JOINT DECLARATION OF RONALD PATE AND KEVIN GRAULICH, DIRECTORS – BELLSOUTH BUSINESS MARKETS

I, Ronald Pate, hereby declare the following:

I, Kevin Graulich, hereby declare the following:

I. Introduction

1. My name is Ronald Pate. I am employed by BellSouth Telecommunications, Inc. ("BellSouth"). My business address is 675 West Peachtree Street, Atlanta, Georgia 30375. I am a Director - BellSouth Business Markets, a division of BellSouth Telecommunications. In this position, I am responsible for certain issues related to local interconnection matters, primarily Operational Support Systems ("OSS"), BellSouth's Service Quality Management ("SQM") Plans and Self Effectuating Enforcement Mechanisms ("SEEM") Plans. I have served in this capacity since June 1998. Prior to taking this position, I was a Geographic Market Manager in BellSouth's Small Business Services retail division. My professional career spans over thirty years of general management experience in operations, logistics management, human resources, sales and marketing. I graduated from the Georgia Institute of Technology in Atlanta, Georgia, in 1973, with a Bachelor of Science Degree. In 1980, I received a Doctor of Jurisprudence from Atlanta Law School. In 1984, I received a Masters of Business Administration from Georgia State University.

2. My name is Kevin Graulich. I am employed by BellSouth Telecommunications, Inc. ("BellSouth"). My business address is 675 West Peachtree Street, Atlanta, Georgia 30375. I am a Director - BellSouth Business Markets, a division of BellSouth Telecommunications. In my position I am responsible for items related to Wholesale service delivery, systems delivery and Service Level Agreements. I have served in this role since 2002. Before my current position, I was a manager with similar responsibilities including serving as the departments'

service level metric subject matter expert. I have over 11 years of service with BellSouth and the telecommunications industry. I received my Bachelor of Science degree in Electrical Engineering from Union College, Schenectady, New York in 1987. In 1994, I received my Masters of Science Management from Georgia Institute of Technology, Atlanta, Georgia.

3. In this declaration, we describe BellSouth's performance in providing certain services to other carriers and respond to some of the allegations made by commenters in this proceeding.

4. BellSouth has a strong and consistent record of performance associated with unbundled network elements ("UNEs"), interconnection, and resale, and has carefully designed performance plans in place to ensure that the company's performance remains at high levels sufficient to satisfy BellSouth's nondiscriminatory obligations under federal law. Contrary to the claims of some commenters in this proceeding, the performance data show that the company generally provides parity service to unaffiliated entities. BellSouth's UNE, interconnection and resale performance data show that the company achieved a level of parity performance sufficient to demonstrate to the FCC in 2002 that it had irreversibly opened its markets to competition throughout its home region. Since receiving Section 271 authorization, there is no evidence whatsoever of any backsliding by the company. To the contrary, the company's performance has continued to improve. BellSouth achieved approximately 83 percent parity region-wide in 2001, the last full year before it began to receive Section 271 authorizations. By the end of 2002, the company's results showed a three percent improvement, and BellSouth averaged about 85 percent in 2002, 2003 and 2004. In 2005, the average was close to 88 percent, a significant improvement over the initial averages, and despite the effect of the 2005 hurricane season and

other unique factors spanning the end of 2005 and the beginning of 2006, BellSouth has maintained an average of well over 86 percent in the first three months of 2006.

5. In response to competitive pressures and customer demands regarding special access services, BellSouth offers its customers a number of credits if BellSouth's service or provisioning does not satisfy agreed upon criteria, known as the Service Assurance Warranty ("SAW"), and Service Installation Guarantee ("SIG"). *See* FCC Tariff No. 1, §§ 2.4.4, 2.4.9. BellSouth also negotiates customer-specific credits and service level agreements in contract tariffs. *See, e.g.,* FCC Tariff No. 1, § 25.29. In addition to these service level agreement credits, BellSouth offers customers term and volume plans that provide discounts off BellSouth's month-to-month tariff rates. These plans permit customers with just one DS1 circuit to obtain discounts by agreeing to a certain term.

6. BellSouth's Section 272 audit confirms that BellSouth provides nondiscriminatory special access services. The audit reviewed data regarding BellSouth's access service performance from June 2003 through May 2005 and showed that BellSouth provides the same quality of service to its own affiliates and non-affiliated entities in almost all cases. BellSouth has ensured its continued high-quality of service through automated provisioning systems and extensive training for employees.

II. BELLSOUTH HAS COMPREHENSIVE PERFORMANCE GUARANTEES THAT ENSURE WHOLESALE SERVICES ARE PROVIDED ON A NONDISCRIMINATORY BASIS.

A. UNEs, Interconnection and Resale

7. As an incumbent local exchange carrier ("ILEC"), BellSouth has numerous obligations under Section 251(c) of the Communications Act, 47 U.S.C. § 251(c). Under the statute, BellSouth must provide competitive local exchange carriers ("CLECs") with interconnection to its network "that is at least equal in quality to that provided by the local

exchange carrier to itself or to any subsidiary, affiliate, or any other party," in accordance with the terms of interconnection agreements established pursuant to Section 252 of the Act.

8. In order to demonstrate that it complies with Section 251(c), BellSouth has implemented a performance assessment plan that measures and quantifies the company's performance in providing (among other things) access to UNEs. BellSouth's performance assessment plan has been developed, modified and refined over several years through close cooperation with state regulators and competitive carriers, both in collaborative workshops and in adversarial state regulatory proceedings.

9. BellSouth's initial performance assessment plans varied in detail from state to state within BellSouth's region. Some states used a measurement-based plan, which resulted in a flat monetary payment any time a metric was missed. Other states used a transaction-based plan, which required the company to pay an amount for each transaction that caused its performance result to fall outside permissible levels. A transaction-based plan is generally superior in terms of providing incentives, because it is scalable rather than binary, and thus imposes greater penalties in those circumstances where numerous transactions fail to meet applicable standards.

10. In 2005, BellSouth petitioned the various state regulatory authorities to adopt a modified, regional, transaction-based plan. As of January 1, 2006, the new performance assessment plan was put in place in eight of the nine states in BellSouth's territory (with the sole exception being Louisiana). The plan went into effect in Alabama, Mississippi, North Carolina, and South Carolina on January 1, 2006, in Florida on October 1, 2005, and in Georgia, Kentucky, and Tennessee on August 1, 2005. Louisiana is in the process of considering the plan, but a final decision by the state regulators has not yet occurred.

11. The new plan was developed after extensive experience with the first generation of the performance assessment plans revealed ways in which these plans could be streamlined and improved while still retaining their effectiveness. This was appropriate because BellSouth's prior plans were developed prior to substantial competitive entry, and thus contained a number of features that, as the market evolved, were shown to be either unnecessary or a poor reflection of real-world market conditions. Specifically, BellSouth's initial plans contained numerous metrics that measured little, if any, CLEC activity; multiple measurements subjected BellSouth to monetary remedies for the same activity more than once; and measurements created excessive liabilities that were wholly disproportionate to the overall level of service that BellSouth was actually providing. For example, BellSouth's original Georgia plan included 1631 submetrics, but a review of performance data in December 2004 revealed that only 464 metrics had a meaningful volume (i.e., more than 30 transactions); in fact 539 of these metrics had no activity whatsoever. On average, less than 3 percent of the submetrics were meaningful to any given CLEC.

12. In order to address these deficiencies, the regional plan consolidated low-activity submetrics into larger groupings of homogenous transaction types, which provided a more meaningful basis for statistical determinations of parity. The plan also eliminated non-critical measures, including those that measured the same event in multiple ways, metrics that included the same transaction in more than one measurement, and measurements that tracked activities that were insignificant to, or only had a minor impact on, a CLEC's ability to compete.

13. The plan attracted substantial support from the CLEC community, although a few individual CLECs opposed the adoption of the plan in some states. Notably, the regional plan was supported by CompSouth, the principal CLEC trade organization in the Southeast, and it

was submitted to the state PSCs on the basis of a stipulated agreement between BellSouth and CompSouth.[1]

14. BellSouth's regional performance assessment plan consists of two parts. The first is a Service Quality Measurement ("SQM") process, and the second is an accompanying Self-Effectuating Enforcement Mechanism ("SEEM"). The SQM is made up of a comprehensive compilation of performance measures that are paired either with retail analogues or with appropriate benchmarks where no retail analogue exists. The SQM consists of 50 measures and approximately 700 submetrics.

15. The SEEM provides for self-effectuating remedy payments when BellSouth's performance does not meet the relevant retail analogue or designated performance benchmark. As its name implies, the SEEM is self-executing; there is no need for a CLEC to make claims for payment. The SEEM has been carefully designed to minimize any risk of "backsliding" (i.e., allowing BellSouth's performance to fall below the level that the company reached when it gained Commission authorization under Section 271 to offer long-distance services). The performance plan provides for significantly increased remedies for each measure when BellSouth's performance for any given month does not meet the relevant retail analogue or benchmark for that measure.

---

[1] Given the very recent implementation of the regional plan, and the extensive modifications that the regional plan represents, the argument of opponents that BellSouth's performance measurements are "obsolete" is illogical. *See* Access Point, *et al.*, at 27-28. Furthermore, the suggestion that the regional plan is not effective to protect against anticompetitive behavior is false. *See* Access Point, *et al.* at 27-28. The regional plan was designed to address the areas of BellSouth's performance that are most critical to ensuring that CLECs have a meaningful opportunity to compete. To the extent any CLEC had concerns about the metrics included within the regional plan, the CLECs had ample opportunity to raise those concerns during the development and approval of the regional plan. Furthermore, as has been the case with BellSouth's prior performance plans, the regional plan will be subject to further review and refinement, as appropriate.

16. The remedy payments to which BellSouth is subject under the performance plans in each of its nine states incorporate a two-tier structure. Under Tier 1, payments are made directly to CLECs each month if specific performance standards are not met. The level of Tier 1 payments escalates for each consecutive month that a performance standard is missed, up to six consecutive months. In the sixth consecutive month of a failure, the penalty amount per missed transaction ranges from 2 to 5 times the amount for a single month's failure. Further, under BellSouth's new regional plan, there is an additional multiplier of 2.5 to 3 times the escalated Tier 1 amount that is paid to the individual CLECs if BellSouth misses the performance standard based on aggregate CLEC performance data.

17. In addition to the escalation factor and the multiplier that may apply at the Tier 1 level, if BellSouth misses these same performance standards for three consecutive months, Tier 2 payments are assessed and paid to the relevant state regulatory body until the performance meets the specified standard.

18. The combination of the escalation factor and the multipliers included in the Tier 1 mechanism and the addition of a Tier 2 penalty once the performance standard is missed for three-consecutive months can amount to substantial remedy payments. Thus, potential remedy payments under the SEEM plan are not insignificant and do not constitute a mere cost of doing business. For example, consistent failure to meet the performance standard under the measurement "Percent Flow-Through Service Requests" may generate large remedies. This measure captures the percentage of Local Service Requests (LSRs) submitted electronically through the CLEC ordering process that flow through the system without manual intervention. Under BellSouth's SEEM plan, after the third month of failure, it must pay $50 for *each* order falling below the specified benchmark. This figure is then multiplied by a factor of 2.5 to create

a $125 fee, per occurrence, if BellSouth fails the measure at the CLEC aggregate level. In addition, Tier 2 remedies of $120 per occurrence apply after the third consecutive month of failure. Given current order volumes, this means that BellSouth could be required to pay hundreds of thousands of dollars in liquidated damages for poor performance for a given month. For instance, if less than 90 percent (the average benchmark) of the wholesale customers' LSRs flow-through without manual intervention for three consecutive months, the liquidated damages could easily exceed $500,000.[2]

19. If this level of performance continued for several months, this one measure would generate millions of dollars in remedy payments. Similar remedies could apply to other measures as well if performance levels decline too far below established performance standards.

20. BellSouth's performance plan has also been designed to meet the criteria articulated by the FCC in the section 271 context. While the FCC has provided individual states and ILECs with the flexibility to implement performance plans that are uniquely tailored to their specific competitive circumstances, the Commission has set forth a series of five requirements by which it judges the adequacy of performance plans. As the FCC explained in the Verizon Massachusetts Section 271 Order, 16 FCC Rcd 8988, 9121 (2001), its criteria require:

a. potential liability that provides a meaningful and significant incentive to comply with the designated performance standards;

---

[2] Specifically, this hypothetical scenario assumes that CLECs submitted 50,000 LSRs in a given month, but that only 41,000 flowed through for a Firm Order Confirmation ("FOC"). The percent flowing through would thus be 82 percent. The benchmark for flow-through averages 90 percent. BellSouth would then apply the required fee amount to 8 percent (i.e., 90 percent minus 82 percent) of these orders, or 4,000 LSRs. In the third month of such a failure, BellSouth would pay $500,000 (4,000*$125) in Tier 1 penalties for this measure alone. In addition, since this example assumes this is the third month of the failure, Tier 2 penalties would also apply, at a rate of $120 per transaction. Assuming that the number of LSRs affected for Tier 2 is only 1000 rather than 4000 (because at the aggregate level performance is generally better), this would add an additional $120,000 (1000 occurrences at $120 each) to BellSouth's liability. Under this hypothetical, BellSouth's performance plan would require the company to pay about $620,000 in one month for this single measure.

b. clearly-articulated, pre-determined measures and standards, which encompass a comprehensive range of carrier-to-carrier performance;

c. a reasonable structure that is designed to detect and sanction poor performance when it occurs;

d. a self-executing mechanism that does not leave the door open unreasonably to litigation and appeal; and

e. reasonable assurances that the reported data are accurate.

21. The BellSouth plan satisfies each of these requirements by including a comprehensive set of metrics that cover all of the transactions necessary for a CLEC to have a meaningful opportunity to compete. For example, each measurement domain (such as Ordering, Provisioning or Maintenance and Repair) contains at least one measure of timeliness and accuracy.

22. BellSouth also offers a commercial plan that serves as a substitute for UNE-P, which includes service level commitments and penalties if the company fails to achieve those service levels. These commitments and penalties are individually negotiated with each CLEC. Although BellSouth's performance for each CLEC under its commercial agreement is monitored, BellSouth does not produce aggregate data tracking its performance under these service level commitments.

B. SPECIAL ACCESS

23. *Performance Guarantees*. In response to competitive demands in the provision of special access services, BellSouth's special access tariffs offer not only steep discounts but also offer customers performance guarantees for the reliability and installation of certain BellSouth special access services. These guarantees include: (1) a Service Assurance Warranty ("SAW"), *see* FCC Tariff No. 1 § 2.4.9, and (2) a Service Installation Guarantee ("SIG"), *see* FCC Tariff

No. 1, § 2.4.4. BellSouth also offers service level commitment in certain contract tariffs, which typically are negotiated to reflect the customer's individual needs.

24. BellSouth's Service Assurance Warranty ("SAW") guarantees circuit level reliability and applies an automatic credit against the customer's monthly recurring charge if the customer experiences any special access "service interruptions." Under the tariff, service is considered interrupted: (1) if an access service is unable to function pursuant to the service's technical specifications and such impairment is caused by the failure of a BellSouth facility; or (2) for services with duplicative or alternatives paths, such as self-healing ring or SmartPath® Service, if the failure of a BellSouth facility results in the complete loss of the customer's service. BellSouth applies SAW credits to customers on a per circuit basis. For example, if a customer purchases two circuits and there is a qualifying trouble on each circuit, the customer would receive a SAW credit for both. The following chart summarizes BellSouth's Service Assurance Warranty credits:

BELLSOUTH'S SERVICE ASSURANCE WARRANTY CREDITS

Applicable Service/Product	Outage	Credit
System Failure: • OC-3,OC-12, or OC-38 Special Access Dedicated Ring (SMARTRing® Service)	1 second	100 percent of Monthly Recurring Charge ("MRC") after 1 second outage
Channel Interface Failure: • OC-3,OC-12, or OC-38 Special Access Dedicated Ring (SMARTRing® Service); • Special Access DS3 Point-to-Point Service (LightGate® Service) • Shared Ring DS1or DS3 Service (SmartPath® Service) • Special Access DS1 (Zone 1)	1 minute	100 percent of the MRC after 1 minute outage

Special Access DS1 (Zones 2 & 3)	30 minutes	25 percent of the MRC for a 30-150 minute outage 50 percent of the MRC for an outage of 151-210 minute outage 100 percent of the MRC for an outage of 211 minutes or more
Special Access DS0 DS0-DDAS, Analog, Program Audio, Telegraph, Broadcast Quality Video	30 minutes	1/1440 of the MRC for each 30 minutes of outage

25. BellSouth also offers a Service Installation Guarantee ("SIG"), which guarantees on-time provisioning for a scheduled installation date. The SIG offers BellSouth's customer assurance that orders will be installed and available for the customer's use no later than BellSouth's committed due date. If BellSouth does not meet the due date, the customer receives a credit for the non-recurring charge for the applicable service. BellSouth's Service Installation Guarantee applies to a wide range of services, including: OC-3, OC-12, OC-48 Dedicated Rings (SMARTRing® Service) (with the exception of ring level elements) Special Access DS3 Point-to-Point (LightGate® Service), Special Access Shared Ring DS1 or DS3 (SMARTPath® Service), Special Access DS1, Special Access DS0 Digital Data, and Special Access DS0 Voice-Grade Service.

26. *Contract Tariff Service Level Agreements.* In addition to the SIG and SAW credits, BellSouth has service level agreements in two of its contract tariffs. *See* FCC Tariff No. 1, §§ 25.17.2 (A) (BellSouth Contract Tariff Number 14), and 25.29.2 (A) (BellSouth Contract Tariff Number 26). BellSouth's Contract Tariff Number 14 provides customers with the following types of service level commitments for DS1 and DS3 services: (a) frequency failure of the circuit (measuring the annualized percentage of applicable circuits that have had a trouble

occurrence); (b) mean time to repair troubles and clear circuits; (c) the failure rate of new circuits (the percentage of circuits with a trouble report within 30 days of order completion); and (d) on-time provisioning (for DS1 only). BellSouth's performance is measured over an annual period and, if BellSouth fails to meet these commitments, the customer may receive a credit based on a percentage of the customer's pricing flexibility revenue and total billed revenue.

27. Similarly, BellSouth's Contract Tariff Number 26 provides customers with the following categories of service level commitments for DS1 and DS3 services: (a) firm order confirmation ("FOC") receipt (measuring BellSouth's response time to a completed access services request); (b) on-time performance to the FOC due date; (c) past due circuits (capturing the number of past due circuits at the end of a reporting period); (d) new circuit failure rate (measuring the percentage of circuits with a trouble report within 30 days of order completion); (e) failure rate (analyzing the quality of the customer's circuits by comparing the customer's total number of resolved trouble reports with the customer's total number of in-service circuits); (f) mean time to repair circuits with a trouble; and (g) repeat trouble report rate (measuring the number of repeat troubles on a circuit within 30 days). The credits vary based on the type of service, but the customer may receive a credit of up to $2650 per occurrence if BellSouth misses the performance level objective identified in the tariff.

III. BELLSOUTH'S UNE, INTERCONNECTION AND RESALE PERFORMANCE DATA DEMONSTRATE THAT THE COMPANY HAS CONSISTENTLY PROVIDED NONDISCRIMINATORY ACCESS TO WHOLESALE SERVICES.

28. BellSouth's performance data confirm that it has provided nondiscriminatory access to UNEs, interconnection, and resale services on a consistent basis, and that the company has maintained this high level of performance over the years.

29. BellSouth has compiled a comprehensive overview of its performance data going back through January 2001. These data are provided as Attachment A to this declaration. The data show BellSouth's aggregate UNE parity percentages region-wide, on a month-by-month basis. These percentages include all metrics for which there is either a retail analogue or an established performance benchmark.[3]

30. A full list of the metrics that are captured in these percentages is set forth in Attachment B (regional) and Attachment C (Louisiana). In broad terms, the data from the states that have adopted the regional plan include results from eight categories: (1) Billing; (2) Change Management; (3) Collocation; (4) Maintenance and Repair; (5) Ordering; (6) Pre-ordering; (7) Provisioning; and (8) Trunk Group Performance. In Louisiana, which has not yet adopted the new regional plan, there are ten categories: (1) Billing; (2) Bona Fide Requests; (3) Change Management; (4) Collocation; (5) Database Update; (6) Maintenance and Repair; (7) Ordering; (8) Pre-ordering; (9) Provisioning; and (10) Trunk Group Performance.

31. For the purposes of this declaration, the percentages are calculated by dividing the number of opportunities for parity by the number of opportunities in which parity was achieved,

[3] Purely diagnostic metrics, which have no analogue or are parity by design, are not included in the data set because these results would not contribute to the analysis of BellSouth's parity performance.

on a monthly basis. Where there was no CLEC activity for a given metric in a given month, the metric is not included in either the numerator or the denominator. While this method of reporting gives an accurate portrayal of BellSouth's performance on a month-by-month basis, it can overstate the effect of any lack of parity relative to their actual impact on a CLEC's meaningful ability to compete. By reporting month-to-month data on parity, anomalous out-of-parity situations caused by small sample sizes or specific circumstances that occur in a given month but that are unlikely to recur may degrade artificially the import of an overall performance average.

32. BellSouth's aggregate performance data show that BellSouth has strong, consistent results, and that these results have actually been improving over time. In 2001, the company achieved an overall region-wide average of 82.87 percent. That number improved in the following years, with the company averaging about 85 percent in each 2002, 2003 and 2004. In 2005, the average was close to 88 percent, a substantial and meaningful improvement over the initial averages. Under the new regional performance plan, which was in effect in eight of BellSouth's nine states as of January 1, 2006, BellSouth's performance for the first quarter of 2006 is still averaging well over 86 percent.

33. In the corresponding Dysart, *et al.* declaration, AT&T describes its performance improvements since the merger of SBC and Ameritech. BellSouth does not have a corresponding merger to use as a benchmark. For BellSouth, however, the approval of its Section 271 applications serves as a useful comparison mark for examining the company's performance, because in approving BellSouth's Section 271 applications, the FCC determined that the company was providing nondiscriminatory performance with respect to UNEs, interconnection and resale and that the local markets in BellSouth's states were irreversibly open

to competition. Opponents of granting RBOCs 271 authorization frequently claimed that once this authorization was obtained, competitors would suffer from deteriorating wholesale performance and that RBOCs would "backslide" from the level of performance achieved in preparing for Section 271 applications.

34. The data here, however, show conclusively that, contrary to these arguments, there has been no "backsliding" at all. To the contrary, since the FCC determined that BellSouth was providing nondiscriminatory performance and granted the company authorization to provide long distance service, BellSouth's performance has improved. BellSouth received Section 271 authorization for each of the states in its home region during 2002.[4] BellSouth demonstrated an increase in its overall performance average from the end of 2001 (82.87 percent) to the end of 2002 (85.82 percent) of nearly three percentage points. While there was a minor down-tick in performance in late 2003, the average performance for that year still exceeded the 2001 average by nearly two and one-half percentage points. By the end of 2004, between 24 and 31 months after receiving Section 271 authorization, BellSouth's overall performance average had improved further to 85.92 percent, more than three percent better than its 2001 year-end number. By the close of the most recent year, 2005, between 36 and 43 months after obtaining Section 271 approval, BellSouth had registered another increase in its overall performance average, to 87.90 percent, more than five full percentage points better than its average for 2001.[5]

---

[4] BellSouth received long-distance authorization for Georgia and Louisiana on May 15, 2002; Alabama, Kentucky, Mississippi, and North and South Carolina on September 18, 2002; and Florida and Tennessee on December 18, 2002.

[5] The performance data set forth in this declaration cannot be directly compared to AT&T's performance data provided in the corresponding Dysart, *et al.* declaration. Indeed, there are cases when identical performance measured under the differing criteria of the two sets of plans would produce different results. This is because there are numerous differences between the companies' performance plans. For example, AT&T's plan uses benchmarks more extensively than BellSouth. In particular, for measurements related to provisioning and maintenance and repair, BellSouth primarily uses retail analogs, as opposed to benchmarks. The

35. This year will mark the four-year anniversary of BellSouth's 271 authorizations in its various in-region states, and its overall performance is still strong, showing no signs of "backsliding." For the first three months of 2006, the company's performance is still almost four percentage points ahead of where it was at the end of 2001. While the data show a minor down tick in performance versus the overall numbers for 2005, this is primarily the result of a number of circumstances in November, 2005 through January, 2006 that are unlikely to recur. First, the southeast region experienced a particularly severe hurricane season during that time, which placed a huge strain on BellSouth's resources. In particular, hurricanes Katrina and Rita required personnel from all parts of BellSouth's region to be redeployed to the affected areas well after the disasters actually occurred. Although BellSouth was not required to pay penalties on certain provisioning and maintenance and repair measures pursuant to a force majeure provision in the SEEM plan, BellSouth was still required to report performance results during this period.

36. Second, as a result of FCC-imposed deadlines established for the conversion of delisted UNEs to alternative serving arrangements, BellSouth's service centers received a significant increase in service conversion orders from CLECs. Specifically, CLECs issued a large numbers of orders seeking to convert from UNE-P offerings to UNE-L or Resale. This increased demand for CLEC conversion orders in concert with hurricane related demand affected service levels during the end of 2005 and beginning of 2006.

---

use of a benchmark rather than a retail analog can make a significant difference in assessing performance. And even where both AT&T and BellSouth use benchmarks, the benchmarks are sometimes not comparable. There are also some transactions that BellSouth includes in its measurements that AT&T does not include, which can account for differences in reported results. That said, there is one significant manner in which each company's data are comparable; the data for each company show significantly improving performance over time and overall strong performance today.

37. However, these performance downticks do not represent a long term trend. By February and March 2006, BellSouth's overall performance results rose above 87 percent. The company expects that its strong performance in the first quarter 2006 will continue.

IV. BELLSOUTH'S SECTION 272 AUDIT DEMONSTRATES THAT BELLSOUTH PROVIDES SPECIAL ACCESS ON A NON-DISCRIMINATORY BASIS.

38. BellSouth's Section 272 Biennial Report also shows that BellSouth does not discriminate in the provision of special access services. That Report examined DSO, DS1, DS3, Feature Group D, and OCn exchange access services provided via an Access Service Request ("ASR"). The audit showed that BellSouth provides the same quality of service to its own affiliates and non-affiliated entities, with minor exceptions.

39. The audit reviewed BellSouth's compliance with all aspects of Section 272. For exchange access services, BellSouth provided performance data for the period June 1, 2003 through May 31, 2005 which indicated the intervals for processing orders, for provisioning of service, and for performing repair and maintenance services for BellSouth's Section 272 affiliates, BellSouth, BellSouth's other affiliates, and non-affiliates for exchange access services and PIC change orders. The data were reported using the same metrics proposed in the *Non-Accounting Safeguards* proceeding.

40. In those few instances where the auditors found statistically significant differences in performance, those conditions occurred because of: (i) the different types of services ordered by affiliates and non-affiliates; (ii) extensive "no trouble found" or "trouble ok" findings on non-affiliate trouble reports because all problems, regardless of whether they originate on BellSouth's network, are usually reported to BellSouth; or (iii) a cable or fiber cut that disproportionately affected non-affiliates. *Section 272 Biennial Report for BellSouth Telecommunications, Inc.,* EB

Docket No. 03-197, Appendix A at 82-116, Appendix C at 213-217 (filed Oct. 31, 2005). In addition, certain minor chronic discrepancies were caused by technical or operational problems, including the opening of multiple trouble tickets for individual circuits and a workload imbalance for Firm Order Confirmation processing, that have since been resolved. *Id.*

41. Any party disagreeing with the audit findings was given the opportunity to comment by the FCC, but none did so. *See* FCC Public Notice, *Enforcement Bureau Seeks Comment on BellSouth Telecommunications, Inc., Section 272 Biennial Audit Report in EB Docket No. 03-197*, DA 05-3180 (rel. Dec. 14, 2005) (requesting comments on BellSouth Audit Report by February 13, 2006). As a result, neither the FCC nor any state commission found any basis upon which to take any action based on the results of the audit.

42. BellSouth has invested substantial resources in ensuring that its special access provisioning systems are high-quality. These systems are automated for all purchasers, with the majority of orders generated and provisioned requiring no manual handling. Only circuits requiring a dispatch or other network activity (such as completing a cross connect) require manual processing. Moreover, BellSouth's provisioning systems are consistent with industry-established ("OBF") standards, which require that all requests be processed in the same manner regardless of whether they are from an affiliated or non-affiliated entity. In addition, BellSouth has extensive training programs in place for its employees on special access policies and procedures, which forbid discriminatory treatment of wholesalers who compete with BellSouth's retail service offerings.

I declare under penalty of perjury that the foregoing is true and correct

Signature: Ronald Pate
Director—BellSouth Business Markets

Date: June 16, 2006

Signature: Kevin Graulich
Director—BellSouth Business Markets

Date: June 16, 2006

Pate/Graulich Declaration
Attachment A

PARITY SUMMARY REPORT FROM JANUARY 2001 THROUGH MARCH 2006
REGIONAL YEARLY RESULTS BY MONTH

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01	Average
Opportunities	3,641	3,583	4,532	4,741	5,435	5,645	6,233	6,522	6,774	7,145	7,126	7,108	5,707
Number at Parity	2,893	2,896	3,590	3,953	4,436	4,581	5,168	5,407	5,827	6,060	5,941	5,999	4,729
Score	79.46%	80.83%	79.21%	83.38%	81.62%	81.15%	82.91%	82.90%	86.02%	84.81%	83.37%	84.40%	82.87%

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02	Average
Opportunities	7,305	7,287	7,221	7,238	7,176	7,138	7,128	7,317	7,197	7,161	7,157	7,228	7,213
Number at Parity	6,281	6,320	6,210	6,228	6,043	5,994	6,042	6,221	6,237	6,241	6,222	6,243	6,190
Score	85.98%	86.73%	86.00%	86.05%	84.21%	83.97%	84.76%	85.02%	86.66%	87.15%	86.94%	86.37%	85.82%

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Average
Opportunities	7,461	7,329	7,515	7,534	7,695	7,931	7,644	7,722	7,075	7,176	7,077	7,068	7,436
Number at Parity	6,461	6,432	6,581	6,621	6,790	6,875	6,540	6,582	5,574	5,695	5,618	5,726	6,291
Score	86.60%	87.76%	87.57%	87.88%	88.24%	86.69%	85.56%	85.24%	78.78%	79.36%	79.38%	81.01%	84.61%

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Average
Opportunities	6,571	6,345	6,148	6,267	6,166	6,222	6,186	6,217	6,219	6,223	6,264	6,136	6,263
Number at Parity	5,527	5,370	5,155	5,280	5,303	5,390	5,267	5,285	5,458	5,437	5,520	5,392	5,381
Score	84.11%	84.63%	83.85%	84.25%	86.00%	86.63%	85.14%	85.01%	87.76%	87.37%	88.12%	87.87%	85.92%

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Average
Opportunities	6,287	6,127	6,263	6,237	6,120	6,849	6,884	6,263	5,860	5,520	5,389	5,353	6,117
Number at Parity	5,565	5,300	5,385	5,502	5,438	6,137	6,071	5,566	5,173	4,887	4,656	4,600	5,377
Score	88.52%	86.50%	85.98%	88.22%	88.86%	89.60%	88.19%	88.87%	88.28%	88.53%	86.40%	85.93%	87.90%

	Jan-06	Feb-06	Mar-06	Average
Opportunities	4,453	4,191	4,197	4,280
Number at Parity	3,791	3,684	3,659	3,711
Score	85.13%	87.90%	87.18%	86.71%

BellSouth Monthly Performance Summary

AL, FL, GA, KY, MS, NC, SC, and TN

Billing, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment B

Billing Invoice Accuracy

Invoice Accuracy Interconnection
Invoice Accuracy Resale
Invoice Accuracy UNE

Billing Invoice Timeliness

Invoice Timeliness Interconnection	CABS
Invoice Timeliness Resale	CRIS
Invoice Timeliness UNE	CRIS

Percent Billing Errors Corrected in "X" Days

Percent Billing Requests (BAR) Responded to Within 45-Business Days

Usage Data Delivery Timeliness

Usage Timeliness

BellSouth Monthly Performance Summary
AL, FL, GA, KY, MS, NC, SC, and TN
Change Management, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment B

Associated Document Timeliness

Associated Document Timeliness - Regional % Documentation Sent On Time

Average Time to Implement Process Change Requests

Average Time To Implement Process Change Requests

Interface Outage Notification

Interface Outage Notification - Regional CLEC Service Order TimeStamp
Interface Outage Notification - Regional Electronic Communications Trouble Analysis
Interface Outage Notification - Regional Electronic Data Interchange
Interface Outage Notification - Regional Local Exchange Navigation System
Interface Outage Notification - Regional Telecommunications Access Gateway
Interface Outage Notification - Regional Trouble Analysis Facilitation Interface

Notice Timeliness

Notice Timeliness - Regional

Number Of Defects In Production Releases

Number of Defects In Production Releases - Regional Severity 1
Number of Defects In Production Releases - Regional Severity 2
Number of Defects In Production Releases - Regional Severity 3
Number of Defects In Production Releases - Regional Severity 4

Percent Change Requests Accepted Or Rejected Within 10 Days

% Change Requests Accepted or Rejected Within 10 Days - Regional

Percent Of Change Requests Implemented Within 60 Weeks Of Prioritization

% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 4
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 5

Percent Software Errors Corrected in "X" Business Days

% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 10 Days
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 30 Days
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 45 Days

Software Validation

Sofware Validation - Regional

BellSouth Monthly Performance Summary

AL, FL, GA, KY, MS, NC, SC, and TN

Collocation, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment B

Arrangement Time

Average Arrangement Time Physical Caged Augment
Average Arrangement Time Physical Caged Augment Additional Space
Average Arrangement Time Physical Caged Initial
Average Arrangement Time Physical Cageless Augment
Average Arrangement Time Physical Cageless Augment Additional Space
Average Arrangement Time Physical Cageless Initial
Average Arrangement Time Virtual Augment
Average Arrangement Time Virtual Augment Additional Space
Average Arrangement Time Virtual Initial

Average Response Time

Average Response Time Physical Caged Augment
Average Response Time Physical Caged Initial
Average Response Time Physical Cageless Augment
Average Response Time Physical Cageless Initial
Average Response Time Virtual Augment
Average Response Time Virtual Initial

Percent Missed Due Date

Percent Missed Due Dates Physical Caged Augment
Percent Missed Due Dates Physical Caged Initial
Percent Missed Due Dates Physical Cageless Augment
Percent Missed Due Dates Physical Cageless Initial
Percent Missed Due Dates Virtual Augment
Percent Missed Due Dates Virtual Initial

BellSouth Monthly Performance Summary

AL, FL, GA, KY, MS, NC, SC, and TN

Maintenance and Repair, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment B

Average Answer Time

Answer Time - Repair Center UNE / Retail Maintenance Center

Customer Trouble Report Rate

Customer Trouble Report Rate Local Interconnection Trunks
Customer Trouble Report Rate Resale Business (Non-Design) Dispatch
Customer Trouble Report Rate Resale Business (Non-Design) Non-Dispatch
Customer Trouble Report Rate Resale Design Dispatch
Customer Trouble Report Rate Resale Design Non-Dispatch
Customer Trouble Report Rate Resale Residence (Non-Design) Dispatch
Customer Trouble Report Rate Resale Residence (Non-Design) Non-Dispatch
Customer Trouble Report Rate UNE Analog Loop Design Dispatch
Customer Trouble Report Rate UNE Analog Loop Design Non-Dispatch
Customer Trouble Report Rate UNE Analog Loop Non-Design Dispatch
Customer Trouble Report Rate UNE Analog Loop Non-Design Non-Dispatch
Customer Trouble Report Rate UNE Digital Loop >= DS1 Dispatch
Customer Trouble Report Rate UNE Digital Loop >= DS1 Non-Dispatch
Customer Trouble Report Rate UNE EELs Dispatch
Customer Trouble Report Rate UNE EELs Non-Dispatch
Customer Trouble Report Rate UNE ISDN/UDC/IDSL Dispatch
Customer Trouble Report Rate UNE ISDN/UDC/IDSL Non-Dispatch
Customer Trouble Report Rate UNE Line Splitting/Sharing Dispatch
Customer Trouble Report Rate UNE Line Splitting/Sharing Non-Dispatch
Customer Trouble Report Rate UNE Loop + Port Combinations Dispatch
Customer Trouble Report Rate UNE Loop + Port Combinations Non-Dispatch
Customer Trouble Report Rate UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Customer Trouble Report Rate UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

M&R Interface Availability

OSS Interface Availability (M&R) ATLAS/COFFI BST & CLEC
OSS Interface Availability (M&R) BOCRIS/CRIS BST & CLEC
OSS Interface Availability (M&R) CLEC TAFI CLEC
OSS Interface Availability (M&R) DOE BST & CLEC
OSS Interface Availability (M&R) DSAP BST & CLEC
OSS Interface Availability (M&R) ECTA CLEC
OSS Interface Availability (M&R) EDI CLEC
OSS Interface Availability (M&R) LAUTO CLEC
OSS Interface Availability (M&R) LENS CLEC
OSS Interface Availability (M&R) LEO CLEC
OSS Interface Availability (M&R) LESOG CLEC
OSS Interface Availability (M&R) LFACS BST & CLEC
OSS Interface Availability (M&R) LMOS BST & CLEC
OSS Interface Availability (M&R) LNP GATEWAY CLEC
OSS Interface Availability (M&R) MARCH BST & CLEC
OSS Interface Availability (M&R) OSPCM BST & CLEC
OSS Interface Availability (M&R) PREDICTOR BST & CLEC
OSS Interface Availability (M&R) ROS BST
OSS Interface Availability (M&R) RSAG BST & CLEC
OSS Interface Availability (M&R) SGG CLEC
OSS Interface Availability (M&R) SOCS BST & CLEC

OSS Interface Availability (M&R) SONGS BST & CLEC
OSS Interface Availability (M&R) TAFI BST
OSS Interface Availability (M&R) TAG/XML CLEC

Maintenance Average Duration

Maintenance Avg Duration Local Interconnection Trunks
Maintenance Avg Duration Resale Business (Non-Design) Dispatch
Maintenance Avg Duration Resale Business (Non-Design) Non-Dispatch
Maintenance Avg Duration Resale Design Dispatch
Maintenance Avg Duration Resale Design Non-Dispatch
Maintenance Avg Duration Resale Residence (Non-Design) Dispatch
Maintenance Avg Duration Resale Residence (Non-Design) Non-Dispatch
Maintenance Avg Duration UNE Analog Loop Design Dispatch
Maintenance Avg Duration UNE Analog Loop Design Non-Dispatch
Maintenance Avg Duration UNE Analog Loop Non-Design Dispatch
Maintenance Avg Duration UNE Analog Loop Non-Design Non-Dispatch
Maintenance Avg Duration UNE Digital Loop >= DS1 Dispatch
Maintenance Avg Duration UNE Digital Loop >= DS1 Non-Dispatch
Maintenance Avg Duration UNE EELs Dispatch
Maintenance Avg Duration UNE EELs Non-Dispatch
Maintenance Avg Duration UNE ISDN/UDC/IDSL Dispatch
Maintenance Avg Duration UNE ISDN/UDC/IDSL Non-Dispatch
Maintenance Avg Duration UNE Line Splitting/Sharing Dispatch
Maintenance Avg Duration UNE Line Splitting/Sharing Non-Dispatch
Maintenance Avg Duration UNE Loop + Port Combinations Dispatch
Maintenance Avg Duration UNE Loop + Port Combinations Non-Dispatch
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Out of Service > "X" Hours

Out of Service >24 Hrs Local Interconnection Trunks
Out of Service >24 Hrs Resale Business (Non-Design) Dispatch
Out of Service >24 Hrs Resale Business (Non-Design) Non-Dispatch
Out of Service >24 Hrs Resale Design Dispatch
Out of Service >24 Hrs Resale Design Non-Dispatch
Out of Service >24 Hrs Resale Residence (Non-Design) Dispatch
Out of Service >24 Hrs Resale Residence (Non-Design) Non-Dispatch
Out of Service >24 Hrs UNE Analog Loop Design Dispatch
Out of Service >24 Hrs UNE Analog Loop Design Non-Dispatch
Out of Service >24 Hrs UNE Analog Loop Non-Design Dispatch
Out of Service >24 Hrs UNE Analog Loop Non-Design Non-Dispatch
Out of Service >24 Hrs UNE Digital Loop >= DS1 Dispatch
Out of Service >24 Hrs UNE Digital Loop >= DS1 Non-Dispatch
Out of Service >24 Hrs UNE EELs Dispatch
Out of Service >24 Hrs UNE EELs Non-Dispatch
Out of Service >24 Hrs UNE ISDN/UDC/IDSL Dispatch
Out of Service >24 Hrs UNE ISDN/UDC/IDSL Non-Dispatch
Out of Service >24 Hrs UNE Line Splitting/Sharing Dispatch
Out of Service >24 Hrs UNE Line Splitting/Sharing Non-Dispatch
Out of Service >24 Hrs UNE Loop + Port Combinations Dispatch
Out of Service >24 Hrs UNE Loop + Port Combinations Non-Dispatch

Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Percent Missed Repair Appointments

Missed Repair Appmts Local Interconnection Trunks
Missed Repair Appmts Resale Business (Non-Design) Dispatch
Missed Repair Appmts Resale Business (Non-Design) Non-Dispatch
Missed Repair Appmts Resale Design Dispatch
Missed Repair Appmts Resale Design Non-Dispatch
Missed Repair Appmts Resale Residence (Non-Design) Dispatch
Missed Repair Appmts Resale Residence (Non-Design) Non-Dispatch
Missed Repair Appmts UNE Analog Loop Design Dispatch
Missed Repair Appmts UNE Analog Loop Design Non-Dispatch
Missed Repair Appmts UNE Analog Loop Non-Design Dispatch
Missed Repair Appmts UNE Analog Loop Non-Design Non-Dispatch
Missed Repair Appmts UNE Digital Loop >= DS1 Dispatch
Missed Repair Appmts UNE Digital Loop >= DS1 Non-Dispatch
Missed Repair Appmts UNE EELs Dispatch
Missed Repair Appmts UNE EELs Non-Dispatch
Missed Repair Appmts UNE ISDN/UDC/IDSL Dispatch
Missed Repair Appmts UNE ISDN/UDC/IDSL Non-Dispatch
Missed Repair Appmts UNE Line Splitting/Sharing Dispatch
Missed Repair Appmts UNE Line Splitting/Sharing Non-Dispatch
Missed Repair Appmts UNE Loop + Port Combinations Dispatch
Missed Repair Appmts UNE Loop + Port Combinations Non-Dispatch
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Percent Repeat Troubles within "X" days

% Rpt Trbls w/in 30 days Local Interconnection Trunks
% Rpt Trbls w/in 30 days Resale Business (Non-Design) Dispatch
% Rpt Trbls w/in 30 days Resale Business (Non-Design) Non-Dispatch
% Rpt Trbls w/in 30 days Resale Design Dispatch
% Rpt Trbls w/in 30 days Resale Design Non-Dispatch
% Rpt Trbls w/in 30 days Resale Residence (Non-Design) Dispatch
% Rpt Trbls w/in 30 days Resale Residence (Non-Design) Non-Dispatch
% Rpt Trbls w/in 30 days UNE Analog Loop Design Dispatch
% Rpt Trbls w/in 30 days UNE Analog Loop Design Non-Dispatch
% Rpt Trbls w/in 30 days UNE Analog Loop Non-Design Dispatch
% Rpt Trbls w/in 30 days UNE Analog Loop Non-Design Non-Dispatch
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Dispatch
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Non-Dispatch
% Rpt Trbls w/in 30 days UNE EELs Dispatch
% Rpt Trbls w/in 30 days UNE EELs Non-Dispatch
% Rpt Trbls w/in 30 days UNE ISDN/UDC/IDSL Dispatch
% Rpt Trbls w/in 30 days UNE ISDN/UDC/IDSL Non-Dispatch
% Rpt Trbls w/in 30 days UNE Line Splitting/Sharing Dispatch
% Rpt Trbls w/in 30 days UNE Line Splitting/Sharing Non-Dispatch
% Rpt Trbls w/in 30 days UNE Loop + Port Combinations Dispatch
% Rpt Trbls w/in 30 days UNE Loop + Port Combinations Non-Dispatch
% Rpt Trbls w/in 30 days UNE xDSL (HDSL, ADSL, and UCL) Dispatch

% Rpt Trbls w/in 30 days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Response Interval

OSS Response Interval (M&R) ATLAS-DID + 2 Secs RNS EDI
OSS Response Interval (M&R) ATLAS-DID + 2 Secs ROS EDI
OSS Response Interval (M&R) ATLAS-MLH RNS EDI
OSS Response Interval (M&R) ATLAS-MLH RNS TAG
OSS Response Interval (M&R) ATLAS-MLH ROS EDI
OSS Response Interval (M&R) ATLAS-MLH ROS TAG
OSS Response Interval (M&R) ATLAS-TN + 2 Secs RNS LENS
OSS Response Interval (M&R) ATLAS-TN + 2 Secs RNS TAG
OSS Response Interval (M&R) ATLAS-TN + 2 Secs ROS LENS
OSS Response Interval (M&R) ATLAS-TN + 2 Secs ROS TAG
OSS Response Interval (M&R) COFFI/USOC - OASISBIG + 2 Secs RNS LENS
OSS Response Interval (M&R) COFFI/USOC - OASISBIG + 2 Secs ROS LENS
OSS Response Interval (M&R) CRIS
OSS Response Interval (M&R) CRSECSRL-CRSACCTS + 2 Secs RNS LENS
OSS Response Interval (M&R) CRSECSRL-CRSACCTS + 2 Secs RNS TAG
OSS Response Interval (M&R) CRSECSRL-CRSOCSR + 2 Secs ROS LENS
OSS Response Interval (M&R) CRSECSRL-CRSOCSR + 2 Secs ROS TAG
OSS Response Interval (M&R) DLETH
OSS Response Interval (M&R) DLR
OSS Response Interval (M&R) DSAP-DDI + 2 Secs RNS LENS
OSS Response Interval (M&R) DSAP-DDI + 2 Secs RNS TAG
OSS Response Interval (M&R) DSAP-DDI + 2 Secs ROS LENS
OSS Response Interval (M&R) DSAP-DDI + 2 Secs ROS TAG
OSS Response Interval (M&R) LMOSUPD
OSS Response Interval (M&R) LMOS
OSS Response Interval (M&R) LNP GATEWAY
OSS Response Interval (M&R) MARCH
OSS Response Interval (M&R) NIW
OSS Response Interval (M&R) OSPCM
OSS Response Interval (M&R) PREDICTOR
OSS Response Interval (M&R) PSIMS/ORB - OASISBIG + 2 Secs RNS EDI
OSS Response Interval (M&R) PSIMS/ORB - OASISBIG + 2 Secs RNS LENS
OSS Response Interval (M&R) PSIMS/ORB - OASISBIG + 2 Secs RNS TAG
OSS Response Interval (M&R) PSIMS/ORB - OASISBIG + 2 Secs ROS EDI
OSS Response Interval (M&R) PSIMS/ORB - OASISBIG + 2 Secs ROS LENS
OSS Response Interval (M&R) PSIMS/ORB - OASISBIG + 2 Secs ROS TAG
OSS Response Interval (M&R) RSAG BY ADDR + 2 Secs RNS LENS
OSS Response Interval (M&R) RSAG BY ADDR + 2 Secs RNS TAG
OSS Response Interval (M&R) RSAG BY ADDR + 2 Secs ROS LENS
OSS Response Interval (M&R) RSAG BY ADDR + 2 Secs ROS TAG
OSS Response Interval (M&R) RSAG BY TN + 2 Secs RNS LENS
OSS Response Interval (M&R) RSAG BY TN + 2 Secs RNS TAG
OSS Response Interval (M&R) RSAG BY TN + 2 Secs ROS LENS
OSS Response Interval (M&R) RSAG BY TN + 2 Secs ROS TAG
OSS Response Interval (M&R) SOCS

BellSouth Monthly Performance Summary

AL, FL, GA, KY, MS, NC, SC, and TN

Ordering, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment B

Acknowledgement Completeness

Acknowledge Message Completeness - AKC Acknowledgments

Firm Order Confirmation Reject Completeness

FOC & Rej Resp Comp Fully Mechanized
FOC & Rej Resp Comp Local Interconnection Trunks
FOC & Rej Resp Comp Non-Mechanized
FOC & Rej Resp Comp Partially Mechanized

Firm Order Confirmation Timeliness

FOC Timeliness LNP (Standalone) Fully Mechanized
FOC Timeliness LNP (Standalone) Non Mechanized
FOC Timeliness LNP (Standalone) Partially Mechanized
FOC Timeliness Local Interconnection Trunks Fully Mechanized
FOC Timeliness Local Interconnection Trunks Non Mechanized
FOC Timeliness Local Interconnection Trunks Partially Mechanized
FOC Timeliness Resale Business (Non-Design) Fully Mechanized
FOC Timeliness Resale Business (Non-Design) Non Mechanized
FOC Timeliness Resale Business (Non-Design) Partially Mechanized
FOC Timeliness Resale Design Fully Mechanized
FOC Timeliness Resale Design Non Mechanized
FOC Timeliness Resale Design Partially Mechanized
FOC Timeliness Resale Residence (Non-Design) Fully Mechanized
FOC Timeliness Resale Residence (Non-Design) Non Mechanized
FOC Timeliness Resale Residence (Non-Design) Partially Mechanized
FOC Timeliness UNE Analog Loop w/LNP Fully Mechanized
FOC Timeliness UNE Analog Loop w/LNP Non Mechanized
FOC Timeliness UNE Analog Loop w/LNP Partially Mechanized
FOC Timeliness UNE Analog Loop Fully Mechanized
FOC Timeliness UNE Analog Loop Non Mechanized
FOC Timeliness UNE Analog Loop Partially Mechanized
FOC Timeliness UNE Digital Loop >= DS1 Fully Mechanized
FOC Timeliness UNE Digital Loop >= DS1 Non Mechanized
FOC Timeliness UNE Digital Loop >= DS1 Partially Mechanized
FOC Timeliness UNE EELs Fully Mechanized
FOC Timeliness UNE EELs Non Mechanized
FOC Timeliness UNE EELs Partially Mechanized
FOC Timeliness UNE ISDN/UDC/IDSL Fully Mechanized
FOC Timeliness UNE ISDN/UDC/IDSL Non Mechanized
FOC Timeliness UNE ISDN/UDC/IDSL Partially Mechanized
FOC Timeliness UNE Line Splitting/Sharing Fully Mechanized
FOC Timeliness UNE Line Splitting/Sharing Non Mechanized
FOC Timeliness UNE Line Splitting/Sharing Partially Mechanized
FOC Timeliness UNE Loop + Port Combinations Fully Mechanized
FOC Timeliness UNE Loop + Port Combinations Non Mechanized
FOC Timeliness UNE Loop + Port Combinations Partially Mechanized
FOC Timeliness UNE Other Fully Mechanized
FOC Timeliness UNE Other Non Mechanized
FOC Timeliness UNE Other Partially Mechanized
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Fully Mechanized

FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Non Mechanized
FOC Timeliness UNE xDSL (HDSL, ADSL, and UCL) Partially Mechanized

Percent Flow-Through

Flow Through Business
Flow Through Residence
Flow Through UNE-L
Flow Through UNE-P
LNP Flow Through Aggregate
LNP Flow Through Summary

Reject Interval

Reject Interval Fully Mechanized
Reject Interval Local Interconnection Trunks
Reject Interval Non-Mechanized
Reject Interval Partially Mechanized

Speed of Answer

Speed of Answer in Ordering Center LOCAL CARRIER SERVICE CENTER

BellSouth Monthly Performance Summary
AL, FL, GA, KY, MS, NC, SC, and TN
Pre-Ordering, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment B

Average Response Time & Response Interval

OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs RNS EDI
OSS Response Interval (Pre-Ordering) ATLAS-DID + 2 Secs ROS EDI
OSS Response Interval (Pre-Ordering) ATLAS-MLH RNS EDI
OSS Response Interval (Pre-Ordering) ATLAS-MLH RNS TAG
OSS Response Interval (Pre-Ordering) ATLAS-MLH ROS EDI
OSS Response Interval (Pre-Ordering) ATLAS-MLH ROS TAG
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS LENS
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs RNS TAG
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs ROS LENS
OSS Response Interval (Pre-Ordering) ATLAS-TN + 2 Secs ROS TAG
OSS Response Interval (Pre-Ordering) COFFI/USOC - OASISBIG + 2 Secs RNS LENS
OSS Response Interval (Pre-Ordering) COFFI/USOC - OASISBIG + 2 Secs ROS LENS
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSACCTS + 2 Secs RNS LENS
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSACCTS + 2 Secs RNS TAG
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSOCSR + 2 Secs ROS LENS
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSOCSR + 2 Secs ROS TAG
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS LENS
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs RNS TAG
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS LENS
OSS Response Interval (Pre-Ordering) DSAP-DDI + 2 Secs ROS TAG
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG + 2 Secs RNS EDI
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG + 2 Secs RNS LENS
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG + 2 Secs RNS TAG
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG + 2 Secs ROS EDI
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG + 2 Secs ROS LENS
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG + 2 Secs ROS TAG
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS LENS
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs RNS TAG
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS LENS
OSS Response Interval (Pre-Ordering) RSAG BY ADDR + 2 Secs ROS TAG
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS LENS
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs RNS TAG
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS LENS
OSS Response Interval (Pre-Ordering) RSAG BY TN + 2 Secs ROS TAG

Electronic Response Time

Electronic Loop Makeup

Interface Availability

OSS Interface Availability (Pre-Ordering) ATLAS/COFFI BST & CLEC
OSS Interface Availability (Pre-Ordering) BOCRIS/CRIS BST & CLEC
OSS Interface Availability (Pre-Ordering) CLEC TAFI CLEC
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC
OSS Interface Availability (Pre-Ordering) DSAP BST & CLEC
OSS Interface Availability (Pre-Ordering) ECTA CLEC
OSS Interface Availability (Pre-Ordering) EDI CLEC
OSS Interface Availability (Pre-Ordering) LAUTO CLEC
OSS Interface Availability (Pre-Ordering) LENS CLEC
OSS Interface Availability (Pre-Ordering) LEO CLEC
OSS Interface Availability (Pre-Ordering) LESOG CLEC
OSS Interface Availability (Pre-Ordering) LFACS BST & CLEC
OSS Interface Availability (Pre-Ordering) LMOS BST & CLEC

OSS Interface Availability (Pre-Ordering) LNP GATEWAY CLEC
OSS Interface Availability (Pre-Ordering) MARCH BST & CLEC
OSS Interface Availability (Pre-Ordering) OSPCM BST & CLEC
OSS Interface Availability (Pre-Ordering) PREDICTOR BST & CLEC
OSS Interface Availability (Pre-Ordering) ROS BST
OSS Interface Availability (Pre-Ordering) RSAG BST & CLEC
OSS Interface Availability (Pre-Ordering) SGG CLEC
OSS Interface Availability (Pre-Ordering) SOCS BST & CLEC
OSS Interface Availability (Pre-Ordering) SONGS BST & CLEC
OSS Interface Availability (Pre-Ordering) TAFI BST
OSS Interface Availability (Pre-Ordering) TAG/XML CLEC

BellSouth Monthly Performance Summary
AL FL, GA, KY, MS, NC, SC, and TN
Provisioning, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment B

Completion Notice Interval

Avg Cmp Notice Intvl Mech LNP (Standalone)
Avg Cmp Notice Intvl Mech Resale Business (Non-Design)
Avg Cmp Notice Intvl Mech Resale Design
Avg Cmp Notice Intvl Mech Resale Residence (Non-Design)
Avg Cmp Notice Intvl Mech UNE Analog Loop Design
Avg Cmp Notice Intvl Mech UNE Analog Loop Non-Design
Avg Cmp Notice Intvl Mech UNE Analog Loop w/LNP Design
Avg Cmp Notice Intvl Mech UNE Analog Loop w/LNP Non-Design
Avg Cmp Notice Intvl Mech UNE Digital Loop >= DS1
Avg Cmp Notice Intvl Mech UNE EELs
Avg Cmp Notice Intvl Mech UNE ISDN/UDC/IDSL
Avg Cmp Notice Intvl Mech UNE Line Splitting/Sharing
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations
Avg Cmp Notice Intvl Mech UNE xDSL (HDSL, ADSL, and UCL)
Avg Cmp Notice Intvl Non-Mech Local Interconnection Trunks
Avg Cmp Notice Intvl Non-Mech UNE Analog Loop w/LNP Non-Design

Coordinated Customer Conversion Interval

CCC Coordinated Customer Conversions (LOOPS)

Held Order Interval

Held Order Intvl & Mean Local Interconnection Trunks
Held Order Intvl & Mean Resale Business (Non-Design)
Held Order Intvl & Mean Resale Design
Held Order Intvl & Mean Resale Residence (Non-Design)
Held Order Intvl & Mean UNE Analog Loop Design
Held Order Intvl & Mean UNE Analog Loop Non-Design
Held Order Intvl & Mean UNE Digital Loop >= DS1
Held Order Intvl & Mean UNE EELs
Held Order Intvl & Mean UNE ISDN/UDC/IDSL
Held Order Intvl & Mean UNE Line Splitting/Sharing
Held Order Intvl & Mean UNE Loop + Port Combinations
Held Order Intvl & Mean UNE xDSL (HDSL, ADSL, and UCL)

Hot Cut Timeliness

CCC - Hot Cuts Timeliness IDLC
CCC - Hot Cuts Timeliness Non-IDLC

Jeopardy Notice Interval

% Jeopardy within 48 Hours Local Interconnection Trunks
% Jeopardy within 48 Hours Resale Business (Non-Design)
% Jeopardy within 48 Hours Resale Design
% Jeopardy within 48 Hours Resale Residence (Non-Design)
% Jeopardy within 48 Hours UNE Analog Loop Design
% Jeopardy within 48 Hours UNE Analog Loop Non-Design
% Jeopardy within 48 Hours UNE Digital Loop >= DS1
% Jeopardy within 48 Hours UNE EELs
% Jeopardy within 48 Hours UNE ISDN/UDC/IDSL
% Jeopardy within 48 Hours UNE Line Splitting/Sharing
% Jeopardy within 48 Hours UNE Loop + Port Combinations

% Jeopardy within 48 Hours UNE Other Design
% Jeopardy within 48 Hours UNE Other Non-Design
% Jeopardy within 48 Hours UNE xDSL (HDSL, ADSL, and UCL)
% Jeopardy Local Interconnection Trunks
% Jeopardy Resale Business (Non-Design)
% Jeopardy Resale Design
% Jeopardy Resale Residence (Non-Design)
% Jeopardy UNE Analog Loop Design
% Jeopardy UNE Analog Loop Non-Design
% Jeopardy UNE Digital Loop >= DS1
% Jeopardy UNE EELs
% Jeopardy UNE ISDN/UDC/IDSL
% Jeopardy UNE Line Splitting/Sharing
% Jeopardy UNE Loop + Port Combinations
% Jeopardy UNE xDSL (HDSL, ADSL, and UCL)

LNP Apply Trigger

LNP Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date LNP

LNP Disconnect Timeliness Non Trigger

LNP Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution Non Trigger LNP (Normal Working Hours and Approved After Hours)
LNP Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution Non Trigger LNP (Unscheduled After Hour Ports)

LNP Out of Service

LNP Percent Out of Service Less Than 60 Minutes LNP

Non-Coordinated Customer Conversions

Non-Coordinated Customer Conversions Non-Coordinated Conversions

Order Completion Interval

OCI LNP (Standalone) Dispatch <6 Circuits
OCI LNP (Standalone) Dispatch >=6 Circuits
OCI LNP (Standalone) Non-Dispatch <6 Circuits
OCI LNP (Standalone) Non-Dispatch >=6 Circuits
OCI Local Interconnection Trunks
OCI Resale Business (Non-Design) Dispatch <6 Circuits
OCI Resale Business (Non-Design) Dispatch >=6 Circuits
OCI Resale Business (Non-Design) Non-Dispatch <6 Circuits
OCI Resale Business (Non-Design) Non-Dispatch >=6 Circuits
OCI Resale Design Dispatch <6 Circuits
OCI Resale Design Dispatch >=6 Circuits
OCI Resale Design Non-Dispatch <6 Circuits
OCI Resale Design Non-Dispatch >=6 Circuits
OCI Resale Residence (Non-Design) Dispatch <6 Circuits
OCI Resale Residence (Non-Design) Dispatch >=6 Circuits
OCI Resale Residence (Non-Design) Non-Dispatch <6 Circuits
OCI Resale Residence (Non-Design) Non-Dispatch >=6 Circuits
OCI UNE Analog Loop Design Dispatch <6 Circuits
OCI UNE Analog Loop Design Dispatch >=6 Circuits
OCI UNE Analog Loop Design Non-Dispatch <6 Circuits

OCI UNE Analog Loop Design Non-Dispatch >=6 Circuits
OCI UNE Analog Loop Non-Design Dispatch <6 Circuits
OCI UNE Analog Loop Non-Design Dispatch >=6 Circuits
OCI UNE Analog Loop Non-Design Non-Dispatch <6 Circuits
OCI UNE Analog Loop Non-Design Non-Dispatch >=6 Circuits
OCI UNE Analog Loop w/LNP Design Dispatch <6 Circuits
OCI UNE Analog Loop w/LNP Design Dispatch >=6 Circuits
OCI UNE Analog Loop w/LNP Design Non-Dispatch <6 Circuits
OCI UNE Analog Loop w/LNP Design Non-Dispatch >=6 Circuits
OCI UNE Analog Loop w/LNP Non-Design Dispatch <6 Circuits
OCI UNE Analog Loop w/LNP Non-Design Dispatch >=6 Circuits
OCI UNE Analog Loop w/LNP Non-Design Non-Dispatch <6 Circuits
OCI UNE Analog Loop w/LNP Non-Design Non-Dispatch >=6 Circuits
OCI UNE Digital Loop >= DS1 Dispatch <6 Circuits
OCI UNE Digital Loop >= DS1 Dispatch >=6 Circuits
OCI UNE Digital Loop >= DS1 Non-Dispatch <6 Circuits
OCI UNE Digital Loop >= DS1 Non-Dispatch >=6 Circuits
OCI UNE EELs Dispatch <6 Circuits
OCI UNE EELs Dispatch >=6 Circuits
OCI UNE EELs Non-Dispatch <6 Circuits
OCI UNE EELs Non-Dispatch >=6 Circuits
OCI UNE ISDN/UDC/IDSL Dispatch <6 Circuits
OCI UNE ISDN/UDC/IDSL Dispatch >=6 Circuits
OCI UNE ISDN/UDC/IDSL Non-Dispatch <6 Circuits
OCI UNE ISDN/UDC/IDSL Non-Dispatch >=6 Circuits
OCI UNE Line Splitting/Sharing With Conditioning Dispatch <6 Circuits
OCI UNE Line Splitting/Sharing With Conditioning Dispatch >=6 Circuits
OCI UNE Line Splitting/Sharing With Conditioning Non-Dispatch <6 Circuits
OCI UNE Line Splitting/Sharing With Conditioning Non-Dispatch >=6 Circuits
OCI UNE Line Splitting/Sharing Without Conditioning Dispatch <6 Circuits
OCI UNE Line Splitting/Sharing Without Conditioning Dispatch >=6 Circuits
OCI UNE Line Splitting/Sharing Without Conditioning Non-Dispatch <6 Circuits
OCI UNE Line Splitting/Sharing Without Conditioning Non-Dispatch >=6 Circuits
OCI UNE Loop + Port Combinations Dispatch <6 Circuits
OCI UNE Loop + Port Combinations Dispatch >=6 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Dispatch In) <6 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >=6 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Switch Based) <6 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Switch Based) >=6 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch <6 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch >=6 Circuits
OCI UNE xDSL With Conditioning Dispatch <6 Circuits
OCI UNE xDSL With Conditioning Dispatch >=6 Circuits
OCI UNE xDSL With Conditioning Non-Dispatch <6 Circuits
OCI UNE xDSL With Conditioning Non-Dispatch >=6 Circuits
OCI UNE xDSL Without Conditioning Dispatch <6 Circuits
OCI UNE xDSL Without Conditioning Dispatch >=6 Circuits
OCI UNE xDSL Without Conditioning Non-Dispatch <6 Circuits
OCI UNE xDSL Without Conditioning Non-Dispatch >=6 Circuits

Percent Missed Installation Appointments

% Missed Installation Appmts LNP (Standalone) Dispatch
% Missed Installation Appmts LNP (Standalone) Non-Dispatch
% Missed Installation Appmts Local Interconnection Trunks
% Missed Installation Appmts Resale Business (Non-Design) Dispatch
% Missed Installation Appmts Resale Business (Non-Design) Non-Dispatch
% Missed Installation Appmts Resale Design Dispatch
% Missed Installation Appmts Resale Design Non-Dispatch
% Missed Installation Appmts Resale Residence (Non-Design) Dispatch
% Missed Installation Appmts Resale Residence (Non-Design) Non-Dispatch
% Missed Installation Appmts UNE Analog Loop Design Dispatch
% Missed Installation Appmts UNE Analog Loop Design Non-Dispatch
% Missed Installation Appmts UNE Analog Loop Non-Design Dispatch
% Missed Installation Appmts UNE Analog Loop Non-Design Non-Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Design Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Design Non-Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Non-Design Dispatch
% Missed Installation Appmts UNE Analog Loop w/LNP Non-Design Non-Dispatch
% Missed Installation Appmts UNE Digital Loop >= DS1 Dispatch
% Missed Installation Appmts UNE Digital Loop >= DS1 Non-Dispatch
% Missed Installation Appmts UNE EELs Dispatch
% Missed Installation Appmts UNE EELs Non-Dispatch
% Missed Installation Appmts UNE ISDN/UDC/IDSL Dispatch
% Missed Installation Appmts UNE ISDN/UDC/IDSL Non-Dispatch
% Missed Installation Appmts UNE Line Splitting/Sharing Dispatch
% Missed Installation Appmts UNE Line Splitting/Sharing Non-Dispatch
% Missed Installation Appmts UNE Loop + Port Combinations Dispatch
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Percent Provisioning Troubles

% Provisioning Troubles within X days LNP (Standalone) Dispatch
% Provisioning Troubles within X days LNP (Standalone) Non-Dispatch
% Provisioning Troubles within X days Local Interconnection Trunks
% Provisioning Troubles within X days Resale Business (Non-Design) Dispatch
% Provisioning Troubles within X days Resale Business (Non-Design) Non-Dispatch
% Provisioning Troubles within X days Resale Design Dispatch
% Provisioning Troubles within X days Resale Design Non-Dispatch
% Provisioning Troubles within X days Resale Residence (Non-Design) Dispatch
% Provisioning Troubles within X days Resale Residence (Non-Design) Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop Design Dispatch
% Provisioning Troubles within X days UNE Analog Loop Design Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop Non-Design Dispatch
% Provisioning Troubles within X days UNE Analog Loop Non-Design Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop w/LNP Design Dispatch

% Provisioning Troubles within X days UNE Analog Loop w/LNP Design Non-Dispatch
% Provisioning Troubles within X days UNE Analog Loop w/LNP Non-Design Dispatch
% Provisioning Troubles within X days UNE Analog Loop w/LNP Non-Design Non-Dispatch
% Provisioning Troubles within X days UNE Digital Loop >= DS1 Dispatch
% Provisioning Troubles within X days UNE Digital Loop >= DS1 Non-Dispatch
% Provisioning Troubles within X days UNE EELs Dispatch
% Provisioning Troubles within X days UNE EELs Non-Dispatch
% Provisioning Troubles within X days UNE ISDN/UDC/IDSL Dispatch
% Provisioning Troubles within X days UNE ISDN/UDC/IDSL Non-Dispatch
% Provisioning Troubles within X days UNE Line Splitting/Sharing Dispatch
% Provisioning Troubles within X days UNE Line Splitting/Sharing Non-Dispatch
% Provisioning Troubles within X days UNE Loop + Port Combinations Dispatch
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch (Dispatch In)
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch (Switch Based)
% Provisioning Troubles within X days UNE Loop + Port Combinations Non-Dispatch
% Provisioning Troubles within X days UNE xDSL (HDSL, ADSL, and UCL) Dispatch
% Provisioning Troubles within X days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Percent Troubles within 'X' Days

Hot Cuts %Prov Trbl w/i 5 Days UNE Loop Dispatch
Hot Cuts %Prov Trbl w/i 5 Days UNE Loop Non-Dispatch

Recovery Time

CCC Avg Recovery Time Coordinated Customer Conversions (LOOPS)

Service Order Accuracy

Service Order Accuracy Resale
Service Order Accuracy UNE-P
Service Order Accuracy UNE

BellSouth Monthly Performance Summary
AL, FL, GA, KY, MS, NC, SC, and TN
Trunk Group Performance, *Metric and Submetric*

Pate/Graulich Declaration
Attachment B

Trunk Group Performance Agg.

Trunk Group Performance Trunk Group Performance Agg.

BellSouth Monthly Performance Summary

Louisiana Only

Billing, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment C

Billing Invoice Accuracy

Invoice Accuracy Interconnection
Invoice Accuracy Resale
Invoice Accuracy UNE

Billing Invoice Timeliness

Invoice Timeliness Interconnection	CABS
Invoice Timeliness Resale	CRIS
Invoice Timeliness UNE	CRIS

Mean Time to Deliver

Mean Time to Deliver Usage - Regional

Non-Recurring Charge Completeness

Non-Recur Charge Completness Interconnection
Non-Recur Charge Completness Resale
Non-Recur Charge Completness UNE

Recurring Charge Completeness

Recur Charge Completness Interconnection
Recur Charge Completness Resale
Recur Charge Completness UNE

Usage Data Delivery Accuracy

Usage Data Delivery Accuracy

Usage Data Delivery Completeness

Usage Completeness

Usage Data Delivery Timeliness

Usage Timeliness

BellSouth Monthly Performance Summary

Louisiana Only

Bona Fide, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment C

Percent Quote Provided

% Quotes Provided within X Business Days 10 Business Days
% Quotes Provided within X Business Days 30 Business Days
% Quotes Provided within X Business Days 60 Business Days

Percent Request Processed Within "X" Days

% New Business Requests Processed within 30 days

BellSouth Monthly Performance Summary

Louisiana Only

Change Management, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment C

Associated Document Timeliness

Associated Document Timeliness - Regional % Documentation Sent On Time
Associated Document Timeliness - Regional % Documentation Sent On Time - Defects, Corrections, etc.

Change Management Document

Change Management Document - Regional

Change Management Notice

Change Management Notice - Regional

Interface Outage Notification

Interface Outage Notification - Regional CLEC Service Order TimeStamp
Interface Outage Notification - Regional Electronic Communications Trouble Analysis
Interface Outage Notification - Regional Electronic Data Interchange
Interface Outage Notification - Regional Local Exchange Navigation System
Interface Outage Notification - Regional Telecommunications Access Gateway
Interface Outage Notification - Regional Trouble Analysis Facilitation Interface

Notice Timeliness

Notice Timeliness - Regional

Number Of Defects In Production Releases

Number of Defects In Production Releases - Regional Severity 1
Number of Defects In Production Releases - Regional Severity 2
Number of Defects In Production Releases - Regional Severity 3
Number of Defects In Production Releases - Regional Severity 4

Percent Change Requests Accepted Or Rejected Within 10 Days

% Change Requests Accepted or Rejected Within 10 Days - Regional

Percent Change Requests Rejected

% Change Requests Rejected - Regional Cost
% Change Requests Rejected - Regional Industry Direction
% Change Requests Rejected - Regional Region
% Change Requests Rejected - Regional Technical Feasibility

Percent Of Change Requests Implemented Within 60 Weeks Of Prioritization

% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 4
% Change Requests Implemented Within 60 weeks Prioritization - Regional Type 5

Percent Software Errors Corrected in "X" Business Days

% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 10 Days
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 30 Days
% Software Errors Corrected in X Business Days - Regional Software Errors Correct in 45 Days

Software Validation

Sofware Validation - Regional

BellSouth Monthly Performance Summary

Pate/Graulich Declaration
Attachment C

Louisiana Only
Collocation, *Metrics and Submetrics*

Arrangement Time

Average Arrangement Time Physical Caged
Average Arrangement Time Physical Cageless
Average Arrangement Time Physical Cageless Extraordinary
Average Arrangement Time Physical Intermediate Augment
Average Arrangement Time Physical Major Augment
Average Arrangement Time Physical Minor Augment
Average Arrangement Time Physical Simple Augment
Average Arrangement Time Virtual Extraordinary
Average Arrangement Time Virtual Intermediate Augment
Average Arrangement Time Virtual Major Augment
Average Arrangement Time Virtual Minor Augment
Average Arrangement Time Virtual Ordinary
Average Arrangement Time Virtual Simple Augment

Average Response Time

Average Response Time Physical Caged
Average Response Time Physical Cageless
Average Response Time Virtual

Percent Missed Due Date

Percent Missed Due Dates Physical
Percent Missed Due Dates Physical Augment
Percent Missed Due Dates Virtual
Percent Missed Due Dates Virtual Augment

BellSouth Monthly Performance Summary

Pate/Graulich Declaration
Attachment C

Louisiana Only

Database Update, *Metrics and Submetrics*

Percent Database Update Accuracy

% Database Accuracy - Regional Directory Assistance
% Database Accuracy - Regional Directory Listings
% Database Accuracy - Regional Line Information Database

Percent Loaded by Effective Date

% NXX/LRNs Loaded by LERG - Regional

BellSouth Monthly Performance Summary

Pate/Graulich Declaration
Attachment C

Louisiana Only

Maintenance & Repair, *Metrics and Submetrics*

Average Answer Time

Answer Time - Repair Center UNE / Retail Maintenance Center

Customer Trouble Report Rate

Customer Trouble Report Rate 2W Analog Loop Design Dispatch
Customer Trouble Report Rate 2W Analog Loop Design Non-Dispatch
Customer Trouble Report Rate 2W Analog Loop Non-Design Dispatch
Customer Trouble Report Rate 2W Analog Loop Non-Design Non-Dispatch
Customer Trouble Report Rate Local Interconnection Trunks Dispatch
Customer Trouble Report Rate Local Interconnection Trunks Non-Dispatch
Customer Trouble Report Rate Local Transport (Unbundled Interoffice Transport) Dispatch
Customer Trouble Report Rate Local Transport (Unbundled Interoffice Transport) Non-Dispatch
Customer Trouble Report Rate Resale Business Dispatch
Customer Trouble Report Rate Resale Business Non-Dispatch
Customer Trouble Report Rate Resale Centrex Dispatch
Customer Trouble Report Rate Resale Centrex Non-Dispatch
Customer Trouble Report Rate Resale Design Dispatch
Customer Trouble Report Rate Resale Design Non-Dispatch
Customer Trouble Report Rate Resale ISDN Dispatch
Customer Trouble Report Rate Resale ISDN Non-Dispatch
Customer Trouble Report Rate Resale PBX Dispatch
Customer Trouble Report Rate Resale PBX Non-Dispatch
Customer Trouble Report Rate Resale Residence and Business (POTS) Dispatch
Customer Trouble Report Rate Resale Residence and Business (POTS) Non-Dispatch
Customer Trouble Report Rate Resale Residence Dispatch
Customer Trouble Report Rate Resale Residence Non-Dispatch
Customer Trouble Report Rate UNE Combos - Other Dispatch
Customer Trouble Report Rate UNE Combos - Other Non-Dispatch
Customer Trouble Report Rate UNE Digital Loop < DS1 Dispatch
Customer Trouble Report Rate UNE Digital Loop < DS1 Non-Dispatch
Customer Trouble Report Rate UNE Digital Loop >= DS1 Dispatch
Customer Trouble Report Rate UNE Digital Loop >= DS1 Non-Dispatch
Customer Trouble Report Rate UNE ISDN Dispatch
Customer Trouble Report Rate UNE ISDN Non-Dispatch
Customer Trouble Report Rate UNE Line Sharing Dispatch
Customer Trouble Report Rate UNE Line Sharing Non-Dispatch
Customer Trouble Report Rate UNE Loop + Port Combinations Dispatch
Customer Trouble Report Rate UNE Loop + Port Combinations Non-Dispatch
Customer Trouble Report Rate UNE Other Design Dispatch
Customer Trouble Report Rate UNE Other Design Non-Dispatch
Customer Trouble Report Rate UNE Other Non-Design Dispatch
Customer Trouble Report Rate UNE Other Non-Design Non-Dispatch
Customer Trouble Report Rate UNE Switch Ports Dispatch
Customer Trouble Report Rate UNE Switch Ports Non-Dispatch
Customer Trouble Report Rate UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Customer Trouble Report Rate UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

M&R Interface Availability

OSS Interface Availability (M&R) BOCRIS/CRIS BST & CLEC
OSS Interface Availability (M&R) CLEC TAFI CLEC
OSS Interface Availability (M&R) ECTA CLEC
OSS Interface Availability (M&R) LMOS BST & CLEC
OSS Interface Availability (M&R) LNP BST & CLEC
OSS Interface Availability (M&R) MARCH BST & CLEC
OSS Interface Availability (M&R) OSPCM BST & CLEC
OSS Interface Availability (M&R) PREDICTOR BST & CLEC
OSS Interface Availability (M&R) SOCS BST & CLEC

BellSouth Monthly Performance Summary
Louisiana Only
Maintenance & Repair, *Metrics and Submetrics*

OSS Interface Availability (M&R) TAFI BST

Maintenance Average Duration

Maintenance Avg Duration 2W Analog Loop Design Dispatch
Maintenance Avg Duration 2W Analog Loop Design Non-Dispatch
Maintenance Avg Duration 2W Analog Loop Non-Design Dispatch
Maintenance Avg Duration 2W Analog Loop Non-Design Non-Dispatch
Maintenance Avg Duration Local Interconnection Trunks Dispatch
Maintenance Avg Duration Local Interconnection Trunks Non-Dispatch
Maintenance Avg Duration Local Transport (Unbundled Interoffice Transport) Dispatch
Maintenance Avg Duration Local Transport (Unbundled Interoffice Transport) Non-Dispatch
Maintenance Avg Duration Resale Business Dispatch
Maintenance Avg Duration Resale Business Non-Dispatch
Maintenance Avg Duration Resale Centrex Dispatch
Maintenance Avg Duration Resale Centrex Non-Dispatch
Maintenance Avg Duration Resale Design Dispatch
Maintenance Avg Duration Resale Design Non-Dispatch
Maintenance Avg Duration Resale ISDN Dispatch
Maintenance Avg Duration Resale ISDN Non-Dispatch
Maintenance Avg Duration Resale PBX Dispatch
Maintenance Avg Duration Resale PBX Non-Dispatch
Maintenance Avg Duration Resale Residence and Business (POTS) Dispatch
Maintenance Avg Duration Resale Residence and Business (POTS) Non-Dispatch
Maintenance Avg Duration Resale Residence Dispatch
Maintenance Avg Duration Resale Residence Non-Dispatch
Maintenance Avg Duration UNE Combos - Other Dispatch
Maintenance Avg Duration UNE Combos - Other Non-Dispatch
Maintenance Avg Duration UNE Digital Loop < DS1 Dispatch
Maintenance Avg Duration UNE Digital Loop < DS1 Non-Dispatch
Maintenance Avg Duration UNE Digital Loop >= DS1 Dispatch
Maintenance Avg Duration UNE Digital Loop >= DS1 Non-Dispatch
Maintenance Avg Duration UNE ISDN Dispatch
Maintenance Avg Duration UNE ISDN Non-Dispatch
Maintenance Avg Duration UNE Line Sharing Dispatch
Maintenance Avg Duration UNE Line Sharing Non-Dispatch
Maintenance Avg Duration UNE Loop + Port Combinations Dispatch
Maintenance Avg Duration UNE Loop + Port Combinations Non-Dispatch
Maintenance Avg Duration UNE Other Design Dispatch
Maintenance Avg Duration UNE Other Design Non-Dispatch
Maintenance Avg Duration UNE Other Non-Design Dispatch
Maintenance Avg Duration UNE Other Non-Design Non-Dispatch
Maintenance Avg Duration UNE Switch Ports Dispatch
Maintenance Avg Duration UNE Switch Ports Non-Dispatch
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Maintenance Avg Duration UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Out of Service > "X" Hours

Out of Service >24 Hrs 2W Analog Loop Design Dispatch
Out of Service >24 Hrs 2W Analog Loop Design Non-Dispatch
Out of Service >24 Hrs 2W Analog Loop Non-Design Dispatch
Out of Service >24 Hrs 2W Analog Loop Non-Design Non-Dispatch
Out of Service >24 Hrs Local Interconnection Trunks Dispatch
Out of Service >24 Hrs Local Interconnection Trunks Non-Dispatch
Out of Service >24 Hrs Local Transport (Unbundled Interoffice Transport) Dispatch
Out of Service >24 Hrs Local Transport (Unbundled Interoffice Transport) Non-Dispatch
Out of Service >24 Hrs Resale Business Dispatch
Out of Service >24 Hrs Resale Business Non-Dispatch
Out of Service >24 Hrs Resale Centrex Dispatch
Out of Service >24 Hrs Resale Centrex Non-Dispatch

Out of Service >24 Hrs Resale Design Dispatch
Out of Service >24 Hrs Resale Design Non-Dispatch
Out of Service >24 Hrs Resale ISDN Dispatch
Out of Service >24 Hrs Resale ISDN Non-Dispatch
Out of Service >24 Hrs Resale PBX Dispatch
Out of Service >24 Hrs Resale PBX Non-Dispatch
Out of Service >24 Hrs Resale Residence and Business (POTS) Dispatch
Out of Service >24 Hrs Resale Residence and Business (POTS) Non-Dispatch
Out of Service >24 Hrs Resale Residence Dispatch
Out of Service >24 Hrs Resale Residence Non-Dispatch
Out of Service >24 Hrs UNE Combos - Other Dispatch
Out of Service >24 Hrs UNE Combos - Other Non-Dispatch
Out of Service >24 Hrs UNE Digital Loop < DS1 Dispatch
Out of Service >24 Hrs UNE Digital Loop < DS1 Non-Dispatch
Out of Service >24 Hrs UNE Digital Loop >= DS1 Dispatch
Out of Service >24 Hrs UNE Digital Loop >= DS1 Non-Dispatch
Out of Service >24 Hrs UNE ISDN Dispatch
Out of Service >24 Hrs UNE ISDN Non-Dispatch
Out of Service >24 Hrs UNE Line Sharing Dispatch
Out of Service >24 Hrs UNE Line Sharing Non-Dispatch
Out of Service >24 Hrs UNE Loop + Port Combinations Dispatch
Out of Service >24 Hrs UNE Loop + Port Combinations Non-Dispatch
Out of Service >24 Hrs UNE Other Design Dispatch
Out of Service >24 Hrs UNE Other Design Non-Dispatch
Out of Service >24 Hrs UNE Other Non-Design Dispatch
Out of Service >24 Hrs UNE Other Non-Design Non-Dispatch
Out of Service >24 Hrs UNE Switch Ports Dispatch
Out of Service >24 Hrs UNE Switch Ports Non-Dispatch
Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Out of Service >24 Hrs UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Percent Missed Repair Appointments

Missed Repair Appmts 2W Analog Loop Design Dispatch
Missed Repair Appmts 2W Analog Loop Design Non-Dispatch
Missed Repair Appmts 2W Analog Loop Non-Design Dispatch
Missed Repair Appmts 2W Analog Loop Non-Design Non-Dispatch
Missed Repair Appmts Local Interconnection Trunks Dispatch
Missed Repair Appmts Local Interconnection Trunks Non-Dispatch
Missed Repair Appmts Local Transport (Unbundled Interoffice Transport) Dispatch
Missed Repair Appmts Local Transport (Unbundled Interoffice Transport) Non-Dispatch
Missed Repair Appmts Resale Business Dispatch
Missed Repair Appmts Resale Business Non-Dispatch
Missed Repair Appmts Resale Centrex Dispatch
Missed Repair Appmts Resale Centrex Non-Dispatch
Missed Repair Appmts Resale Design Dispatch
Missed Repair Appmts Resale Design Non-Dispatch
Missed Repair Appmts Resale ISDN Dispatch
Missed Repair Appmts Resale ISDN Non-Dispatch
Missed Repair Appmts Resale PBX Dispatch
Missed Repair Appmts Resale PBX Non-Dispatch
Missed Repair Appmts Resale Residence and Business (POTS) Dispatch
Missed Repair Appmts Resale Residence and Business (POTS) Non-Dispatch
Missed Repair Appmts Resale Residence Dispatch
Missed Repair Appmts Resale Residence Non-Dispatch
Missed Repair Appmts UNE Combos - Other Dispatch
Missed Repair Appmts UNE Combos - Other Non-Dispatch
Missed Repair Appmts UNE Digital Loop < DS1 Dispatch
Missed Repair Appmts UNE Digital Loop < DS1 Non-Dispatch

Missed Repair Appmts UNE Digital Loop >= DS1 Dispatch
Missed Repair Appmts UNE Digital Loop >= DS1 Non-Dispatch
Missed Repair Appmts UNE ISDN Dispatch
Missed Repair Appmts UNE ISDN Non-Dispatch
Missed Repair Appmts UNE Line Sharing Dispatch
Missed Repair Appmts UNE Line Sharing Non-Dispatch
Missed Repair Appmts UNE Loop + Port Combinations Dispatch
Missed Repair Appmts UNE Loop + Port Combinations Non-Dispatch
Missed Repair Appmts UNE Other Design Dispatch
Missed Repair Appmts UNE Other Design Non-Dispatch
Missed Repair Appmts UNE Other Non-Design Dispatch
Missed Repair Appmts UNE Other Non-Design Non-Dispatch
Missed Repair Appmts UNE Switch Ports Dispatch
Missed Repair Appmts UNE Switch Ports Non-Dispatch
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch
Missed Repair Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Percent Repeat Troubles within "X" days

% Rpt Trbls w/in 30 days 2W Analog Loop Design Dispatch
% Rpt Trbls w/in 30 days 2W Analog Loop Design Non-Dispatch
% Rpt Trbls w/in 30 days 2W Analog Loop Non-Design Dispatch
% Rpt Trbls w/in 30 days 2W Analog Loop Non-Design Non-Dispatch
% Rpt Trbls w/in 30 days Local Interconnection Trunks Dispatch
% Rpt Trbls w/in 30 days Local Interconnection Trunks Non-Dispatch
% Rpt Trbls w/in 30 days Local Transport (Unbundled Interoffice Transport) Dispatch
% Rpt Trbls w/in 30 days Local Transport (Unbundled Interoffice Transport) Non-Dispatch
% Rpt Trbls w/in 30 days Resale Business Dispatch
% Rpt Trbls w/in 30 days Resale Business Non-Dispatch
% Rpt Trbls w/in 30 days Resale Centrex Dispatch
% Rpt Trbls w/in 30 days Resale Centrex Non-Dispatch
% Rpt Trbls w/in 30 days Resale Design Dispatch
% Rpt Trbls w/in 30 days Resale Design Non-Dispatch
% Rpt Trbls w/in 30 days Resale ISDN Dispatch
% Rpt Trbls w/in 30 days Resale ISDN Non-Dispatch
% Rpt Trbls w/in 30 days Resale PBX Dispatch
% Rpt Trbls w/in 30 days Resale PBX Non-Dispatch
% Rpt Trbls w/in 30 days Resale Residence and Business (POTS) Dispatch
% Rpt Trbls w/in 30 days Resale Residence and Business (POTS) Non-Dispatch
% Rpt Trbls w/in 30 days Resale Residence Dispatch
% Rpt Trbls w/in 30 days Resale Residence Non-Dispatch
% Rpt Trbls w/in 30 days UNE Combos - Other Dispatch
% Rpt Trbls w/in 30 days UNE Combos - Other Non-Dispatch
% Rpt Trbls w/in 30 days UNE Digital Loop < DS1 Dispatch
% Rpt Trbls w/in 30 days UNE Digital Loop < DS1 Non-Dispatch
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Dispatch
% Rpt Trbls w/in 30 days UNE Digital Loop >= DS1 Non-Dispatch
% Rpt Trbls w/in 30 days UNE ISDN Dispatch
% Rpt Trbls w/in 30 days UNE ISDN Non-Dispatch
% Rpt Trbls w/in 30 days UNE Line Sharing Dispatch
% Rpt Trbls w/in 30 days UNE Line Sharing Non-Dispatch
% Rpt Trbls w/in 30 days UNE Loop + Port Combinations Dispatch
% Rpt Trbls w/in 30 days UNE Loop + Port Combinations Non-Dispatch
% Rpt Trbls w/in 30 days UNE Other Design Dispatch
% Rpt Trbls w/in 30 days UNE Other Design Non-Dispatch
% Rpt Trbls w/in 30 days UNE Other Non-Design Dispatch
% Rpt Trbls w/in 30 days UNE Other Non-Design Non-Dispatch
% Rpt Trbls w/in 30 days UNE Switch Ports Dispatch
% Rpt Trbls w/in 30 days UNE Switch Ports Non-Dispatch

% Rpt Trbls w/in 30 days UNE xDSL (HDSL, ADSL, and UCL) Dispatch
% Rpt Trbls w/in 30 days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch

Response Interval

OSS Response Interval (M&R) CRIS
OSS Response Interval (M&R) CRIS
OSS Response Interval (M&R) CRIS
OSS Response Interval (M&R) DLETH
OSS Response Interval (M&R) DLETH
OSS Response Interval (M&R) DLETH
OSS Response Interval (M&R) DLR
OSS Response Interval (M&R) DLR
OSS Response Interval (M&R) DLR
OSS Response Interval (M&R) LMOS
OSS Response Interval (M&R) LMOS
OSS Response Interval (M&R) LMOS
OSS Response Interval (M&R) LMOSUPD
OSS Response Interval (M&R) LMOSUPD
OSS Response Interval (M&R) LMOSUPD
OSS Response Interval (M&R) LNP GATEWAY
OSS Response Interval (M&R) LNP GATEWAY
OSS Response Interval (M&R) LNP GATEWAY
OSS Response Interval (M&R) MARCH
OSS Response Interval (M&R) MARCH
OSS Response Interval (M&R) MARCH
OSS Response Interval (M&R) NIW
OSS Response Interval (M&R) NIW
OSS Response Interval (M&R) NIW
OSS Response Interval (M&R) OSPCM
OSS Response Interval (M&R) OSPCM
OSS Response Interval (M&R) OSPCM
OSS Response Interval (M&R) PREDICTOR
OSS Response Interval (M&R) PREDICTOR
OSS Response Interval (M&R) PREDICTOR
OSS Response Interval (M&R) SOCS
OSS Response Interval (M&R) SOCS
OSS Response Interval (M&R) SOCS

BellSouth Monthly Performance Summary

Pate/Graulich Declaration
Attachment C

Louisiana Only
Ordering, *Metrics and Submetrics*

Acknowledgement Completeness

Acknowledge Message Completeness	EDI
Acknowledge Message Completeness	TAG

Acknowledgement Timeliness

Acknowledge Message Timeliness	EDI
Acknowledge Message Timeliness	TAG

Firm Order Confirmation Reject Completeness

FOC & Rej Resp Comp (Fully Mech) 2W Analog Loop Design
FOC & Rej Resp Comp (Fully Mech) 2W Analog Loop Non-Design
FOC & Rej Resp Comp (Fully Mech) 2W Analog Loop w/INP - Design
FOC & Rej Resp Comp (Fully Mech) 2W Analog Loop w/INP - Non-Design
FOC & Rej Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Design
FOC & Rej Resp Comp (Fully Mech) 2W Analog Loop w/LNP - Non-Design
FOC & Rej Resp Comp (Fully Mech) INP (Standalone)
FOC & Rej Resp Comp (Fully Mech) LNP (Standalone)
FOC & Rej Resp Comp (Fully Mech) Local Interconnection Trunks
FOC & Rej Resp Comp (Fully Mech) Local Transport (Unbundled Interoffice Transport)
FOC & Rej Resp Comp (Fully Mech) Resale Business
FOC & Rej Resp Comp (Fully Mech) Resale Centrex
FOC & Rej Resp Comp (Fully Mech) Resale Design
FOC & Rej Resp Comp (Fully Mech) Resale ISDN
FOC & Rej Resp Comp (Fully Mech) Resale PBX
FOC & Rej Resp Comp (Fully Mech) Resale Residence
FOC & Rej Resp Comp (Fully Mech) UNE Combos - Other
FOC & Rej Resp Comp (Fully Mech) UNE Digital Loop < DS1
FOC & Rej Resp Comp (Fully Mech) UNE Digital Loop >= DS1
FOC & Rej Resp Comp (Fully Mech) UNE ISDN
FOC & Rej Resp Comp (Fully Mech) UNE Line Sharing
FOC & Rej Resp Comp (Fully Mech) UNE Loop + Port Combinations
FOC & Rej Resp Comp (Fully Mech) UNE Loop w/LNP
FOC & Rej Resp Comp (Fully Mech) UNE Other Design
FOC & Rej Resp Comp (Fully Mech) UNE Other Non-Design
FOC & Rej Resp Comp (Fully Mech) UNE Switch Ports
FOC & Rej Resp Comp (Fully Mech) UNE xDSL (HDSL, ADSL, and UCL)
FOC & Rej Resp Comp (Non Mech) 2W Analog Loop Design
FOC & Rej Resp Comp (Non Mech) 2W Analog Loop Non-Design
FOC & Rej Resp Comp (Non Mech) 2W Analog Loop w/INP - Design
FOC & Rej Resp Comp (Non Mech) 2W Analog Loop w/INP - Non-Design
FOC & Rej Resp Comp (Non Mech) 2W Analog Loop w/LNP - Design
FOC & Rej Resp Comp (Non Mech) 2W Analog Loop w/LNP - Non-Design
FOC & Rej Resp Comp (Non Mech) INP (Standalone)
FOC & Rej Resp Comp (Non Mech) LNP (Standalone)
FOC & Rej Resp Comp (Non Mech) Local Interconnection Trunks
FOC & Rej Resp Comp (Non Mech) Local Transport (Unbundled Interoffice Transport)
FOC & Rej Resp Comp (Non Mech) Resale Business
FOC & Rej Resp Comp (Non Mech) Resale Centrex
FOC & Rej Resp Comp (Non Mech) Resale Design
FOC & Rej Resp Comp (Non Mech) Resale ISDN
FOC & Rej Resp Comp (Non Mech) Resale PBX
FOC & Rej Resp Comp (Non Mech) Resale Residence
FOC & Rej Resp Comp (Non Mech) UNE Combos - Other
FOC & Rej Resp Comp (Non Mech) UNE Digital Loop < DS1
FOC & Rej Resp Comp (Non Mech) UNE Digital Loop >= DS1
FOC & Rej Resp Comp (Non Mech) UNE ISDN
FOC & Rej Resp Comp (Non Mech) UNE Line Sharing
FOC & Rej Resp Comp (Non Mech) UNE Loop + Port Combinations
FOC & Rej Resp Comp (Non Mech) UNE Loop w/LNP

FOC & Rej Resp Comp (Non Mech) UNE Other Design
FOC & Rej Resp Comp (Non Mech) UNE Other Non-Design
FOC & Rej Resp Comp (Non Mech) UNE Switch Ports
FOC & Rej Resp Comp (Non Mech) UNE xDSL (HDSL, ADSL, and UCL)
FOC & Rej Resp Comp (Partial Mech) 2W Analog Loop Design
FOC & Rej Resp Comp (Partial Mech) 2W Analog Loop Non-Design
FOC & Rej Resp Comp (Partial Mech) 2W Analog Loop w/INP - Design
FOC & Rej Resp Comp (Partial Mech) 2W Analog Loop w/INP - Non-Design
FOC & Rej Resp Comp (Partial Mech) 2W Analog Loop w/LNP - Design
FOC & Rej Resp Comp (Partial Mech) 2W Analog Loop w/LNP - Non-Design
FOC & Rej Resp Comp (Partial Mech) INP (Standalone)
FOC & Rej Resp Comp (Partial Mech) LNP (Standalone)
FOC & Rej Resp Comp (Partial Mech) Local Interconnection Trunks
FOC & Rej Resp Comp (Partial Mech) Local Transport (Unbundled Interoffice Transport)
FOC & Rej Resp Comp (Partial Mech) Resale Business
FOC & Rej Resp Comp (Partial Mech) Resale Centrex
FOC & Rej Resp Comp (Partial Mech) Resale Design
FOC & Rej Resp Comp (Partial Mech) Resale ISDN
FOC & Rej Resp Comp (Partial Mech) Resale PBX
FOC & Rej Resp Comp (Partial Mech) Resale Residence
FOC & Rej Resp Comp (Partial Mech) UNE Combos - Other
FOC & Rej Resp Comp (Partial Mech) UNE Digital Loop < DS1
FOC & Rej Resp Comp (Partial Mech) UNE Digital Loop >= DS1
FOC & Rej Resp Comp (Partial Mech) UNE ISDN
FOC & Rej Resp Comp (Partial Mech) UNE Line Sharing
FOC & Rej Resp Comp (Partial Mech) UNE Loop + Port Combinations
FOC & Rej Resp Comp (Partial Mech) UNE Loop w/LNP
FOC & Rej Resp Comp (Partial Mech) UNE Other Design
FOC & Rej Resp Comp (Partial Mech) UNE Other Non-Design
FOC & Rej Resp Comp (Partial Mech) UNE Switch Ports
FOC & Rej Resp Comp (Partial Mech) UNE xDSL (HDSL, ADSL, and UCL)

Firm Order Confirmation Timeliness

FOC Timeliness (Fully Mech) 2W Analog Loop Design
FOC Timeliness (Fully Mech) 2W Analog Loop Non-Design
FOC Timeliness (Fully Mech) 2W Analog Loop w/INP - Design
FOC Timeliness (Fully Mech) 2W Analog Loop w/INP - Non-Design
FOC Timeliness (Fully Mech) 2W Analog Loop w/LNP - Design
FOC Timeliness (Fully Mech) 2W Analog Loop w/LNP - Non-Design
FOC Timeliness (Fully Mech) INP (Standalone)
FOC Timeliness (Fully Mech) LNP (Standalone)
FOC Timeliness (Fully Mech) Local Interconnection Trunks
FOC Timeliness (Fully Mech) Local Transport (Unbundled Interoffice Transport)
FOC Timeliness (Fully Mech) Resale Business
FOC Timeliness (Fully Mech) Resale Centrex
FOC Timeliness (Fully Mech) Resale Design
FOC Timeliness (Fully Mech) Resale ISDN
FOC Timeliness (Fully Mech) Resale PBX
FOC Timeliness (Fully Mech) Resale Residence
FOC Timeliness (Fully Mech) UNE Combos - Other
FOC Timeliness (Fully Mech) UNE Digital Loop < DS1
FOC Timeliness (Fully Mech) UNE Digital Loop >= DS1
FOC Timeliness (Fully Mech) UNE ISDN
FOC Timeliness (Fully Mech) UNE Line Sharing
FOC Timeliness (Fully Mech) UNE Loop + Port Combinations
FOC Timeliness (Fully Mech) UNE Loop w/LNP
FOC Timeliness (Fully Mech) UNE Other Design
FOC Timeliness (Fully Mech) UNE Other Non-Design
FOC Timeliness (Fully Mech) UNE Switch Ports
FOC Timeliness (Fully Mech) UNE xDSL (HDSL, ADSL, and UCL)

FOC Timeliness (Non Mech) 2W Analog Loop Design
FOC Timeliness (Non Mech) 2W Analog Loop Non-Design
FOC Timeliness (Non Mech) 2W Analog Loop w/INP - Design
FOC Timeliness (Non Mech) 2W Analog Loop w/INP - Non-Design
FOC Timeliness (Non Mech) 2W Analog Loop w/LNP - Design
FOC Timeliness (Non Mech) 2W Analog Loop w/LNP - Non-Design
FOC Timeliness (Non Mech) INP (Standalone)
FOC Timeliness (Non Mech) LNP (Standalone)
FOC Timeliness (Non Mech) Local Interconnection Trunks
FOC Timeliness (Non Mech) Local Transport (Unbundled Interoffice Transport)
FOC Timeliness (Non Mech) Resale Business
FOC Timeliness (Non Mech) Resale Centrex
FOC Timeliness (Non Mech) Resale Design
FOC Timeliness (Non Mech) Resale ISDN
FOC Timeliness (Non Mech) Resale PBX
FOC Timeliness (Non Mech) Resale Residence
FOC Timeliness (Non Mech) UNE Combos - Other
FOC Timeliness (Non Mech) UNE Digital Loop < DS1
FOC Timeliness (Non Mech) UNE Digital Loop >= DS1
FOC Timeliness (Non Mech) UNE ISDN
FOC Timeliness (Non Mech) UNE Line Sharing
FOC Timeliness (Non Mech) UNE Loop + Port Combinations
FOC Timeliness (Non Mech) UNE Loop w/LNP
FOC Timeliness (Non Mech) UNE Other Design
FOC Timeliness (Non Mech) UNE Other Non-Design
FOC Timeliness (Non Mech) UNE Switch Ports
FOC Timeliness (Non Mech) UNE xDSL (HDSL, ADSL, and UCL)
FOC Timeliness (Partial Mech) 2W Analog Loop Design
FOC Timeliness (Partial Mech) 2W Analog Loop Non-Design
FOC Timeliness (Partial Mech) 2W Analog Loop w/INP - Design
FOC Timeliness (Partial Mech) 2W Analog Loop w/INP - Non-Design
FOC Timeliness (Partial Mech) 2W Analog Loop w/LNP - Design
FOC Timeliness (Partial Mech) 2W Analog Loop w/LNP - Non-Design
FOC Timeliness (Partial Mech) INP (Standalone)
FOC Timeliness (Partial Mech) LNP (Standalone)
FOC Timeliness (Partial Mech) Local Interconnection Trunks
FOC Timeliness (Partial Mech) Local Transport (Unbundled Interoffice Transport)
FOC Timeliness (Partial Mech) Resale Business
FOC Timeliness (Partial Mech) Resale Centrex
FOC Timeliness (Partial Mech) Resale Design
FOC Timeliness (Partial Mech) Resale ISDN
FOC Timeliness (Partial Mech) Resale PBX
FOC Timeliness (Partial Mech) Resale Residence
FOC Timeliness (Partial Mech) UNE Combos - Other
FOC Timeliness (Partial Mech) UNE Digital Loop < DS1
FOC Timeliness (Partial Mech) UNE Digital Loop >= DS1
FOC Timeliness (Partial Mech) UNE ISDN
FOC Timeliness (Partial Mech) UNE Line Sharing
FOC Timeliness (Partial Mech) UNE Loop + Port Combinations
FOC Timeliness (Partial Mech) UNE Loop w/LNP
FOC Timeliness (Partial Mech) UNE Other Design
FOC Timeliness (Partial Mech) UNE Other Non-Design
FOC Timeliness (Partial Mech) UNE Switch Ports
FOC Timeliness (Partial Mech) UNE xDSL (HDSL, ADSL, and UCL)

Percent Flow-Through

Flow Through Business
Flow Through Residence
Flow Through UNE
LNP Flow Through Aggregate

BellSouth Monthly Performance Summary
Louisiana Only
Ordering, *Metrics and Submetrics*

LNP Flow Through Summary

Percent Rejected Service Request

Percent Reject Service Request (Fully Mech) 2W Analog Loop w/INP - Design
Percent Reject Service Request (Fully Mech) 2W Analog Loop w/INP - Non-Design
Percent Reject Service Request (Fully Mech) INP (Standalone)
Percent Reject Service Request (Fully Mech) Local Interconnection Trunks
Percent Reject Service Request (Fully Mech) Local Transport (Unbundled Interoffice Transport)
Percent Reject Service Request (Fully Mech) Resale Centrex
Percent Reject Service Request (Fully Mech) Resale Design
Percent Reject Service Request (Fully Mech) Resale ISDN
Percent Reject Service Request (Fully Mech) Resale PBX
Percent Reject Service Request (Fully Mech) UNE Other Design
Percent Reject Service Request (Fully Mech) UNE Switch Ports
Percent Reject Service Request (Non Mech) 2W Analog Loop w/INP - Design
Percent Reject Service Request (Non Mech) Resale Design
Percent Reject Service Request (Non Mech) Resale ISDN
Percent Reject Service Request (Non Mech) UNE Line Sharing
Percent Reject Service Request (Non Mech) UNE Other Design
Percent Reject Service Request (Non Mech) UNE Switch Ports
Percent Reject Service Request (Partial Mech) 2W Analog Loop w/INP - Design
Percent Reject Service Request (Partial Mech) 2W Analog Loop w/INP - Non-Design
Percent Reject Service Request (Partial Mech) INP (Standalone)
Percent Reject Service Request (Partial Mech) Local Interconnection Trunks
Percent Reject Service Request (Partial Mech) Local Transport (Unbundled Interoffice Transport)
Percent Reject Service Request (Partial Mech) Resale Centrex
Percent Reject Service Request (Partial Mech) Resale Design
Percent Reject Service Request (Partial Mech) Resale ISDN
Percent Reject Service Request (Partial Mech) Resale PBX
Percent Reject Service Request (Partial Mech) UNE Other Design
Percent Reject Service Request (Partial Mech) UNE Switch Ports

Reject Interval

Reject Interval (Fully Mech) 2W Analog Loop Design
Reject Interval (Fully Mech) 2W Analog Loop Non-Design
Reject Interval (Fully Mech) 2W Analog Loop w/INP - Design
Reject Interval (Fully Mech) 2W Analog Loop w/INP - Non-Design
Reject Interval (Fully Mech) 2W Analog Loop w/LNP - Design
Reject Interval (Fully Mech) 2W Analog Loop w/LNP - Non-Design
Reject Interval (Fully Mech) INP (Standalone)
Reject Interval (Fully Mech) LNP (Standalone)
Reject Interval (Fully Mech) Local Interconnection Trunks
Reject Interval (Fully Mech) Local Transport (Unbundled Interoffice Transport)
Reject Interval (Fully Mech) Resale Business
Reject Interval (Fully Mech) Resale Centrex
Reject Interval (Fully Mech) Resale Design
Reject Interval (Fully Mech) Resale ISDN
Reject Interval (Fully Mech) Resale PBX
Reject Interval (Fully Mech) Resale Residence
Reject Interval (Fully Mech) UNE Combos - Other
Reject Interval (Fully Mech) UNE Digital Loop < DS1
Reject Interval (Fully Mech) UNE Digital Loop >= DS1
Reject Interval (Fully Mech) UNE ISDN
Reject Interval (Fully Mech) UNE Line Sharing
Reject Interval (Fully Mech) UNE Loop + Port Combinations
Reject Interval (Fully Mech) UNE Loop w/LNP
Reject Interval (Fully Mech) UNE Other Design
Reject Interval (Fully Mech) UNE Other Non-Design
Reject Interval (Fully Mech) UNE Switch Ports
Reject Interval (Fully Mech) UNE xDSL (HDSL, ADSL, and UCL)

Reject Interval (Non Mech) 2W Analog Loop Design
Reject Interval (Non Mech) 2W Analog Loop Non-Design
Reject Interval (Non Mech) 2W Analog Loop w/INP - Design
Reject Interval (Non Mech) 2W Analog Loop w/INP - Non-Design
Reject Interval (Non Mech) 2W Analog Loop w/LNP - Design
Reject Interval (Non Mech) 2W Analog Loop w/LNP - Non-Design
Reject Interval (Non Mech) INP (Standalone)
Reject Interval (Non Mech) LNP (Standalone)
Reject Interval (Non Mech) Local Interconnection Trunks
Reject Interval (Non Mech) Local Transport (Unbundled Interoffice Transport)
Reject Interval (Non Mech) Resale Business
Reject Interval (Non Mech) Resale Centrex
Reject Interval (Non Mech) Resale Design
Reject Interval (Non Mech) Resale ISDN
Reject Interval (Non Mech) Resale PBX
Reject Interval (Non Mech) Resale Residence
Reject Interval (Non Mech) UNE Combos - Other
Reject Interval (Non Mech) UNE Digital Loop < DS1
Reject Interval (Non Mech) UNE Digital Loop >= DS1
Reject Interval (Non Mech) UNE ISDN
Reject Interval (Non Mech) UNE Line Sharing
Reject Interval (Non Mech) UNE Loop + Port Combinations
Reject Interval (Non Mech) UNE Loop w/LNP
Reject Interval (Non Mech) UNE Other Design
Reject Interval (Non Mech) UNE Other Non-Design
Reject Interval (Non Mech) UNE Switch Ports
Reject Interval (Non Mech) UNE xDSL (HDSL, ADSL, and UCL)
Reject Interval (Partial Mech) 2W Analog Loop Design
Reject Interval (Partial Mech) 2W Analog Loop Non-Design
Reject Interval (Partial Mech) 2W Analog Loop w/INP - Design
Reject Interval (Partial Mech) 2W Analog Loop w/INP - Non-Design
Reject Interval (Partial Mech) 2W Analog Loop w/LNP - Design
Reject Interval (Partial Mech) 2W Analog Loop w/LNP - Non-Design
Reject Interval (Partial Mech) INP (Standalone)
Reject Interval (Partial Mech) LNP (Standalone)
Reject Interval (Partial Mech) Local Interconnection Trunks
Reject Interval (Partial Mech) Local Transport (Unbundled Interoffice Transport)
Reject Interval (Partial Mech) Resale Business
Reject Interval (Partial Mech) Resale Centrex
Reject Interval (Partial Mech) Resale Design
Reject Interval (Partial Mech) Resale ISDN
Reject Interval (Partial Mech) Resale PBX
Reject Interval (Partial Mech) Resale Residence
Reject Interval (Partial Mech) UNE Combos - Other
Reject Interval (Partial Mech) UNE Digital Loop < DS1
Reject Interval (Partial Mech) UNE Digital Loop >= DS1
Reject Interval (Partial Mech) UNE ISDN
Reject Interval (Partial Mech) UNE Line Sharing
Reject Interval (Partial Mech) UNE Loop + Port Combinations
Reject Interval (Partial Mech) UNE Loop w/LNP
Reject Interval (Partial Mech) UNE Other Design
Reject Interval (Partial Mech) UNE Other Non-Design
Reject Interval (Partial Mech) UNE Switch Ports
Reject Interval (Partial Mech) UNE xDSL (HDSL, ADSL, and UCL)

Service Inquiry Firm Order Confirmation

Service Inquiry w/ LSR FOC UNE xDSL (ADSL,HDSL,UCL)
Service Inquiry w/ LSR FOC UNE-UDF
Service Inquiry w/ LSR FOC Unbundled Interoffice Transport

Speed of Answer

Speed of Answer in Ordering Center LOCAL CARRIER SERVICE CENTER

BellSouth Monthly Performance Summary

Pate/Graulich Declaration
Attachment C

Louisiana Only
Pre-Ordering, *Metrics and Submetrics*

Average Response Time & Response Interval

OSS Response Interval (Pre-Ordering) ATLAS-DID +4 Secs RNS EDI
OSS Response Interval (Pre-Ordering) ATLAS-DID +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) ATLAS-DID +4 Secs ROS EDI
OSS Response Interval (Pre-Ordering) ATLAS-DID +4 Secs ROS TAG
OSS Response Interval (Pre-Ordering) ATLAS-MLH +4 Secs RNS EDI
OSS Response Interval (Pre-Ordering) ATLAS-MLH +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) ATLAS-MLH +4 Secs ROS EDI
OSS Response Interval (Pre-Ordering) ATLAS-MLH +4 Secs ROS TAG
OSS Response Interval (Pre-Ordering) ATLAS-TN +4 Secs RNS LENS
OSS Response Interval (Pre-Ordering) ATLAS-TN +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) ATLAS-TN +4 Secs ROS LENS
OSS Response Interval (Pre-Ordering) ATLAS-TN +4 Secs ROS TAG
OSS Response Interval (Pre-Ordering) COFFI/USOC - OASISBIG +4 Secs RNS LENS
OSS Response Interval (Pre-Ordering) COFFI/USOC - OASISBIG +4 Secs ROS LENS
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSACCTS +4 Secs RNS LENS
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSACCTS +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSOCSR +4 Secs ROS LENS
OSS Response Interval (Pre-Ordering) CRSECSRL-CRSOCSR +4 Secs ROS TAG
OSS Response Interval (Pre-Ordering) DSAP-DDI +4 Secs RNS LENS
OSS Response Interval (Pre-Ordering) DSAP-DDI +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) DSAP-DDI +4 Secs ROS LENS
OSS Response Interval (Pre-Ordering) DSAP-DDI +4 Secs ROS TAG
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG +4 Secs RNS EDI
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG +4 Secs RNS LENS
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG +4 Secs ROS EDI
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG +4 Secs ROS LENS
OSS Response Interval (Pre-Ordering) PSIMS/ORB - OASISBIG +4 Secs ROS TAG
OSS Response Interval (Pre-Ordering) RSAG BY ADDR +4 Secs RNS LENS
OSS Response Interval (Pre-Ordering) RSAG BY ADDR +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) RSAG BY ADDR +4 Secs ROS LENS
OSS Response Interval (Pre-Ordering) RSAG BY ADDR +4 Secs ROS TAG
OSS Response Interval (Pre-Ordering) RSAG BY TN +4 Secs RNS LENS
OSS Response Interval (Pre-Ordering) RSAG BY TN +4 Secs RNS TAG
OSS Response Interval (Pre-Ordering) RSAG BY TN +4 Secs ROS LENS
OSS Response Interval (Pre-Ordering) RSAG BY TN +4 Secs ROS TAG

Electronic Response Time

Electronic Loop Makeup

Interface Availability

OSS Interface Availability (Pre-Ordering) ATLAS/COFFI BST & CLEC
OSS Interface Availability (Pre-Ordering) BOCRIS/CRIS BST & CLEC
OSS Interface Availability (Pre-Ordering) BOCRIS BST & CLEC
OSS Interface Availability (Pre-Ordering) DOE BST & CLEC
OSS Interface Availability (Pre-Ordering) DOM CLEC
OSS Interface Availability (Pre-Ordering) DSAP BST & CLEC
OSS Interface Availability (Pre-Ordering) EDI CLEC
OSS Interface Availability (Pre-Ordering) LENS CLEC

OSS Interface Availability (Pre-Ordering) LEO CLEC
OSS Interface Availability (Pre-Ordering) LESOG CLEC
OSS Interface Availability (Pre-Ordering) LNP GATEWAY CLEC
OSS Interface Availability (Pre-Ordering) PSIMS CLEC
OSS Interface Availability (Pre-Ordering) ROS BST
OSS Interface Availability (Pre-Ordering) RSAG BST & CLEC
OSS Interface Availability (Pre-Ordering) SGG (COG) CLEC
OSS Interface Availability (Pre-Ordering) SOCS BST & CLEC
OSS Interface Availability (Pre-Ordering) SOG CLEC
OSS Interface Availability (Pre-Ordering) SONGS BST & CLEC
OSS Interface Availability (Pre-Ordering) TAG CLEC

Manual Response Time

Manual Loop Makeup

BellSouth Monthly Performance Summary
Louisiana Only
Provisioning, *Metrics and Submetrics*

Completion Notice Interval

Avg Cmp Notice Intvl Mech 2W Analog Loop Design < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop Design >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/INP - Design < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/INP - Design >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/LNP - Design < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/LNP - Design >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/NP - Design < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/NP - Design >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/NP - Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/NP - Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Mech 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Mech INP (Standalone) < 10 Circuits
Avg Cmp Notice Intvl Mech INP (Standalone) >= 10 Circuits
Avg Cmp Notice Intvl Mech LNP (Standalone) < 10 Circuits
Avg Cmp Notice Intvl Mech LNP (Standalone) >= 10 Circuits
Avg Cmp Notice Intvl Mech Local Transport (Unbundled Interoffice Transport) < 10 Circuits
Avg Cmp Notice Intvl Mech Local Transport (Unbundled Interoffice Transport) >= 10 Circuits
Avg Cmp Notice Intvl Mech Resale Business < 10 Circuits
Avg Cmp Notice Intvl Mech Resale Business >= 10 Circuits
Avg Cmp Notice Intvl Mech Resale Centrex < 10 Circuits
Avg Cmp Notice Intvl Mech Resale Centrex >= 10 Circuits
Avg Cmp Notice Intvl Mech Resale Design < 10 Circuits
Avg Cmp Notice Intvl Mech Resale Design >= 10 Circuits
Avg Cmp Notice Intvl Mech Resale ISDN < 10 Circuits
Avg Cmp Notice Intvl Mech Resale ISDN >= 10 Circuits
Avg Cmp Notice Intvl Mech Resale PBX < 10 Circuits
Avg Cmp Notice Intvl Mech Resale PBX >= 10 Circuits
Avg Cmp Notice Intvl Mech Resale Residence < 10 Circuits
Avg Cmp Notice Intvl Mech Resale Residence >= 10 Circuits

Avg Cmp Notice Intvl Mech UNE Combos - Other Dispatch < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Combos - Other Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Combos - Other Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Combos - Other Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Digital Loop < DS1 < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Digital Loop < DS1 >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Digital Loop >= DS1 < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Digital Loop >= DS1 >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE ISDN < 10 Circuits
Avg Cmp Notice Intvl Mech UNE ISDN >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Line Sharing < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Line Sharing >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Dispatch < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Non-Dispatch (Switch Based) < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Non-Dispatch (Switch Based) >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Non-Dispatch < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Other Design < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Other Design >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Other Non-Design < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Other Non-Design >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE Switch Ports < 10 Circuits
Avg Cmp Notice Intvl Mech UNE Switch Ports >= 10 Circuits
Avg Cmp Notice Intvl Mech UNE xDSL (HDSL, ADSL, and UCL) < 10 Circuits
Avg Cmp Notice Intvl Mech UNE xDSL (HDSL, ADSL, and UCL) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop Design < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop Design >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/INP - Design < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/INP - Design >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/LNP - Design < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/LNP - Design >= 10 Circuits

Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/NP - Design < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/NP - Design >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/NP - Non-Design Dispatch < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/NP - Non-Design Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech INP (Standalone) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech INP (Standalone) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech LNP (Standalone) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech LNP (Standalone) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech Local Interconnection Trunks
Avg Cmp Notice Intvl Non-Mech Local Transport (Unbundled Interoffice Transport) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech Local Transport (Unbundled Interoffice Transport) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Business < 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Business >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Centrex < 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Centrex >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Design < 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Design >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale ISDN < 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale ISDN >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale PBX < 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale PBX >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Residence < 10 Circuits
Avg Cmp Notice Intvl Non-Mech Resale Residence >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Combos - Other Dispatch < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Combos - Other Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Combos - Other Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Combos - Other Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Digital Loop < DS1 < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Digital Loop < DS1 >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Digital Loop >= DS1 < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Digital Loop >= DS1 >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE ISDN < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE ISDN >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Line Sharing < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Line Sharing >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Dispatch < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Non-Dispatch (Dispatch In) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Non-Dispatch (Switch Based) < 10 Circuits

Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Non-Dispatch (Switch Based) >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Non-Dispatch < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Other Design < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Other Design >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Other Non-Design < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Other Non-Design >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Switch Ports < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE Switch Ports >= 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE xDSL (HDSL, ADSL, and UCL) < 10 Circuits
Avg Cmp Notice Intvl Non-Mech UNE xDSL (HDSL, ADSL, and UCL) >= 10 Circuits

Coordinated Customer Conversion Interval

CCC Interim Number Portability (INP) - Loop
CCC Local Number Portability (LNP) - Loop

Held Order Interval

Held Order Intvl & Mean 2W Analog Loop Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop Design >= 10 Circuits
Held Order Intvl & Mean 2W Analog Loop Non-Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop Non-Design >= 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/INP - Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/INP - Design >= 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/INP - Non-Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/INP - Non-Design >= 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/LNP - Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/LNP - Design >= 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/LNP - Non-Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/LNP - Non-Design >= 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/NP - Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/NP - Design >= 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/NP - Non-Design < 10 Circuits
Held Order Intvl & Mean 2W Analog Loop w/NP - Non-Design >= 10 Circuits
Held Order Intvl & Mean INP (Standalone) < 10 Circuits
Held Order Intvl & Mean INP (Standalone) >= 10 Circuits
Held Order Intvl & Mean LNP (Standalone) < 10 Circuits
Held Order Intvl & Mean LNP (Standalone) >= 10 Circuits
Held Order Intvl & Mean Local Interconnection Trunks
Held Order Intvl & Mean Local Transport (Unbundled Interoffice Transport) < 10 Circuits
Held Order Intvl & Mean Local Transport (Unbundled Interoffice Transport) >= 10 Circuits
Held Order Intvl & Mean Resale Business < 10 Circuits
Held Order Intvl & Mean Resale Business >= 10 Circuits
Held Order Intvl & Mean Resale Centrex < 10 Circuits
Held Order Intvl & Mean Resale Centrex >= 10 Circuits
Held Order Intvl & Mean Resale Design < 10 Circuits
Held Order Intvl & Mean Resale Design >= 10 Circuits
Held Order Intvl & Mean Resale ISDN < 10 Circuits
Held Order Intvl & Mean Resale ISDN >= 10 Circuits
Held Order Intvl & Mean Resale PBX < 10 Circuits
Held Order Intvl & Mean Resale PBX >= 10 Circuits
Held Order Intvl & Mean Resale Residence < 10 Circuits
Held Order Intvl & Mean Resale Residence >= 10 Circuits
Held Order Intvl & Mean UNE Combos - Other < 10 Circuits
Held Order Intvl & Mean UNE Combos - Other >= 10 Circuits
Held Order Intvl & Mean UNE Digital Loop < DS1 < 10 Circuits

Held Order Intvl & Mean UNE Digital Loop < DS1 >= 10 Circuits
Held Order Intvl & Mean UNE Digital Loop >= DS1 < 10 Circuits
Held Order Intvl & Mean UNE Digital Loop >= DS1 >= 10 Circuits
Held Order Intvl & Mean UNE ISDN < 10 Circuits
Held Order Intvl & Mean UNE ISDN >= 10 Circuits
Held Order Intvl & Mean UNE Line Sharing < 10 Circuits
Held Order Intvl & Mean UNE Line Sharing >= 10 Circuits
Held Order Intvl & Mean UNE Loop + Port Combinations < 10 Circuits
Held Order Intvl & Mean UNE Loop + Port Combinations >= 10 Circuits
Held Order Intvl & Mean UNE Other Design < 10 Circuits
Held Order Intvl & Mean UNE Other Design >= 10 Circuits
Held Order Intvl & Mean UNE Other Non-Design < 10 Circuits
Held Order Intvl & Mean UNE Other Non-Design >= 10 Circuits
Held Order Intvl & Mean UNE Switch Ports < 10 Circuits
Held Order Intvl & Mean UNE Switch Ports >= 10 Circuits
Held Order Intvl & Mean UNE xDSL (HDSL, ADSL, and UCL) < 10 Circuits
Held Order Intvl & Mean UNE xDSL (HDSL, ADSL, and UCL) >= 10 Circuits

Hot Cut Timeliness

CCC - Hot Cuts Timeliness COORDINATED TIME SPECIFIC (SL1)
CCC - Hot Cuts Timeliness COORDINATED, NON-TIME SPECIFIC (SL2)
CCC - Hot Cuts Timeliness COORDINATED, NON-TIME SPECIFIC, (SL1)
CCC - Hot Cuts Timeliness COORDINATED, TIME SPECIFIC (SL2)
CCC - Hot Cuts Timeliness UNBUNDLED COPPER LOOP, COORDINATED, NON-TIME SPECIFIC

Jeopardy Notice Interval

% Jeopardy (Mech) 2W Analog Loop Design
% Jeopardy (Mech) 2W Analog Loop Non-Design
% Jeopardy (Mech) 2W Analog Loop w/INP - Design
% Jeopardy (Mech) 2W Analog Loop w/INP - Non-Design
% Jeopardy (Mech) 2W Analog Loop w/LNP - Design
% Jeopardy (Mech) 2W Analog Loop w/LNP - Non-Design
% Jeopardy (Mech) 2W Analog Loop w/NP - Design
% Jeopardy (Mech) 2W Analog Loop w/NP - Non-Design
% Jeopardy (Mech) INP (Standalone)
% Jeopardy (Mech) LNP (Standalone)
% Jeopardy (Mech) Local Interconnection Trunks
% Jeopardy (Mech) Local Transport (Unbundled Interoffice Transport)
% Jeopardy (Mech) Resale Business
% Jeopardy (Mech) Resale Centrex
% Jeopardy (Mech) Resale Design
% Jeopardy (Mech) Resale ISDN
% Jeopardy (Mech) Resale PBX
% Jeopardy (Mech) Resale Residence
% Jeopardy (Mech) UNE Combos - Other
% Jeopardy (Mech) UNE Digital Loop < DS1
% Jeopardy (Mech) UNE Digital Loop >= DS1
% Jeopardy (Mech) UNE ISDN
% Jeopardy (Mech) UNE Line Sharing
% Jeopardy (Mech) UNE Loop + Port Combinations
% Jeopardy (Mech) UNE Other Design
% Jeopardy (Mech) UNE Other Non-Design
% Jeopardy (Mech) UNE Switch Ports
% Jeopardy (Mech) UNE xDSL (HDSL, ADSL, and UCL)
% Jeopardy within 48 Hours (Mech) 2W Analog Loop Design
% Jeopardy within 48 Hours (Mech) 2W Analog Loop Non-Design
% Jeopardy within 48 Hours (Mech) 2W Analog Loop w/INP - Design
% Jeopardy within 48 Hours (Mech) 2W Analog Loop w/INP - Non-Design
% Jeopardy within 48 Hours (Mech) 2W Analog Loop w/LNP - Design
% Jeopardy within 48 Hours (Mech) 2W Analog Loop w/LNP - Non-Design
% Jeopardy within 48 Hours (Mech) 2W Analog Loop w/NP - Design
% Jeopardy within 48 Hours (Mech) 2W Analog Loop w/NP - Non-Design
% Jeopardy within 48 Hours (Mech) INP (Standalone)
% Jeopardy within 48 Hours (Mech) LNP (Standalone)
% Jeopardy within 48 Hours (Mech) Local Interconnection Trunks

% Jeopardy within 48 Hours (Mech) Local Transport (Unbundled Interoffice Transport)
% Jeopardy within 48 Hours (Mech) Resale Business
% Jeopardy within 48 Hours (Mech) Resale Centrex
% Jeopardy within 48 Hours (Mech) Resale Design
% Jeopardy within 48 Hours (Mech) Resale ISDN
% Jeopardy within 48 Hours (Mech) Resale PBX
% Jeopardy within 48 Hours (Mech) Resale Residence
% Jeopardy within 48 Hours (Mech) UNE Combos - Other
% Jeopardy within 48 Hours (Mech) UNE Digital Loop < DS1
% Jeopardy within 48 Hours (Mech) UNE Digital Loop >= DS1
% Jeopardy within 48 Hours (Mech) UNE ISDN
% Jeopardy within 48 Hours (Mech) UNE Line Sharing
% Jeopardy within 48 Hours (Mech) UNE Loop + Port Combinations
% Jeopardy within 48 Hours (Mech) UNE Other Design
% Jeopardy within 48 Hours (Mech) UNE Other Non-Design
% Jeopardy within 48 Hours (Mech) UNE Switch Ports
% Jeopardy within 48 Hours (Mech) UNE xDSL (HDSL, ADSL, and UCL)
Jeopardy Interval (Mech) 2W Analog Loop Design
Jeopardy Interval (Mech) 2W Analog Loop Non-Design
Jeopardy Interval (Mech) 2W Analog Loop w/INP - Design
Jeopardy Interval (Mech) 2W Analog Loop w/INP - Non-Design
Jeopardy Interval (Mech) 2W Analog Loop w/LNP - Design
Jeopardy Interval (Mech) 2W Analog Loop w/LNP - Non-Design
Jeopardy Interval (Mech) 2W Analog Loop w/NP - Design
Jeopardy Interval (Mech) 2W Analog Loop w/NP - Non-Design
Jeopardy Interval (Mech) INP (Standalone)
Jeopardy Interval (Mech) LNP (Standalone)
Jeopardy Interval (Mech) Local Interconnection Trunks
Jeopardy Interval (Mech) Local Transport (Unbundled Interoffice Transport)
Jeopardy Interval (Mech) Resale Business
Jeopardy Interval (Mech) Resale Centrex
Jeopardy Interval (Mech) Resale Design
Jeopardy Interval (Mech) Resale ISDN
Jeopardy Interval (Mech) Resale PBX
Jeopardy Interval (Mech) Resale Residence
Jeopardy Interval (Mech) UNE Combos - Other
Jeopardy Interval (Mech) UNE Digital Loop < DS1
Jeopardy Interval (Mech) UNE Digital Loop >= DS1
Jeopardy Interval (Mech) UNE ISDN
Jeopardy Interval (Mech) UNE Line Sharing
Jeopardy Interval (Mech) UNE Loop + Port Combinations
Jeopardy Interval (Mech) UNE Other Design
Jeopardy Interval (Mech) UNE Other Non-Design
Jeopardy Interval (Mech) UNE Switch Ports
Jeopardy Interval (Mech) UNE xDSL (HDSL, ADSL, and UCL)

LNP Apply Trigger

LNP Percentage of Time BellSouth Applies the 10-Digit Trigger Prior to the LNP Order Due Date LNP

LNP Disconnect Timeliness Non Trigger

LNP Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution Non Trigger LNP

LNP Missed Installation Appointments

LNP % Missed Install Appmts LNP (Standalone) Dispatch < 10 Circuits
LNP % Missed Install Appmts LNP (Standalone) Dispatch >= 10 Circuits
LNP % Missed Install Appmts LNP (Standalone) Non-Dispatch < 10 Circuits
LNP % Missed Install Appmts LNP (Standalone) Non-Dispatch >= 10 Circuits
LNP % Missed Install Appmts UNE Loop w/LNP Dispatch < 10 Circuits
LNP % Missed Install Appmts UNE Loop w/LNP Dispatch >= 10 Circuits
LNP % Missed Install Appmts UNE Loop w/LNP Non-Dispatch < 10 Circuits
LNP % Missed Install Appmts UNE Loop w/LNP Non-Dispatch >= 10 Circuits

BellSouth Monthly Performance Summary

Louisiana Only

Provisioning, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment C

LNP Percent Out of Service - SMS

LNP Percent Out of Service Less Than 60 Minutes LNP

Order Completion Interval

OCI 2W Analog Loop Design Dispatch < 10 Circuits
OCI 2W Analog Loop Design Dispatch >= 10 Circuits
OCI 2W Analog Loop Design Non-Dispatch < 10 Circuits
OCI 2W Analog Loop Design Non-Dispatch >= 10 Circuits
OCI 2W Analog Loop Non-Design Dispatch < 10 Circuits
OCI 2W Analog Loop Non-Design Dispatch >= 10 Circuits
OCI 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
OCI 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
OCI 2W Analog Loop w/INP - Design Dispatch < 10 Circuits
OCI 2W Analog Loop w/INP - Design Dispatch >= 10 Circuits
OCI 2W Analog Loop w/INP - Design Non-Dispatch < 10 Circuits
OCI 2W Analog Loop w/INP - Design Non-Dispatch >= 10 Circuits
OCI 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits
OCI 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits
OCI 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
OCI 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
OCI 2W Analog Loop w/LNP - Design Dispatch < 10 Circuits
OCI 2W Analog Loop w/LNP - Design Dispatch >= 10 Circuits
OCI 2W Analog Loop w/LNP - Design Non-Dispatch < 10 Circuits
OCI 2W Analog Loop w/LNP - Design Non-Dispatch >= 10 Circuits
OCI 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits
OCI 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits
OCI 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
OCI 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
OCI 2W Analog Loop w/NP - Design Dispatch < 10 Circuits
OCI 2W Analog Loop w/NP - Design Dispatch >= 10 Circuits
OCI 2W Analog Loop w/NP - Design Non-Dispatch < 10 Circuits
OCI 2W Analog Loop w/NP - Design Non-Dispatch >= 10 Circuits
OCI 2W Analog Loop w/NP - Non-Design Dispatch < 10 Circuits
OCI 2W Analog Loop w/NP - Non-Design Dispatch >= 10 Circuits
OCI 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
OCI 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
OCI INP (Standalone) Dispatch < 10 Circuits
OCI INP (Standalone) Dispatch >= 10 Circuits
OCI INP (Standalone) Non-Dispatch < 10 Circuits
OCI INP (Standalone) Non-Dispatch >= 10 Circuits
OCI LNP (Standalone) Dispatch < 10 Circuits
OCI LNP (Standalone) Dispatch >= 10 Circuits
OCI LNP (Standalone) Non-Dispatch < 10 Circuits
OCI LNP (Standalone) Non-Dispatch >= 10 Circuits
OCI Local Interconnection Trunks
OCI Local Transport (Unbundled Interoffice Transport) Dispatch < 10 Circuits
OCI Local Transport (Unbundled Interoffice Transport) Dispatch >= 10 Circuits
OCI Local Transport (Unbundled Interoffice Transport) Non-Dispatch < 10 Circuits
OCI Local Transport (Unbundled Interoffice Transport) Non-Dispatch >= 10 Circuits
OCI Resale Business Dispatch < 10 Circuits
OCI Resale Business Dispatch >= 10 Circuits
OCI Resale Business Non-Dispatch < 10 Circuits
OCI Resale Business Non-Dispatch >= 10 Circuits
OCI Resale Centrex Dispatch < 10 Circuits
OCI Resale Centrex Dispatch >= 10 Circuits

OCI Resale Centrex Non-Dispatch < 10 Circuits
OCI Resale Centrex Non-Dispatch >= 10 Circuits
OCI Resale Design Dispatch < 10 Circuits
OCI Resale Design Dispatch >= 10 Circuits
OCI Resale Design Non-Dispatch < 10 Circuits
OCI Resale Design Non-Dispatch >= 10 Circuits
OCI Resale ISDN Dispatch < 10 Circuits
OCI Resale ISDN Dispatch >= 10 Circuits
OCI Resale ISDN Non-Dispatch < 10 Circuits
OCI Resale ISDN Non-Dispatch >= 10 Circuits
OCI Resale PBX Dispatch < 10 Circuits
OCI Resale PBX Dispatch >= 10 Circuits
OCI Resale PBX Non-Dispatch < 10 Circuits
OCI Resale PBX Non-Dispatch >= 10 Circuits
OCI Resale Residence Dispatch < 10 Circuits
OCI Resale Residence Dispatch >= 10 Circuits
OCI Resale Residence Non-Dispatch < 10 Circuits
OCI Resale Residence Non-Dispatch >= 10 Circuits
OCI UNE Combos - Other Dispatch < 10 Circuits
OCI UNE Combos - Other Dispatch >= 10 Circuits
OCI UNE Combos - Other Non-Dispatch (Dispatch In) < 10 Circuits
OCI UNE Combos - Other Non-Dispatch (Dispatch In) >= 10 Circuits
OCI UNE Digital Loop < DS1 Dispatch < 10 Circuits
OCI UNE Digital Loop < DS1 Dispatch >= 10 Circuits
OCI UNE Digital Loop < DS1 Non-Dispatch < 10 Circuits
OCI UNE Digital Loop < DS1 Non-Dispatch >= 10 Circuits
OCI UNE Digital Loop >= DS1 Dispatch < 10 Circuits
OCI UNE Digital Loop >= DS1 Dispatch >= 10 Circuits
OCI UNE Digital Loop >= DS1 Non-Dispatch < 10 Circuits
OCI UNE Digital Loop >= DS1 Non-Dispatch >= 10 Circuits
OCI UNE ISDN Dispatch < 10 Circuits
OCI UNE ISDN Dispatch >= 10 Circuits
OCI UNE ISDN Non-Dispatch < 10 Circuits
OCI UNE ISDN Non-Dispatch >= 10 Circuits
OCI UNE Line Sharing Dispatch < 10 Circuits
OCI UNE Line Sharing Dispatch >= 10 Circuits
OCI UNE Line Sharing Non-Dispatch < 10 Circuits
OCI UNE Line Sharing Non-Dispatch >= 10 Circuits
OCI UNE Loop + Port Combinations Dispatch < 10 Circuits
OCI UNE Loop + Port Combinations Dispatch >= 10 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Dispatch In) < 10 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >= 10 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Switch Based) < 10 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch (Switch Based) >= 10 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch < 10 Circuits
OCI UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
OCI UNE Other Design Dispatch < 10 Circuits
OCI UNE Other Design Dispatch >= 10 Circuits
OCI UNE Other Design Non-Dispatch < 10 Circuits
OCI UNE Other Design Non-Dispatch >= 10 Circuits
OCI UNE Other Non-Design Dispatch < 10 Circuits
OCI UNE Other Non-Design Dispatch >= 10 Circuits
OCI UNE Other Non-Design Non-Dispatch < 10 Circuits
OCI UNE Other Non-Design Non-Dispatch >= 10 Circuits
OCI UNE Switch Ports Dispatch < 10 Circuits
OCI UNE Switch Ports Dispatch >= 10 Circuits
OCI UNE Switch Ports Non-Dispatch < 10 Circuits
OCI UNE Switch Ports Non-Dispatch >= 10 Circuits
OCI UNE xDSL With Conditioning Dispatch < 10 Circuits
OCI UNE xDSL With Conditioning Dispatch >= 10 Circuits
OCI UNE xDSL With Conditioning Non-Dispatch < 10 Circuits
OCI UNE xDSL With Conditioning Non-Dispatch >= 10 Circuits
OCI UNE xDSL Without Conditioning Dispatch < 10 Circuits

OCI UNE xDSL Without Conditioning Dispatch >= 10 Circuits
OCI UNE xDSL Without Conditioning Non-Dispatch < 10 Circuits
OCI UNE xDSL Without Conditioning Non-Dispatch >= 10 Circuits

Percent Missed Installation Appointments

% Missed Installation Appmts 2W Analog Loop Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop Design Non-Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop Design Non-Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop Non-Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop Non-Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Missed Installation Appmts 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Design Non-Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Design Non-Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Design Non-Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Design Non-Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/NP - Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/NP - Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/NP - Design Non-Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/NP - Design Non-Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/NP - Non-Design Dispatch < 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/NP - Non-Design Dispatch >= 10 Circuits
% Missed Installation Appmts 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits

% Missed Installation Appmts 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Missed Installation Appmts INP (Standalone) Dispatch < 10 Circuits
% Missed Installation Appmts INP (Standalone) Dispatch >= 10 Circuits
% Missed Installation Appmts INP (Standalone) Non-Dispatch < 10 Circuits
% Missed Installation Appmts INP (Standalone) Non-Dispatch >= 10 Circuits
% Missed Installation Appmts LNP (Standalone) Dispatch < 10 Circuits
% Missed Installation Appmts LNP (Standalone) Dispatch >= 10 Circuits
% Missed Installation Appmts LNP (Standalone) Non-Dispatch < 10 Circuits
% Missed Installation Appmts LNP (Standalone) Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Local Interconnection Trunks Dispatch < 10 Circuits
% Missed Installation Appmts Local Interconnection Trunks Dispatch >= 10 Circuits
% Missed Installation Appmts Local Interconnection Trunks Non-Dispatch < 10 Circuits
% Missed Installation Appmts Local Interconnection Trunks Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Local Transport (Unbundled Interoffice Transport) Dispatch < 10 Circuits
% Missed Installation Appmts Local Transport (Unbundled Interoffice Transport) Dispatch >= 10 Circuits
% Missed Installation Appmts Local Transport (Unbundled Interoffice Transport) Non-Dispatch < 10 Circuits
% Missed Installation Appmts Local Transport (Unbundled Interoffice Transport) Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Business Dispatch < 10 Circuits
% Missed Installation Appmts Resale Business Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Business Non-Dispatch < 10 Circuits
% Missed Installation Appmts Resale Business Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Centrex Dispatch < 10 Circuits
% Missed Installation Appmts Resale Centrex Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Centrex Non-Dispatch < 10 Circuits
% Missed Installation Appmts Resale Centrex Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Design Dispatch < 10 Circuits
% Missed Installation Appmts Resale Design Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Design Non-Dispatch < 10 Circuits
% Missed Installation Appmts Resale Design Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Resale ISDN Dispatch < 10 Circuits
% Missed Installation Appmts Resale ISDN Dispatch >= 10 Circuits
% Missed Installation Appmts Resale ISDN Non-Dispatch < 10 Circuits
% Missed Installation Appmts Resale ISDN Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Resale PBX Dispatch < 10 Circuits
% Missed Installation Appmts Resale PBX Dispatch >= 10 Circuits
% Missed Installation Appmts Resale PBX Non-Dispatch < 10 Circuits
% Missed Installation Appmts Resale PBX Non-Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Residence Dispatch < 10 Circuits
% Missed Installation Appmts Resale Residence Dispatch >= 10 Circuits
% Missed Installation Appmts Resale Residence Non-Dispatch < 10 Circuits
% Missed Installation Appmts Resale Residence Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Combos - Other Dispatch < 10 Circuits
% Missed Installation Appmts UNE Combos - Other Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Combos - Other Non-Dispatch (Dispatch In) < 10 Circuits

% Missed Installation Appmts UNE Combos - Other Non-Dispatch (Dispatch In) >= 10 Circuits
% Missed Installation Appmts UNE Digital Loop < DS1 Dispatch < 10 Circuits
% Missed Installation Appmts UNE Digital Loop < DS1 Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Digital Loop < DS1 Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE Digital Loop < DS1 Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Digital Loop >= DS1 Dispatch < 10 Circuits
% Missed Installation Appmts UNE Digital Loop >= DS1 Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Digital Loop >= DS1 Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE Digital Loop >= DS1 Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE ISDN Dispatch < 10 Circuits
% Missed Installation Appmts UNE ISDN Dispatch >= 10 Circuits
% Missed Installation Appmts UNE ISDN Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE ISDN Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Line Sharing Dispatch < 10 Circuits
% Missed Installation Appmts UNE Line Sharing Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Line Sharing Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE Line Sharing Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Dispatch < 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch (Dispatch In) < 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >= 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch (Switch Based) < 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch (Switch Based) >= 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Other Design Dispatch < 10 Circuits
% Missed Installation Appmts UNE Other Design Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Other Design Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE Other Design Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Other Non-Design Dispatch < 10 Circuits
% Missed Installation Appmts UNE Other Non-Design Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Other Non-Design Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE Other Non-Design Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Switch Ports Dispatch < 10 Circuits
% Missed Installation Appmts UNE Switch Ports Dispatch >= 10 Circuits
% Missed Installation Appmts UNE Switch Ports Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE Switch Ports Non-Dispatch >= 10 Circuits
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch < 10 Circuits

% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Dispatch >= 10 Circuits
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch < 10 Circuits
% Missed Installation Appmts UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch >= 10 Circuits

Percent Provisioning Troubles

% Prov. Trouble w/i 30 Days 2W Analog Loop Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Non-Design Dispatch < 10 Circuits

% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 30 Days 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 30 Days INP (Standalone) Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days INP (Standalone) Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days INP (Standalone) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days INP (Standalone) Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days LNP (Standalone) Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days LNP (Standalone) Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days LNP (Standalone) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days LNP (Standalone) Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Local Interconnection Trunks
% Prov. Trouble w/i 30 Days Local Transport (Unbundled Interoffice Transport) Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Local Transport (Unbundled Interoffice Transport) Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Local Transport (Unbundled Interoffice Transport) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Local Transport (Unbundled Interoffice Transport) Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Business Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Business Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Business Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Business Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Centrex Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Centrex Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Centrex Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Centrex Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale ISDN Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale ISDN Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale ISDN Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale ISDN Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale PBX Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale PBX Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale PBX Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale PBX Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Residence Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Residence Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days Resale Residence Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days Resale Residence Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Combos - Other Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Combos - Other Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Combos - Other Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Combos - Other Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Digital Loop < DS1 Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Digital Loop < DS1 Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Digital Loop < DS1 Non-Dispatch < 10 Circuits

% Prov. Trouble w/i 30 Days UNE Digital Loop < DS1 Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Digital Loop >= DS1 Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Digital Loop >= DS1 Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Digital Loop >= DS1 Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Digital Loop >= DS1 Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE ISDN Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE ISDN Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE ISDN Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE ISDN Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Line Sharing Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Line Sharing Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Line Sharing Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Line Sharing Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Non-Dispatch (Switch Based) < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Non-Dispatch (Switch Based) >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Non-Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Other Non-Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Switch Ports Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Switch Ports Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE Switch Ports Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE Switch Ports Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE xDSL (HDSL, ADSL, and UCL) Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE xDSL (HDSL, ADSL, and UCL) Dispatch >= 10 Circuits
% Prov. Trouble w/i 30 Days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 30 Days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop Design Dispatch < 10 Circuits

% Prov. Trouble w/i 5 Days 2W Analog Loop Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/INP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/LNP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 5 Days 2W Analog Loop w/NP - Non-Design Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 5 Days INP (Standalone) Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days INP (Standalone) Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days INP (Standalone) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days INP (Standalone) Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days LNP (Standalone) Dispatch < 10 Circuits

% Prov. Trouble w/i 5 Days LNP (Standalone) Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days LNP (Standalone) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days LNP (Standalone) Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Local Interconnection Trunks
% Prov. Trouble w/i 5 Days Local Transport (Unbundled Interoffice Transport) Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Local Transport (Unbundled Interoffice Transport) Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Local Transport (Unbundled Interoffice Transport) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Local Transport (Unbundled Interoffice Transport) Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Business Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Business Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Business Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Business Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Centrex Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Centrex Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Centrex Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Centrex Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale ISDN Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale ISDN Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale ISDN Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale ISDN Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale PBX Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale PBX Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale PBX Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale PBX Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Residence Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Residence Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days Resale Residence Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days Resale Residence Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Combos - Other Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Combos - Other Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Combos - Other Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Combos - Other Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop < DS1 Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop < DS1 Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop < DS1 Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop < DS1 Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop >= DS1 Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop >= DS1 Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop >= DS1 Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Digital Loop >= DS1 Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE ISDN Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE ISDN Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE ISDN Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE ISDN Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Line Sharing Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Line Sharing Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Line Sharing Non-Dispatch < 10 Circuits

% Prov. Trouble w/i 5 Days UNE Line Sharing Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Non-Dispatch (Dispatch In) < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Non-Dispatch (Dispatch In) >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Non-Dispatch (Switch Based) < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Non-Dispatch (Switch Based) >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Loop + Port Combinations Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Non-Design Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Non-Design Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Non-Design Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Other Non-Design Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Switch Ports Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Switch Ports Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE Switch Ports Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE Switch Ports Non-Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE xDSL (HDSL, ADSL, and UCL) Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE xDSL (HDSL, ADSL, and UCL) Dispatch >= 10 Circuits
% Prov. Trouble w/i 5 Days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch < 10 Circuits
% Prov. Trouble w/i 5 Days UNE xDSL (HDSL, ADSL, and UCL) Non-Dispatch >= 10 Circuits

Service Order Accuracy

Manual Service Order Accuracy - Regional Local Interconnection Trunks Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Local Interconnection Trunks Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Local Interconnection Trunks Non-Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Local Interconnection Trunks Non-Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Business (Non-Design) Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Business (Non-Design) Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Business (Non-Design) Non-Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Business (Non-Design) Non-Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Business Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Business Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Business Non-Dispatch < 10 Circuits

Manual Service Order Accuracy - Regional Resale Business Non-Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Design Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Design Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Design Non-Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Design Non-Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence (Non-Design) Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence (Non-Design) Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence (Non-Design) Non-Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence (Non-Design) Non-Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence Non-Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional Resale Residence Non-Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional UNE Design Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional UNE Design Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional UNE Design Non-Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional UNE Design Non-Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional UNE Non-Design Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional UNE Non-Design Dispatch >= 10 Circuits
Manual Service Order Accuracy - Regional UNE Non-Design Non-Dispatch < 10 Circuits
Manual Service Order Accuracy - Regional UNE Non-Design Non-Dispatch >= 10 Circuits

BellSouth Monthly Performance Summary

Louisiana Only

Trunk Group Performance, *Metrics and Submetrics*

Pate/Graulich Declaration
Attachment C

Trunk Group Performance Agg.

Trunk Group Performance Trunk Group Performance Agg.