	12.2259	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	98.87%	118,386	98.79%	7,952		0.00123	-0.8007	YES	99.35%	117,343	98.44%	7,127		0.00098	-0.8612	YES
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	29.49%	8,026	31.01%	690		0.01833	-0.8325	YES	27.91%	6,842	35.98%	712		0.01760	-4.5462	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	99.40%	5,962	98.66%	179		0.00586	0.8738	YES	99.20%	6,874	99.40%	167		0.00659	-0.1731	YES
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	17.01%	57,608	24.44%	5,584		0.00527	-14.1074	YES	14.11%	64,344	22.28%	5,817		0.00477	-17.0999	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.82%	198,432	99.99%	16,833		0.00034	-5.0907	YES	99.99%	224,543	100.00%	19,073		0.00007	-1.2823	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.56%	57,096	99.45%	4,841		0.00099	1.0293	YES	99.70%	65,839	99.58%	5,057		0.00080	1.4334	YES
	Average Response Interval > 10 Seconds																		
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	1.02%	1,845,159	0.62%	142,401		0.00028	14.2506	YES	0.85%	1,743,341	0.54%	134,999		0.00026	12.0851	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	24.60%	46,231	15.26%	1,953		0.00994	9.3937	YES	23.97%	53,883	16.63%	2,808		0.00826	8.8777	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	32.51%	28,022	59.55%	5,453		0.00693	-38.9947	NO	34.44%	32,203	56.54%	5,761		0.00660	-32.4990	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.35%	1,845,081	0.15%	145,907		0.00016	12.7728	YES	0.17%	1,743,283	0.17%	138,543		0.00011	-0.3960	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	0.20%	1,201,989	0.44%	83,905		0.00016	-14.9894	NO	0.18%	1,277,836	0.07%	80,801		0.00015	-12.2259	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	1.13%	118,386	1.21%	7,952		0.00123	-0.8007	YES	0.65%	117,343	0.56%	7,127		0.00098	0.8612	YES
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	70.51%	8,026	68.99%	690		0.01833	0.8325	YES	72.09%	6,842	64.04%	712		0.01760	4.5462	YES

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			July							June							M			
			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume
	Operations Support Systems - Pre-Ordering																				
	% Interface Availability - CLEC																				
D.1.1.1	OSS-2	EDI/Region (%)			100.00%					YES			100.00%					YES			99.64%	
D.1.1.2	OSS-2	LENS/Region (%)			99.93%					YES			99.76%					YES			99.85%	
D.1.1.3	OSS-2	LEO/Region (%)			100.00%					YES			100.00%					YES			100.00%	
D.1.1.4	OSS-2	LESOG/Region (%)			100.00%					YES			100.00%					YES			100.00%	
D.1.1.5	OSS-2	TAG/Region (%)			99.97%					YES			99.86%					YES			99.99%	
D.1.1.6	OSS-2	PSIMS/Region (%)			100.00%					YES			100.00%					YES			100.00%	
D.1.1.7	OSS-2	LNP Gateway/Region (%)			99.97%					YES			99.86%					YES			100.00%	
D.1.1.8	OSS-2	SOG/COG/Region (%)			99.97%					YES			99.26%					NO			100.00%	
D.1.1.9	OSS-2	DOM/Region (%)			99.94%					YES			99.49%					NO			100.00%	
D.1.1.10	OSS-2	SOG/Region (%)			99.94%					YES			99.48%					NO			100.00%	
	% Interface Availability - BST & CLEC																				
D.1.2.1	OSS-2	ATLAS/Region (%)			99.99%					YES			99.99%					YES			100.00%	
D.1.2.2	OSS-2	COFFI/Region (%)			99.98%					YES			99.99%					YES			100.00%	
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)			99.98%					YES			99.99%					YES			99.99%	
D.1.2.4	OSS-2	DSAP/Region (%)			99.99%					YES			99.98%					YES			100.00%	
D.1.2.5	OSS-2	RSAG/Region (%)			99.97%					YES			99.99%					YES			100.00%	
D.1.2.6	OSS-2	SOCS/Region (%)			99.98%					YES			99.95%					YES			100.00%	
D.1.2.7	OSS-2	SONGS/Region (%)			99.98%					YES			99.99%					YES			100.00%	
D.1.2.8	OSS-2	DOE/Region (%)			100.00%					YES			100.00%					YES			99.99%	
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)																				
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	2.80	1,846,669	1.67	396,287				YES	2.88	1,862,027	1.02	386,506				YES	2.87	1,710,355	1.20	405,644
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	2.88	9,001	1.67	396,287				YES	2.91	8,891	1.02	386,506				YES	2.94	10,551	1.20	405,644
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	2.94	4,755,665	1.13	256,804				YES	3.03	4,284,424	0.93	223,663				YES	2.99	4,727,745	1.10	227,735
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	4.80	855,916	1.13	256,804				YES	4.76	778,843	0.93	223,663				YES	4.77	862,928	1.10	227,735
D.1.3.3.1	OSS-1	ATLAS - TN/FL (seconds)	2.93	917,834	1.07	109,936				YES	3.01	820,139	0.80	100,419				YES	2.95	878,134	0.88	79,193
D.1.3.3.2	OSS-1	ATLAS - TN/FL (seconds)	2.63	326,537	1.07	109,936				YES	2.61	280,482	0.80	100,419				YES	2.60	303,957	0.88	79,193
D.1.3.4.1	OSS-1	DSAP - DDI/FL (seconds)	2.68	1,582,104	2.87	868				NO	2.71	1,418,537	0.52	677				YES	2.71	1,570,800	0.53	798
D.1.3.4.2	OSS-1	DSAP - DDI/FL (seconds)	2.58	330,441	2.87	868				NO	2.57	290,595	0.52	677				YES	2.57	320,525	0.53	798
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	3.20	4,810,027	2.01	1,384,133				YES	3.24	4,324,284	1.14	1,313,285				YES	3.21	4,906,306	2.12	1,444,660
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	2.94	566,932	2.01	1,384,133				YES	2.95	540,104	1.14	1,313,285				YES	2.87	594,420	2.12	1,444,660
D.1.3.6.1	OSS-1	COFFI/USOC/FL (seconds)	3.43	10,056,660	2.97	52,384				YES	4.35	9,130,832	0.64	54,746				YES	4.60	10,251,055	0.63	62,923
D.1.3.6.2	OSS-1	COFFI/USOC/FL (seconds)	3.43	10,056,660	2.97	52,384				YES	4.35	9,130,832	0.64	54,746				YES	4.60	10,251,055	0.63	62,923
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	3.43	10,056,660	0.63	113,088				YES	4.35	9,130,832	0.04	115,506				YES	4.60	10,251,055	0.04	127,477
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	3.68	717,001	0.63	113,088				YES	3.73	642,068	0.04	115,505				YES	7.28	5,455	0.04	127,477
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)																				
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	2.80	1,846,669	1.52	505,302				YES	2.88	1,862,027	1.52	397,868				YES	2.87	1,710,355	1.50	391,221
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	2.88	9,001	1.52	505,302				YES	2.91	8,891	1.52	397,868				YES	2.94	10,551	1.50	391,221
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	2.94	4,755,665	2.30	94,013				YES	3.03	4,284,424	2.34	97,257				YES	2.99	4,727,745	3.05	98,992
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	4.80	855,916	2.30	94,013				YES	4.76	778,843	2.34	97,257				YES	4.77	852,928	3.05	98,992
D.1.4.3.1	OSS-1	ATLAS - DDI/Region (seconds)			0.85	298				Diagnostic			1.37	320				Diagnostic			1.76	162
D.1.4.3.2	OSS-1	ATLAS - DDI/Region (seconds)			0.85	298				Diagnostic			1.37	320				Diagnostic			1.76	162
D.1.4.4.1	OSS-1	ATLAS - TN/Region (seconds)	2.93	917,834	1.74	22,758				YES	3.01	820,139	1.89	21,098				YES	2.95	878,134	1.86	18,664
D.1.4.4.2	OSS-1	ATLAS - TN/Region (seconds)	2.63	326,537	1.74	22,758				YES	2.61	280,482	1.89	21,098				YES	2.60	303,957	1.86	18,664
D.1.4.5.1	OSS-1	DSAP - DDI/FL (seconds)	2.68	1,582,104	0.93	264,864				YES	2.71	1,418,537	1.83	254,711				YES	2.71	1,570,800	1.74	257,461
D.1.4.5.2	OSS-1	DSAP - DDI/FL (seconds)	2.58	330,441	0.93	264,864				YES	2.57	290,595	1.83	254,711				YES	2.57	320,525	1.74	257,461
D.1.4.6.1	OSS-1	TAG-CSR/FL (seconds)	3.20	4,810,027	2.78	545,578				YES	3.24	4,324,284	2.85	446,983				YES	3.21	4,906,306	2.51	429,742
D.1.4.6.2	OSS-1	TAG-CSR/FL (seconds)	2.94	566,932	2.78	545,578				YES	2.95	540,104	2.85	446,983				YES	2.87	594,420	2.51	429,742
D.1.4.7.1	OSS-1	CRSEINT/Region (seconds)																				
D.1.4.7.2	OSS-1	CRSEINT/Region (seconds)																				
D.1.4.8.1	OSS-1	CRSECSRL/Region (seconds)																				
D.1.4.8.2	OSS-1	CRSECSRL/Region (seconds)																				
	Operations Support Systems - Maintenance and Repair																				
	% Interface Availability - BST																				
D.2.1	OSS-3	TAFI/Region (%)	100.00%							YES	100.00%							YES	100.00%			
	% Interface Availability - CLEC																				
D.2.2.1	OSS-3	CLEC TAFI/Region (%)			100.00%					YES			100.00%					YES			100.00%	
D.2.2.2	OSS-3	ECTA/Region (%)			99.64%					YES			99.86%					YES			100.00%	
	% Interface Availability - BST & CLEC																				
D.2.3.1	OSS-3	CRIS/Region (%)			99.98%					YES			99.99%					YES			99.99%	
D.2.3.2	OSS-3	LMOS HOST/Region (%)			100.00%					YES			100.00%					YES			99.91%	
D.2.3.3	OSS-3	LNP/Region (%)			100.00%					YES			99.91%					YES			100.00%	
D.2.3.4	OSS-3	MARCH/Region (%)			99.96%					YES			100.00%					YES			100.00%	
D.2.3.5	OSS-3	OSPCMR/Region (%)			100.00%					YES			100.00%					YES			100.00%	
D.2.3.6	OSS-3	Predictor/Region (%)			100.00%					YES			99.92%					YES			100.00%	
D.2.3.7	OSS-3	SOCS/Region (%)			99.96%					YES			99.99%					YES			100.00%	
	Average Response Interval <= 4 Seconds																				
D.2.4.1	OSS-4	CRIS/Region (%)	95.57%	1,900,866	95.28%	147,174		0.00056	5.1462	NO	94.95%	1,804,342	94.68%	119,378		0.00065	4.4627	NO	95.12%	1,531,566	94.99%	115,940
D.2.4.2	OSS-4	DLETH/Region (%)	1.95%	56,906	3.03%	2,313		0.00293	-3.6598	YES	2.58%	46,568	3.67%	1,309		0.00445	-2.4373	YES	3.16%	44,805	4.59%	959
D.2.4.3	OSS-4	DLR/Region (%)	3.77%	33,201	7.42%	6,506		0.00258	-14.1538	YES	4.47%	31,837	7.51%	5,836		0.00294	-10.2981	YES	4.03%	32,864	3.36%	33,013
D.2.4.4	OSS-4	LMOS/Region (%)	99.67%	1,900,767	99.60%	151,428		0.00015	4.1626	NO	99.61%	1,804,281	99.58%	123,250		0.00018	1.7666	NO	99.80%	1,531,539	99.60%	118,455
D.2.4.5	OSS-4	LMOSupd/Region (%)	97.34%	1,429,571	97.09%	91,344		0.00055	4.5642	NO	79.21%	1,192,390	66.24%	73,719		0.00154	84.1631	NO	99.66%	1,134,176	66.19%	68,372
D.2.4.6	OSS-4	LNP/Region (%)	99.79%	126,780	99.10%	7,878		0.00053	13.0274	NO	99.65%	114,733	99.61%	7,067		0.00075	111.4126	NO	99.68%	109,144	99.19%	6,261
D.2.4.7	OSS-4	MARCH/Region (%)	28.94%	6,931	30.74%	784		0.01709	-1.0518	YES	28.10%	6,430	29.64%	695		0.01807	-0.8482	YES	28.04%	7,267	31.69%	628
D.2.4.8	OSS-4	MARCH/Region (%)	35.97%	7,411	26.46%	189		0.03535	2.6625	NO	33.15%	6,214	21.43%	168		0.03681	3.1848	NO	31.23%	6,631	24.50%	151
D.2.4.9	OSS-4	OSPCMR/Region (%)	14.52%	67,284	24.35%	6,057		0.00473	-20.8142	YES	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES	13.82%	66,436	19.61%	6,793
D.2.4.10	OSS-4	Predictor/Region (%)	99.77%	218,772	99.89%	19,512		0.00036	-2.3957	YES	99.81%	209,127	99.86%	17,586		0.00034	-1.5009	YES	99.85%	213,326	99.86%	17,941
D.2.4.11	OSS-4	SOCS/Region (%)	84.21%	71,762	83.76%	5,658		0.00504	0.8637	YES	82.83%	62,844	81.89%	4,528		0.00560	1.6105	YES	84.01%	62,771	83.00%	4,329
D.2.4.12	OSS-4	NIW/Region (%)																				
	Average Response Interval <= 10 Seconds																				
D.2.5.1	OSS-4	CRIS/Region (%)	99.05%	1,900,866	99.40%	147,174		0.00026	-13.3501	YES	99.02%	1,804,342	99.39%	119,378		0.00030	-12.5864	YES	99.05%	1,531,566	99.46%	115,940
D.2.5.2	OSS-4	DLETH/Region (%)	76.79%	56,906	93.31%	2,313		0.00696	-7.2867	YES	77.66%	46,568	82.58%	1,309		0.01167	-4.2178	YES	76.20%	44,805	85.30%	959
D.2.5.3	OSS-4	DLR/Region (%)	86.80%	33,201	40.80%	6,506		0.00639	40.5221	NO	71.08%	31,837	41.67%	5,836		0.00846	45.5375	NO	76.05%	32,864	86.18%	33,013
D.2.5.4	OSS-4	LMOS/Region (%)	99.82%	1,900,767	99.82%	151,428		0.00011	-0.5698	YES	99.80%	1,804,281	99.85%	123,250		0.00013	-3.7432	YES	99.79%	1,531,539	99.84%	118,455
D.2.5.5	OSS-4	LMOSupd/Region (%)	99.77%	1,429,571	99.58%	91,344		0.00016	12.6762	NO	90.59%	1,192,390	80.53%	73,719		0.00111	90.8098	NO	99.80%	1,134,176	80.25%	68,372
D.2.5.6	OSS-4	LNP/Region (%)	99.92%	126,780	99.77%	7,878		0.00033	4.3479	NO	99.83%	114,733	99.52%	7,067		0.00051	6.0140	NO	99.61%	109,144	99.63%	6,261
D.2.5.7	OSS-4	MARCH/Region (%)	28.94%	6,931	30.74%	784		0.01709	-1.0518	YES	28.10%	6,430	29.64%	695		0.01807	-0.8482	YES	28.04%	7,267	31.69%	628
D.2.5.8	OSS-4	MARCH/Region (%)	98.65%	7,411	98.84%	189		0.00850	-0.3426	YES	98.41%	6,214	95.83%	168		0.00979	2.6287	NO	97.81%	6,631	97.35%	151
D.2.5.9	OSS-4	OSPCMR/Region (%)	14.52%	67,284	24.35%	6,057		0.00473	-20.8142	YES	12.71%	64,264	21.73%	6,345		0.00436	-20.5823	YES	13.82%	66,436	19.61%	6,793
D.2.5.10	OSS-4	Predictor/Region (%)	99.98%	218,772	99.96%	19,512		0.00011	-0.6656	YES	99.98%	209,127	100.00%	17,586		0.00010	-1.6712	YES	99.98%	213,326	100.00%	17,941
D.2.5.11	OSS-4	SOCS/Region (%)	99.86%	71,762	99.51%	5,658		0.00061	1.8006	NO	99.42%	62,844	99.25%	4,528		0.00117	1.4676	YES	99.30%	62,771	99.21%	4,329
	Average Response Interval > 10 Seconds																				
D.2.6.1	OSS-4	CRIS/Region (%)	0.95%	1,900,866	0.60%	147,174		0.00026	13.3501	YES	0.98%	1,804,342	0.61%	119,378		0.00030	12.5864	YES	0.95%	1,531,566	0.54%	115,940
D.2.6.2	OSS-4	DLETH/Region (%)	23.21%	56,906	16.69%	2,313		0.00696	7.2867	YES	22.34%	46,568	17.42%	1,309		0.01167	4.2178	YES	20.80%	44,805	14.70%	959
D.2.6.3	OSS-4	DLR/Region (%)	33.31%	33,201	59.20%	6,506		0.00639	-40.5221	NO	28.92%	31,837	58.33%	5,836		0.00846	-45.5375	NO	23.95%	32,864	11.82%	33,013
D.2.6.4	OSS-4	LMOS/Region (%)	0.18%	1,900,767	0.18%	151,428		0.00011	0.5698	YES	0.20%	1,804,281	0.15%	123,250		0.00013	3.7432	YES	0.21%	1,531,539	0.16%	118,455
D.2.6.5	OSS-4	LMOSupd/Region (%)	0.23%	1,429,571	0.44%	91,344		0.00016	-12.6762	NO	9.41%	1,192,390	19.47%	73,719		0.00111	-90.8098	NO	0.20%	1,134,176	19.75%	68,372
D.2.6.6	OSS-4	LNP/Region (%)	0.08%	126,780	0.23%	7,878		0.00033	-4.3479	NO	0.17%	114,733	0.48%	7,067		0.00051	-6.0140	NO	0.19%	109,144	0.37%	6,261
D.2.6.7	OSS-4	MARCH/Region (%)	71.06%	6,931	69.26%	784		0.01709	1.0518	YES	71.90%	6,430	70.36%	695		0.01807	0.8482	YES	71.96%	7,267	68.31%	628

BellSouth Monthly Performance Summary

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			Standard Deviation	Standard Error	Zscore	Equity
	Operations Support Systems - Pre-Ordering					
	% Interface Availability - CLEC					
D.1.1.1	OSS-2	EDI/Region (%)				YES
D.1.1.2	OSS-2	LENS/Region (%)				YES
D.1.1.3	OSS-2	LEO/Region (%)				YES
D.1.1.4	OSS-2	LESOG/Region (%)				YES
D.1.1.5	OSS-2	TAG/Region (%)				YES
D.1.1.6	OSS-2	PSIMS/Region (%)				YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)				YES
D.1.1.8	OSS-2	SGG/COG/Region (%)				YES
D.1.1.9	OSS-2	DOM/Region (%)				YES
D.1.1.10	OSS-2	SOG/Region (%)				YES
	% Interface Availability - BST & CLEC					
D.1.2.1	OSS-2	ATLAS/Region (%)				YES
D.1.2.2	*OSS-2*	*COFFI/Region (%)*				YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)				YES
D.1.2.4	OSS-2	DSAP/Region (%)				YES
D.1.2.5	OSS-2	RSAG/Region (%)				YES
D.1.2.6	OSS-2	SOCS/Region (%)				YES
D.1.2.7	OSS-2	SONGS/Region (%)				YES
D.1.2.8	OSS-2	DOE/Region (%)				YES
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)					
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)				YES
D.1.3.3.1	OSS-1	ATLAS - TN/FL (seconds)				YES
D.1.3.3.2	OSS-1	ATLAS - TN/FL (seconds)				YES
D.1.3.4.1	OSS-1	DSAP - DDI/FL (seconds)				YES
D.1.3.4.2	OSS-1	DSAP - DDI/FL (seconds)				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)				YES
D.1.3.6.1	OSS-1	COFFI/USOC/FL (seconds)				YES
D.1.3.6.2	OSS-1	COFFI/USOC/FL (seconds)				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)				YES
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)					
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)				NO
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)				YES
D.1.4.3.1	OSS-1	ATLAS - DID/Region (seconds)				Diagnostic
D.1.4.3.2	OSS-1	ATLAS - DID/Region (seconds)				Diagnostic
D.1.4.4.1	OSS-1	ATLAS - TN/Region (seconds)				YES
D.1.4.4.2	OSS-1	ATLAS - TN/Region (seconds)				YES
D.1.4.5.1	OSS-1	DSAP - DDI/FL (seconds)				YES
D.1.4.5.2	OSS-1	DSAP - DDI/FL (seconds)				YES
D.1.4.6.1	OSS-1	TAG-CSR/FL (seconds)				YES
D.1.4.6.2	OSS-1	TAG-CSR/FL (seconds)				YES
D.1.4.7.1	OSS-1	CRSEINT/Region (seconds)				
D.1.4.7.2	OSS-1	CRSEINT/Region (seconds)				
D.1.4.8.1	OSS-1	CRSECSRL/Region (seconds)				
D.1.4.8.2	OSS-1	CRSECSRL/Region (seconds)				
	Operations Support Systems - Maintenance and Repair					
	% Interface Availability - BST					
D.2.1	OSS-3	TAFI/Region (%)				YES
	% Interface Availability - CLEC					
D.2.2.1	OSS-3	CLEC TAFI/Region (%)				YES
D.2.2.2	OSS-3	ECTA/Region (%)				YES
	% Interface Availability - BST & CLEC					
D.2.3.1	OSS-3	CRIS/Region (%)				YES
D.2.3.2	*OSS-3*	*LMOS HOST/Region (%)*				YES
D.2.3.3	OSS-3	LNP/Region (%)				YES
D.2.3.4	OSS-3	MARCH/Region (%)				YES
D.2.3.5	OSS-3	OSPCM/Region (%)				YES
D.2.3.6	OSS-3	Predictor/Region (%)				YES
D.2.3.7	OSS-3	SOCS/Region (%)				YES
	Average Response Interval <= 4 Seconds					
D.2.4.1	OSS-4	CRIS/Region (%)		0.00066	2.0340	NO
D.2.4.2	OSS-4	DLETH/Region (%)		0.00571	-2.4080	YES
D.2.4.3	OSS-4	DLR/Region (%)		0.00153	4.3951	NO
D.2.4.4	OSS-4	LMOS/Region (%)		0.00019	0.3902	YES
D.2.4.5	OSS-4	LMOSupd/Region (%)		0.00162	76.0102	NO
D.2.4.6	OSS-4	LNP/Region (%)		0.00073	6.8108	NO
D.2.4.7	OSS-4	MARCH/Region (%)		0.01866	-1.9499	YES
D.2.4.8	OSS-4	OSPCM/Region (%)		0.03814	1.7642	NO
D.2.4.9	OSS-4	Predictor/Region (%)		0.00439	-13.1884	YES
D.2.4.10	*OSS-4*	*SOCS/Region (%)*		0.00030	-8.8990	YES
D.2.4.11	OSS-4	NIW/Region (%)		0.00576	1.7539	NO
	Average Response Interval <= 10 Seconds					
D.2.5.1	OSS-4	CRIS/Region (%)		0.00030	-13.8678	YES
D.2.5.2	OSS-4	DLETH/Region (%)		0.01325	-4.8024	YES
D.2.5.3	OSS-4	DLR/Region (%)		0.00330	-34.9788	YES
D.2.5.4	OSS-4	LMOS/Region (%)		0.00014	-3.4019	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)		0.00118	83.0395	NO
D.2.5.6	OSS-4	LNP/Region (%)		0.00057	3.1191	NO
D.2.5.7	OSS-4	MARCH/Region (%)		0.01866	-1.9499	YES
D.2.5.8	OSS-4	OSPCM/Region (%)		0.01204	0.3841	YES
D.2.5.9	OSS-4	Predictor/Region (%)		0.00439	-13.1884	YES
D.2.5.10	OSS-4	SOCS/Region (%)		0.00011	-1.8266	YES
D.2.5.11	OSS-4	NIW/Region (%)		0.00123	1.3875	YES
	Average Response Interval > 10 Seconds					
D.2.6.1	OSS-4	CRIS/Region (%)		0.00030	13.8678	YES
D.2.6.2	*OSS-4*	*DLETH/Region (%)*		0.01325	4.8024	YES
D.2.6.3	OSS-4	DLR/Region (%)		0.00330	34.9788	YES
D.2.6.4	OSS-4	LMOS/Region (%)		0.00014	3.4019	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)		0.00118	-83.0395	NO
D.2.6.6	OSS-4	LNP/Region (%)		0.00057	-3.1191	NO
D.2.6.7	OSS-4	MARCH/Region (%)		0.01866	1.9499	YES

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

				Benchmark/ Analog	September								August							
					BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
D.2.6.8	OSS-4	OSPCM/Region (%)		Parity w Retail	0.60%	5,992	1.12%	179		0.00568	-0.8738	YES	0.71%	5,874	0.60%	167		0.00659	0.1731	YES
D.2.6.9	OSS-4	Prediction/Region (%)		Parity w Retail	62.99%	57,806	75.36%	5,584		0.00527	14.1074	YES	65.80%	64,344	77.74%	5,817		0.00477	17.0999	YES
D.2.6.10	OSS-4	SOCS/Region (%)		Parity w Retail	0.16%	196,432	0.01%	16,833		0.00034	5.0907	YES	0.01%	224,543	0.00%	19,073		0.00007	1.2823	YES
D.2.6.11	OSS-4	NIW/Region (%)		Parity w Retail	0.44%	57,095	0.55%	4,941		0.00099	-1.0293	YES	0.30%	66,839	0.42%	5,057		0.00080	-1.4334	YES

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			July								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	BST Measure	BST Volume	CLEC Measure	CLEC Volume
D.2.6.8	OSS-4	[redacted]	1.35%	7,411	1.06%	189	[redacted]	0.00850	0.3426	YES	1.59%	6,214	4.17%	168	[redacted]	0.00979	-2.6287	NO	2.19%	6,831	2.65%	151
D.2.6.9	OSS-4	Predictor/Region (%)	85.48%	67,284	75.65%	6,057	[redacted]	0.00473	20.8142	YES	87.26%	64,264	76.27%	6,345	[redacted]	0.00438	20.5823	YES	86.18%	66,436	80.30%	6,793
D.2.6.10	OSS-4	SOCS/Region (%)	0.02%	216,772	0.02%	19,512	[redacted]	0.00011	0.6958	YES	0.02%	209,127	0.00%	17,586	[redacted]	0.00010	1.6712	YES	0.02%	213,326	0.00%	17,941
D.2.6.11	OSS-4	NIW/Region (%)	0.35%	71,782	0.49%	5,656	[redacted]	0.00081	-1.8008	NO	0.56%	62,844	0.75%	4,528	[redacted]	0.00117	-1.4676	YES	0.61%	62,771	0.79%	4,329

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			ay			
			Standard Deviation	Standard Error	Zscore	Equity
D.2.6.8	OSS-4	OSPCM/Region (%)	[redacted]	0.01204	-0.3841	YES
D.2.6.9	OSS-4	Predictor/Region (%)	[redacted]	0.00439	13.1884	YES
D.2.6.10	OSS-4	SOCS/Region (%)	[redacted]	0.00011	1.8266	YES
D.2.6.11	OSS-4	NIW/Region (%)	[redacted]	0.00123	-1.3876	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
	Collocation - Collocation																		
	Average Response Time																		
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 15 days			8	5				YES			5	3				YES
E.1.1.2	C-1	Physical Caged/FL (calendar days)	<= 15 days			8	6				YES			5	10				YES
E.1.1.3	C-1	Physical Caageless/FL (calendar days)	<= 15 days			12	11				YES			8	21				YES
	Average Arrangement Time																		
E.1.2.1	C-2	Virtual/FL (calendar days)	<= 60 days																
E.1.2.2	C-2	Virtual-Augments/FL (calendar days)	<= 45 days											1	5				YES
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)	<= 60 days																
E.1.2.4	C-2	Physical Caged-Ordinary/FL (calendar days)	<= 90 days																
E.1.2.5	C-2	Physical Caged-Augments/FL (calendar days)	<= 45 days			14	13				YES			26	6				YES
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL (calendar days)	<= 90 days																
E.1.2.7	C-2	Physical Caageless-Ordinary/FL (calendar days)	<= 90 days			65	1				YES			43	3				YES
E.1.2.8	C-2	Physical Caageless-Augments/FL (calendar days)	<= 45 days			13	11				YES			11	5				YES
E.1.2.9	C-2	Physical Caageless-Augments Additional Space Required/FL (calendar days)	<= 90 days																
	% Due Dates Missed													0.00%	5				YES
E.1.3.1	C-3	Virtual/FL (%)	< 10% missed			0.00%	25				YES			0.00%	14				YES
E.1.3.2	C-3	Physical/FL (%)	< 10% missed																

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
	Collocation - Collocation																					
	Average Response Time																					
E.1.1.1	C-1	Virtual/FL (calendar days)			5	5				YES											5	3
E.1.1.2	C-1	Physical Caged/FL (calendar days)			7	26				YES			3	18				YES			5	5
E.1.1.3	C-1	Physical Cageless/FL (calendar days)			5	23				YES			3	9				YES			4	12
	Average Arrangement Time																					
E.1.2.1	C-2	Virtual/FL (calendar days)																				
E.1.2.2	C-2	Virtual-Augments/FL (calendar days)			25	5				YES			42	3				YES			60	2
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)																			16	6
E.1.2.4	C-2	Physical Caged-Ordinary/FL (calendar days)			14	1				YES												
E.1.2.5	C-2	Physical Caged-Augments/FL (calendar days)			6	37				YES			28	6				YES				
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL (calendar days)																				
E.1.2.7	C-2	Physical Cageless-Ordinary/FL (calendar days)			28	1				YES											26	3
E.1.2.8	C-2	Physical Cageless-Augments/FL (calendar days)			17	17				YES			11	9				YES			25	9
E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL (calendar days)			42	1				YES			24	2				YES				
	% Due Dates Missed																					
E.1.3.1	C-3	Virtual/FL (%)			0.00%	5				YES			0.00%	3				YES			0.00%	2
E.1.3.2	C-3	Physical/FL (%)			0.00%	57				YES			0.00%	17				YES			0.00%	20

BellSouth Monthly Performance Summary

Florida Permanent, September 2002 - May 2002

			Standard Deviation	Standard Error	Zscore	Equity
	Collocation - Collocation					
	Average Response Time					
E.1.1.1	C-1	Virtual/FL (calendar days)	[redacted]			YES
E.1.1.2	C-1	Physical Caged/FL (calendar days)				YES
E.1.1.3	C-1	Physical Caageless/FL (calendar days)				YES
	Average Arrangement Time					
E.1.2.1	C-2	Virtual/FL (calendar days)	[redacted]			
E.1.2.2	C-2	Virtual-Augments/FL (calendar days)				
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)				YES
E.1.2.4	C-2	Physical Caged-Ordinary/FL (calendar days)				YES
E.1.2.5	C-2	Physical Caged-Augments/FL (calendar days)				
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL (calendar days)				
E.1.2.7	C-2	Physical Caageless-Ordinary/FL (calendar days)				YES
E.1.2.8	C-2	Physical Caageless-Augments/FL (calendar days)				YES
E.1.2.9	C-2	Physical Caageless-Augments Additional Space Required/FL (calendar days)				
	% Due Dates Missed					
E.1.3.1	C-3	Virtual/FL (%)	[redacted]			YES
E.1.3.2						

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
	General - Flow Through																		
	% Flow Through Service Requests																		
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			89.83%	368,804				Diagnostic			88.47%	455,659				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			89.83%	368,804				Diagnostic			88.47%	455,659				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			90.20%	154,447				NO			89.52%	187,816				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			77.80%	4,456				NO			76.17%	4,864				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			89.81%	209,898				YES			87.94%	262,979				YES
	% Flow Through Service Requests - Achieved																		
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			83.37%	397,389				Diagnostic			81.19%	496,519				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			83.37%	397,389				Diagnostic			81.19%	496,519				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			85.39%	163,154				Diagnostic			82.63%	203,466				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			57.73%	6,009				Diagnostic			54.74%	6,766				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			82.80%	228,226				Diagnostic			80.79%	286,283				Diagnostic
	% Flow Through Service Requests - LNP																		
F.1.3.1	O-3	Summary/Region (%)	>= 85%			88.81%	9,298				YES			88.09%	10,967				YES
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			88.81%	9,298				YES			88.09%	10,967				YES
F.1.3.3	O-3	Residence/Region (%)	Diagnostic								Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic								Diagnostic								Diagnostic
	General - Pre-Ordering																		
	Loop Makeup Response Time (Manual)																		
F.2.1	PO-1	Loops/FL (%)	>= 95% w in 3 bus days			20.00%	5				NO			50.00%	4				NO
	Loop Makeup Response Time (Electronic)																		
F.2.2	PO-2	Loops/FL (%)	>= 95% w in 1 min			98.80%	3,276				YES			98.07%	3,640				YES
	General - Ordering																		
	Service Inquiry with Firm Order Confirmation																		
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% w in 5 bus days			89.74%	39				NO			90.48%	42				NO
F.3.1.2	O-10	Local Interoffice Transport/FL (%)	>= 95% w in 5 bus days			50.00%	2				NO			37.50%	8				NO
	Average Speed of Answer																		
F.4.1	O-12	Region (seconds)	Parity w Retail	315.73	5,566,672	22.08	40,855				YES	282.45	6,362,181	40.05	44,308				YES
	General - Maintenance Center																		
	Average Answer Time																		
F.5.1	M&R-6	Region (seconds)	Parity w Retail	86.71	2,022,954	26.57	96,672				YES	53.70	2,241,269	24.35	101,422				YES
	General - Operator Services (Toll)																		
	Average Speed to Answer																		
F.6.1	OS-1	FL (seconds)	PBD			4.78					PBD			3.82					PBD
	% Answered in 30 seconds																		
F.6.2	OS-2	FL (%)	PBD			96.90%					PBD			97.90%					PBD
	General - Directory Assistance																		
	Average Speed to Answer																		
F.7.1	DA-1	FL (seconds)	PBD			5.79					PBD			5.03					PBD
	% Answered in 20 seconds																		
F.7.2	DA-2	FL (%)	PBD			94.10%					PBD			95.60%					PBD
	General - E911																		
	Mean Interval																		
F.8.1	E-3	FL (hours)	PBD			0.86	1,143				PBD			1.01	1,205				PBD
	% Accuracy																		
F.8.2	E-2	FL (%)	PBD			95.13%	604,095				PBD			94.49%	696,276				PBD
	% Timeliness																		
F.8.3	E-1	FL (%)	PBD			100.00%	1,143				PBD			100.00%	1,205				PBD
	General - Billing																		
	Usage Data Delivery Accuracy (date packs)																		
F.9.1	B-3	Region (%)	Parity w Retail	99.92%	2,354	100.00%	25,526		0.00083	-1.3538	YES	99.70%	3,330	99.34%	26,909		0.00101	3.5564	NO
	Usage Data Delivery Accuracy																		
F.9.2	B-3	Region (%)	Parity w Retail	100.00%	55,590	100.00%	638,999,122		0.00002	-1.0000	YES	98.28%	55,284	97.49%	619,230,222		0.00055	14.3790	NO
	Usage Data Delivery Timeliness																		
F.9.3	B-5	Region (%)	Parity w Retail	99.83%	55,590	99.84%	638,999,122		0.00017	11.0808	NO	99.00%	55,284	97.94%	619,230,222		0.00042	24.9559	NO
	Usage Data Delivery Completeness																		
F.9.4	B-4	Region (%)	Parity w Retail	99.92%	55,590	99.95%	638,999,122		0.00012	-2.6148	YES	99.65%	55,284	99.96%	619,230,222		0.00025	-13.1550	YES
	Mean Time to Deliver Usage																		
F.9.5	B-6	Region (days)	Parity w Retail	3.41	55,590	2.29	638,999,122				YES	3.34	55,284	2.21	619,230,222				YES
	Recurring Charge Completeness																		
F.9.6.1	B-7	Resale/FL (%)	Parity w Retail	83.39%	$18,669,496	98.79%	$574,482		0.00122	-125.8463	YES	84.93%	$20,531,580	98.17%	$1,005,813		0.00094	-151.3895	YES
F.9.6.2	B-7	UNE/FL (%)	>= 90%			99.07%	$1,108,776				YES			95.17%	$1,315,132				YES
F.9.6.3	B-7	Interconnection/FL (%)	>= 90%			99.44%	$7,816				YES			77.21%	$8,629				NO
	Non-Recurring Charge Completeness																		
F.9.7.1	B-8	Resale/FL (%)	Parity w Retail	92.93%	$29,921,810	98.38%	$537,115		0.00122	-44.6731	YES	88.56%	$28,196,759	97.90%	$955,624		0.00096	-85.1378	YES
F.9.7.2	B-8	UNE/FL (%)	>= 90%			98.81%	$2,242,167				YES			96.71%	$3,313,580				YES
F.9.7.3	B-8	Interconnection/FL (%)	>= 90%			93.42%	$484,837				YES			93.09%	$540,883				YES
	% Daily Usage Feed Errors Corrected in X Business Days (pack failures)																		
F.9.8	B-9	Region (%)	Diagnostic								Diagnostic								Diagnostic
	% Daily Usage Feed Errors Corrected in X Business Days (EMI content)																		
F.9.9	B-9	Region (%)	Diagnostic								Diagnostic								Diagnostic
	General - Change Management																		
	% Software Release Notices Sent On Time																		
F.10.1	CM-1	FL (%)	>= 98% w in 30 days											100.00%	1				YES
	Average Software Release Notice Delay Days																		
F.10.2	CM-2	FL (average)	>= 25 days prior to release																
	% Change Management Documentation Sent On Time																		
F.10.3	CM-3	FL (%)	>= 98% w in 30 days																
	Average Documentation Release Delay Days																		
F.10.5	CM-4	FL (average)	>= 25 days prior to release																
	% CLEC Interface Outages Sent within 15 Minutes																		
F.10.6	CM-5	FL (%)	>= 97% w in 15 min			100.00%	11				YES			100.00%	19				YES
	% Software Errors Corrected within 10 Business Days																		
F.10.7	CM-6	Region (%)	>= 95% w in 10 days			100.00%	1				YES			100.00%	4				YES
	% Software Errors Corrected within 30 Business Days																		
F.10.8	CM-6	Region (%)	>= 95% w in 30 days			100.00%	3				YES								
	% Software Errors Corrected within 45 Business Days																		
F.10.9	CM-6	Region (%)	>= 95% w in 45 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
	General - Flow Through																					
	% Flow Through Service Requests				88.26%	421,397				Diagnostic			85.96%	366,639				Diagnostic			84.50%	371,918
F.1.1.1	O-3	Summary/Region (%)			88.26%	421,397				Diagnostic			85.96%	366,639				Diagnostic			84.50%	371,918
F.1.1.2	O-3	Aggregate/Region (%)			67.70%	195,600				NO			66.58%	175,117				NO			66.74%	190,895
F.1.1.3	O-3	Residence/Region (%)			73.25%	5,569				NO			73.74%	4,836				NO			69.54%	5,979
F.1.1.4	O-3	Business/Region (%)			89.13%	220,118				YES			83.84%	188,686				NO			82.57%	175,044
F.1.1.5	O-3	UNE/Region (%)																				
	% Flow Through Service Requests - Achieved				80.59%	461,472				Diagnostic			78.96%	401,329				Diagnostic			76.58%	410,373
F.1.2.1	O-3	Summary/Region (%)			80.59%	461,472				Diagnostic			78.96%	401,329				Diagnostic			76.58%	410,373
F.1.2.2	O-3	Aggregate/Region (%)			80.99%	211,903				Diagnostic			81.68%	199,918				Diagnostic			79.86%	207,309
F.1.2.3	O-3	Residence/Region (%)			45.85%	8,927				Diagnostic			53.42%	6,676				Diagnostic			51.58%	8,061
F.1.2.4	O-3	Business/Region (%)			81.53%	240,642				Diagnostic			77.27%	204,735				Diagnostic			74.12%	195,003
F.1.2.5	O-3	UNE/Region (%)																				
	% Flow Through Service Requests - LNP				88.50%	9,771				YES			83.63%	8,563				NO			80.75%	10,881
F.1.3.1	O-3	Summary/Region (%)			88.50%	9,771				YES			83.63%	8,563				NO			80.75%	10,881
F.1.3.2	O-3	Aggregate/Region (%)								Diagnostic								Diagnostic				
F.1.3.3	O-3	Residence/Region (%)								Diagnostic								Diagnostic				
F.1.3.4	O-3	Business/Region (%)																				
	General - Pre-Ordering																					
	Loop Makeup Response Time (Manual)				62.50%	8				NO			75.00%	12				NO			71.43%	14
F.2.1	PO-1	Loops/FL (%)																				
	Loop Makeup Response Time (Electronic)				99.09%	1,973				YES			80.96%	2,484				NO			92.80%	7,630
F.2.2	PO-2	Loops/FL (%)																				
	General - Ordering																					
	Service Inquiry with Firm Order Confirmation				94.12%	34				NO			100.00%	56				YES			92.75%	69
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL (%)			100.00%	2				YES			100.00%	3				YES			75.00%	4
F.3.1.2	O-10	Local Interoffice Transport/FL (%)																				
	Average Speed of Answer																					
F.4.1	O-12	Region (seconds)	269.17	6,408,394	29.80	42,614				YES	259.46	5,582,890	58.19	41,576				YES	194.86	6,278,471	35.16	35,479
	General - Maintenance Center																					
	Average Answer Time																					
F.5.1	M&R-6	Region (seconds)	84.66	2,306,025	27.23	106,851				YES	52.80	1,593,224	28.04	91,272				YES	64.68	1,522,154	25.99	88,118
	General - Operator Services (Toll)																					
	Average Speed to Answer				4.19					PBD			3.50					PBD			3.29	
F.6.1	OS-1	FL (seconds)																				
	% Answered in 30 seconds				97.50%					PBD			98.50%					PBD			98.70%	
F.6.2	OS-2	FL (%)																				
	General - Directory Assistance																					
	Average Speed to Answer				5.65					PBD			6.53					PBD			6.26	
F.7.1	DA-1	FL (seconds)																				
	% Answered in 20 seconds				93.90%					PBD			92.20%					PBD			93.00%	
F.7.2	DA-2	FL (%)																				
	General - E911																					
	Mean Interval				1.69	1,224				PBD			0.84	1,139				PBD			0.69	1,216
F.8.1	E-3	FL (hours)																				
	% Accuracy				95.00%	708,490				PBD			95.99%	732,503				PBD			93.92%	765,331
F.8.2	E-2	FL (%)																				
	% Timeliness				100.00%	1,234				PBD			100.00%	1,139				PBD			100.00%	1,216
F.8.3	E-1	FL (%)																				
	General - Billing																					
	Usage Data Delivery Accuracy (data packs)																					
F.9.1	B-3	Region (%)	100.00%	3,616	100.00%	26,126		0.00000		YES	100.00%	3,216	100.00%	22,639		0.00000		YES	95.22%	3,810	100.00%	24,397
	Usage Data Delivery Accuracy																					
F.9.2	B-3	Region (%)	100.00%	39,195	100.00%	617,439,932		0.00000		YES	100.00%	27,358	100.00%	475,419,189		0.00000		YES	84.67%	28,227	100.00%	492,390,383
	Usage Data Delivery Timeliness																					
F.9.3	B-5	Region (%)	97.81%	39,195	99.56%	617,439,932		0.00074	-23.8044	YES	99.33%	27,358	99.36%	475,419,189		0.00049	-0.9527	YES	94.93%	28,227	97.64%	492,390,383
	Usage Data Delivery Completeness																					
F.9.4	B-4	Region (%)	99.10%	39,195	99.91%	617,439,932		0.00048	-16.8707	YES	99.92%	27,358	99.91%	475,419,189		0.00017	0.7704	YES	97.21%	28,227	99.95%	492,390,383
	Mean Time to Deliver Usage																					
F.9.5	B-5	Region (days)	3.60	39,195	2.31	617,439,932				YES	3.24	27,358	2.43	475,419,189				YES	4.34	28,227	2.52	492,390,383
	Recurring Charge Completeness																					
F.9.6.1	B-7	Resale/FL (%)	83.76%	$20,097,319	97.80%	$1,655,845		0.00070	-197.1130	YES	84.97%	$18,834,825	96.65%	$1,316,163		0.00083	-164.6833	YES	85.73%	$19,424,305	98.98%	$2,481,381
F.9.6.2	B-7	UNE/FL (%)			99.19%	$1,084,882				YES			95.67%	$911,846				YES			99.34%	$1,303,888
F.9.6.3	B-7	Interconnection/FL (%)			94.96%	$4,196				YES			97.59%	$8,707				YES			98.35%	$4,805
	Non-Recurring Charge Completeness																					
F.9.7.1	B-8	Resale/FL (%)	91.22%	$26,827,330	99.06%	$980,845		0.00099	-79.1657	YES	93.44%	$25,120,849	97.93%	$1,031,348		0.00097	-46.2406	YES	93.06%	$26,751,879	97.36%	$1,055,504
F.9.7.2	B-8	UNE/FL (%)			99.12%	$2,664,759				YES			99.77%	$2,397,903				YES			97.90%	$1,564,580
F.9.7.3	B-8	Interconnection/FL (%)			95.09%	$502,103				YES			98.55%	$573,742				YES			98.43%	$557,009
	% Daily Usage Feed Errors Corrected in X Business Days (pack failures)																					
F.9.8	B-9	Region (%)								Diagnostic								Diagnostic				
	% Daily Usage Feed Errors Corrected in X Business Days (EMI content)																					
F.9.9	B-9	Region (%)								Diagnostic								Diagnostic				
	General - Change Management																					
	% Software Release Notices Sent On Time				100.00%	1				YES											100.00%	1
F.10.1	CM-1	FL (%)																				
	Average Software Release Notice Delay Days																					
F.10.2	CM-2	FL (average)																				
	% Change Management Documentation Sent On Time				100.00%	1				YES			100.00%	1				YES				
F.10.3	CM-3	FL (%)																				
	Average Documentation Release Delay Days																					
F.10.5	CM-4	FL (average)																				
	% CLEC Interface Outages Sent within 15 Minutes				100.00%	17				YES			100.00%	23				YES			100.00%	15
F.10.6	CM-5	FL (%)																				
	% Software Errors Corrected within 10 Business Days																					
F.10.7	CM-6	Region (%)																				
	% Software Errors Corrected within 30 Business Days																					
F.10.8	CM-6	Region (%)																				
	% Software Errors Corrected within 45 Business Days																					
F.10.9	CM-6	Region (%)																				

BellSouth Monthly Performance Summary

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				Standard Deviation	Standard Error	Zscore	Equity
			General - Flow Through				
			% Flow Through Service Requests				Diagnostic
F.1.1.1	O-3	Summary/Region (%)					Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)					NO
F.1.1.3	O-3	Residence/Region (%)					NO
F.1.1.4	O-3	Business/Region (%)					NO
F.1.1.5	O-3	UNE/Region (%)					
			% Flow Through Service Requests - Achieved				Diagnostic
F.1.2.1	O-3	Summary/Region (%)					Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)					Diagnostic
F.1.2.3	O-3	Residence/Region (%)					Diagnostic
F.1.2.4	O-3	Business/Region (%)					Diagnostic
F.1.2.5	O-3	UNE/Region (%)					
			% Flow Through Service Requests - LNP				YES
F.1.3.1	O-3	Summary/Region (%)					YES
F.1.3.2	O-3	Aggregate/Region (%)					Diagnostic
F.1.3.3	O-3	Residence/Region (%)					Diagnostic
F.1.3.4	O-3	Business/Region (%)					
			Loop Makeup Response Time (Manual)				NO
F.2.1	PO-1	Loops/FL (%)					
			Loop Makeup Response Time (Electronic)				NO
F.2.2	PO-2	Loops/FL (%)					
			General - Ordering				
			Service Inquiry with Firm Order Confirmation				NO
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL (%)					NO
F.3.1.2	O-10	Local Interoffice Transport/FL (%)					
			Average Speed of Answer				YES
F.4.1	O-12	Region (seconds)					
			General - Maintenance Center				
			Average Answer Time				YES
F.5.1	MR-6	Region (seconds)					
			General - Operator Services (Toll)				
			Average Speed to Answer				PBD
F.6.1	OS-1	FL (seconds)					PBD
			% Answered in 30 seconds				
F.6.2	OS-2	FL (%)					
			General - Directory Assistance				
			Average Speed to Answer				PBD
F.7.1	DA-1	FL (seconds)					PBD
			% Answered in 20 seconds				
F.7.2	DA-2	FL (%)					
			General - E911				
			Mean Interval				PBD
F.8.1	E-3	FL (hours)					PBD
			% Accuracy				PBD
F.8.2	E-2	FL (%)					
			% Timeliness				
F.8.3	E-1	FL (%)					
			General - Billing				
			Usage Data Delivery Accuracy (date packs)		0.00372	-12.8574	YES
F.9.1	B-3	Region (%)					YES
			Usage Data Delivery Accuracy		0.00214	-71.4752	YES
F.9.2	B-3	Region (%)					YES
			Usage Data Delivery Timeliness		0.00131	-20.7307	YES
F.9.3	B-5	Region (%)					YES
			Usage Data Delivery Completeness		0.00096	-27.9433	YES
F.9.4	B-4	Region (%)					YES
			Mean Time to Deliver Usage				
F.9.5	B-6	Region (days)					
			Recurring Charge Completeness		0.00052	-212.1849	YES
F.9.6.1	B-7	Resale/FL (%)					YES
F.9.6.2	B-7	UNE/FL (%)					YES
F.9.6.3	B-7	Interconnection/FL (%)					
			Non-Recurring Charge Completeness		0.00096	-44.8744	YES
F.9.7.1	B-8	Resale/FL (%)					YES
F.9.7.2	B-8	UNE/FL (%)					YES
F.9.7.3	B-8	Interconnection/FL (%)					
			% Daily Usage Feed Errors Corrected in X Business Days (pack failures)				Diagnostic
F.9.8	B-9	Region (%)					Diagnostic
			% Daily Usage Feed Errors Corrected in X Business Days (EMI content)				
F.9.9	B-9	Region (%)					
			General - Change Management				
			% Software Release Notices Sent On Time				YES
F.10.1	CM-1	FL (%)					
			Average Software Release Notice Delay Days				
F.10.2	CM-2	FL (average)					
			% Change Management Documentation Sent On Time				
F.10.3	CM-3	FL (%)					
			Average Documentation Release Delay Days				
F.10.5	CM-4	FL (average)					YES
			% CLEC Interface Outages Sent within 15 Minutes				
F.10.6	CM-5	FL (%)					
			% Software Errors Corrected within 10 Business Days				
F.10.7	CM-6	Region (%)					
			% Software Errors Corrected within 30 Business Days				
F.10.8	CM-6	Region (%)					
			% Software Errors Corrected within 45 Business Days				
F.10.9	CM-6	Region (%)					

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			Benchmark/ Analog	September								August							
				BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% Change Requests Accepted or Rejected within 10 Business Days																		
F.10.10	CM-7	Region (%)	>= 95% w in 10 days			100.00%	5				YES			100.00%	7				YES
	% Change Requests Rejected Within The Reporting Period																		
F.10.11	CM-8	Region (%)	Diagnostic			40.00%	5				Diagnostic			71.43%	7				Diagnostic
	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented																		
F.10.12	CM-9	Region (number)	= 0 Defects																
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented																		
F.10.13	CM-9	Region (number)	= 0 Defects											3					NO
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented																		
F.10.14	CM-9	Region (number)	= 0 Defects											4					NO
	% Test Deck Weight Failure in Production Release																		
F.10.15	CM-10	Region (%)	<= 5%											0.00%	100				YES
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented																		
F.10.16	CM-11	Region (%)	>= 95% w in 60 days																
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented																		
F.10.17	CM-11	Region (%)	>= 95% w in 60 days																
	General - New Business Requests																		
	% New Business Requests Processed within 30 Business Days																		
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	8				YES			100.00%	6				YES
	% Quotes Provided within 10 Business Days																		
F.11.2	BFR-2A	Region (%)	>= 90% w in 10 bus days																
	% Quotes Provided within X Business Days																		
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days	This measure not applicable after June data month								This measure not applicable after June data month							
F.11.2.2	BFR-2B	Region (%)	>= 90% w in 30 bus days	This measure not applicable after June data month								This measure not applicable after June data month							
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days	This measure not applicable after June data month								This measure not applicable after June data month							
	% Quotes Provided within 30 Business Days																		
F.11.3	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	8				YES			100.00%	6				YES
	% Quotes Provided within 60 Business Days																		
F.11.4	BFR-2C	Region (%)	>= 90% w in 60 bus days											100.00%	2				YES
	General - Ordering																		
	Acknowledgement Message Timeliness																		
F.12.1.1	O-1	EDI/Region (%)	>= 95% w in 30 min			100.00%	170,425				YES			99.95%	194,313				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	488,345				YES			100.00%	422,704				YES
	Acknowledgement Message Completeness																		
F.12.2.1	O-2	EDI/Region (%)	100%			100.00%	170,425				YES			99.94%	194,435				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	488,345				YES			100.00%	422,795				NO
	General - Database Updates																		
	Average Database Update Interval																		
F.13.1.1	O-1	LIDB/FL (hours)	PBD	1.91	20	1.91	20				PBD	1.58	21	1.55	21				PBD
F.13.1.2	O-1	Directory Listings/FL (hours)	PBD	0.07	26	0.07	26				PBD	0.06	27	0.08	27				PBD
F.13.1.3	O-1	Directory Assistance/FL (hours)	PBD	3.60	20	3.59	20				PBD	4.59	24	4.59	24				PBD
	% Update Accuracy																		
F.13.2.1	O-2	LIDB/FL (%)	>= 95%			99.93%	1,360				YES			99.48%	1,143				YES
F.13.2.2	O-2	Directory Listings/FL (%)	>= 95%			99.76%	838				YES			99.66%	892				YES
F.13.2.3	O-2	Directory Assistance/FL (%)	>= 95%			99.38%	646				YES			98.58%	348				YES
	% NXXs / LRNs Loaded by LERG Effective Date																		
F.13.3	O-3	Region (%)	100%			100.00%	63				YES			100.00%	62				YES
	General - Network Outage Notification																		
	Mean Time to Notify CLEC of Major Network Outages																		
F.14.1	M&R-7	Region (minutes)	Parity w Retail	127	1	120	1				YES	379	2	289	2				YES

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			July							June								Ma			
			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
	% Change Requests Accepted or Rejected within 10 Business Days																					
F.10.10	CM-7	Region (%)																				
	% Change Requests Rejected Within The Reporting Period																					
F.10.11	CM-8	Region (%)																				
	Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented																					
F.10.12	CM-9	Region (number)																				
	Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented																					
F.10.13	CM-9	Region (number)																				
	Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented																					
F.10.14	CM-9	Region (number)																				
	% Test Deck Weight Failure in Production Release																					
F.10.15	CM-10	Region (%)																				
	% Type 4 Change Requests (Implemented Within 60 Weeks) of those Implemented																					
F.10.16	CM-11	Region (%)																				
	% Type 5 Change Requests (Implemented Within 60 Weeks) of those Implemented																					
F.10.17	CM-11	Region (%)																				
	General - New Business Requests																					
	% New Business Requests Processed within 30 Business Days																					
F.11.1	BFR-1	Region (%)											100.00%	2				YES			100.00%	3
	% Quotes Provided within 10 Business Days																					
F.11.2	BFR-2A	Region (%)																				
	% Quotes Provided within X Business Days																					
F.11.2.1	BFR-2A	Region (%)																			100.00%	2
F.11.2.2	BFR-2B	Region (%)											100.00%	2				YES			100.00%	1
F.11.2.3	BFR-2C	Region (%)																				
	% Quotes Provided within 30 Business Days																					
F.11.3	BFR-2B	Region (%)																				
	% Quotes Provided within 60 Business Days																					
F.11.4	BFR-2C	Region (%)																				
	General - Ordering																					
	Acknowledgement Message Timeliness																					
F.12.1.1	O-1	EDI/Region (%)			100.00%	151,902				YES			100.00%	121,803				YES			100.00%	111,412
F.12.1.2	O-1	TAG/Region (%)			100.00%	384,297				YES			100.00%	388,915				YES			100.00%	391,591
	Acknowledgement Message Completeness																					
F.12.2.1	O-2	EDI/Region (%)			99.97%	151,944				NO			99.62%	122,263				NO			100.00%	111,412
F.12.2.2	O-2	TAG/Region (%)			100.00%	384,300				NO			100.00%	388,932				NO			99.99%	391,615
	General - Database Updates																					
	Average Database Update Interval																					
F.13.1.1	D-1	LIDB/FL (hours)	1.82	23	1.82	23				PBD	0.96	18	0.96	18				PBD	0.96	21	0.96	21
F.13.1.2	D-1	Directory Listings/FL (hours)	0.09	27	0.09	27				PBD	0.11	25	0.11	25				PBD	0.10	27	0.10	27
F.13.1.3	D-1	Directory Assistance/FL (hours)	3.90	27	3.96	27				PBD	5.90	23	5.90	23				PBD	4.08	19	4.05	19
	% Update Accuracy																					
F.13.2.1	D-2	LIDB/FL (%)			99.36%	1,571				YES			93.48%	660				NO			100.00%	519
F.13.2.2	D-2	Directory Listings/FL (%)			99.16%	733				YES			99.35%	1,072				YES			99.79%	483
F.13.2.3	D-2	Directory Assistance/FL (%)			98.10%	473				YES			99.19%	248				YES			97.87%	141
	% NXXs / LRNs Loaded by LERG Effective Date																					
F.13.3	D-3	Region (%)			100.00%	44				YES			98.41%	63				NO			100.00%	94
	General - Network Outage Notification																					
	Mean Time to Notify CLEC of Major Network Outages																					
F.14.1	M&R-7	Region (minutes)	47	1	40	1				YES	791	4	902	4				YES	154	2	123	2

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			Standard Deviation	Standard Error	Zscore	Equity
		% Change Requests Accepted or Rejected within 10 Business Days				
F.10.10	CM-7	Region (%)	[redacted]			
		% Change Requests Rejected Within The Reporting Period				
F.10.11	CM-8	Region (%)	[redacted]			
		Number of Severity 1 Defects (Type 6 CR) in a Production Release Implemented				
F.10.12	CM-9	Region (number)	[redacted]			
		Number of Severity 2 Defects (Type 6 CR) in a Production Release Implemented				
F.10.13	CM-9	Region (number)	[redacted]			
		Number of Severity 3 Defects (Type 6 CR) in a Production Release Implemented				
F.10.14	CM-9	Region (number)	[redacted]			
		% Test Deck Weight Failure in Production Release				
F.10.15	CM-10	Region (%)	[redacted]			
		% Type 4 Change Requests (Implemented Within 60 Weeks) of those implemented				
F.10.16	CM-11	Region (%)	[redacted]			
		% Type 5 Change Requests (Implemented Within 60 Weeks) of those implemented				
F.10.17	CM-11	Region (%)	[redacted]			
		General - New Business Requests				
		% New Business Requests Processed within 30 Business Days				
F.11.1	BFR-1	Region (%)	[redacted]			YES
		% Quotes Provided within 10 Business Days				
F.11.2	BFR-2A	Region (%)	[redacted]			
		% Quotes Provided within X Business Days				
F.11.2.1	BFR-2A	Region (%)	[redacted]			YES
F.11.2.2	BFR-2B	Region (%)				
F.11.2.3	BFR-2C	Region (%)				YES
		% Quotes Provided within 30 Business Days				
F.11.3	BFR-2B	Region (%)	[redacted]			
		% Quotes Provided within 60 Business Days				
F.11.4	BFR-2C	Region (%)	[redacted]			
		General - Ordering				
		Acknowledgement Message Timeliness				
F.12.1.1	O-1	EDI/Region (%)	[redacted]			YES
F.12.1.2	O-1	TAG/Region (%)				YES
		Acknowledgement Message Completeness				
F.12.2.1	O-2	EDI/Region (%)	[redacted]			YES
F.12.2.2	O-2	TAG/Region (%)				NO
		General - Database Updates				
		Average Database Update Interval				
F.13.1.1	D-1	LIDB/FL (hours)	[redacted]			PBD
F.13.1.2	D-1	Directory Listings/FL (hours)				PBD
F.13.1.3	D-1	Directory Assistance/FL (hours)				PBD
		% Update Accuracy				
F.13.2.1	D-2	LIDB/FL (%)	[redacted]			YES
F.13.2.2	D-2	Directory Listings/FL (%)				YES
F.13.2.3	D-2	Directory Assistance/FL (%)				YES
		% NXXs / LRNs Loaded by LERG Effective Date				
F.13.3	D-3	Region (%)	[redacted]			YES
		General - Network Outage Notification				
		Mean Time to Notify CLEC of Major Network Outages				
F.14.1	M&R-7	Region (minutes)	[redacted]			YES