

BellSouth Monthly State Summary										
Florida, February 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/FL(%)	Diagnostic			24.07%	72,836			Diagnostic
A.1.1.2	O-7	Business/FL(%)	Diagnostic			29.77%	3,080			Diagnostic
A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic							Diagnostic
A.1.1.4	O-7	PBX/FL(%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/FL(%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/FL(%)	Diagnostic			0.00%	1			Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/FL(%)	Diagnostic			27.30%	21,400			Diagnostic
A.1.2.2	O-7	Business/FL(%)	Diagnostic			39.49%	1,955			Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic							Diagnostic
A.1.2.4	O-7	PBX/FL(%)	Diagnostic							Diagnostic
A.1.2.5	O-7	Centrex/FL(%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/FL(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/FL(%)	Diagnostic			38.96%	942			Diagnostic
A.1.3.2	O-7	Business/FL(%)	Diagnostic			47.59%	933			Diagnostic
A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			30.25%	119			Diagnostic
A.1.3.4	O-7	PBX/FL(%)	Diagnostic			55.88%	34			Diagnostic
A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			50.00%	6			Diagnostic
A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			51.72%	29			Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			91.11%	17,576			NO
A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			93.48%	920			NO
A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr							
A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr							
Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			73.09%	6,001			NO
A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.29%	788			YES
A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs							
A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs							
A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs							
A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs							
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.66%	374			YES
A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			98.27%	462			YES
A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			92.68%	41			YES
A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			95.00%	20			YES
A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	3			YES
A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	15			YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.46%	55,692			YES
A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.32%	2,207			YES
A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs							
A.1.9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs							
A.1.9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs							
A.1.9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs							
FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/FL(%)	>= 85% w in 10 hrs			68.78%	16,433			NO

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A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			93.12%	1,337				YES
A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			100.00%	1				YES
FOC Timeliness - Non-Mechanized											
A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.21%	560				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			98.65%	443				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			98.78%	82				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100.00%	9				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	3				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			92.31%	13				YES
FOC & Reject Response Completeness - Mechanized											
A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	718				YES
A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	72,118				YES
A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	31				YES
A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.97%	3,049				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			0.00%	1				NO
FOC & Reject Response Completeness - Partially Mechanized											
A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	61				YES
A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.98%	21,339				YES
A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	19				YES
A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.69%	1,936				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								
FOC & Reject Response Completeness - Non-Mechanized											
A.1.16.1	O-11	Residence/FL(%)	>= 95%			96.82%	942				YES
A.1.16.2	O-11	Business/FL(%)	>= 95%			94.75%	933				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			94.12%	119				NO
A.1.16.4	O-11	PBX/FL(%)	>= 95%			88.24%	34				NO
A.1.16.5	O-11	Centrex/FL(%)	>= 95%			100.00%	6				YES
A.1.16.6	O-11	ISDN/FL(%)	>= 95%			96.55%	29				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized											
A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			94.43%	718				NO
A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.13%	72,111				YES
A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			58.06%	31				NO
A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			97.64%	3,048				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								

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A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized											
A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			93.44%	61				NO
A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.78%	21,334				NO
A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			84.21%	19				NO
A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			88.76%	1,930				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/FL(%)	>= 95%			90.79%	912				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			90.50%	884				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			97.32%	112				YES
A.1.19.4	O-11	PBX/FL(%)	>= 95%			100.00%	30				YES
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	6				YES
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			89.29%	28				NO
Resale - Provisioning											
Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.35	35,929	2.99	3,653	3.903	0.06777	20.0741	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.86	585,663	0.74	52,661	1.445	0.00657	19.1888	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	4.67	35	4.00	3	3.937	2.36826	0.2815	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	2.35	36,669	2.94	300	4.666	0.27049	-2.1942	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.39	40,900	0.93	2,656	2.565	0.05136	8.9450	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	8.83	208	3.50	2	15.018	10.67049	0.4998	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	6.67	6			8.524			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	19.36	1,295	7.75	4	27.919	13.98093	0.8307	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	10.11	28	11.38	8	45.126	18.09049	-0.0701	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	13.33	4			13.731			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	8.51	73			16.436			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	1.91	208	3.06	16	4.895	1.26991	-0.9075	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	0.67	2	2.00	1	0.474	0.58024	-2.3008	NO
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	2.23	54			1.701			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	5.98	586	2.50	2	8.150	5.77255	0.6033	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.22	1,395	2.07	10	1.442	0.45772	-1.8450	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	6.74	26			17.218			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.69	47	5.00	1	4.468	4.51557	-0.5123	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	16.79	854	2.00	2	15.237	10.78696	1.3715	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	2.83	814	3.12	8	7.136	2.53547	-0.1152	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	27.94	6			40.861			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	2.85	34	4.50	2	5.378	3.91327	-0.4210	YES
Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	8.33	240	5.27	15	12.455	3.31473	0.9239	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	16.26	31	1.00	2	22.616	16.49943	0.9248	YES

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A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	8.96	74	18.00	1	8.113	8.16760	-1.1069	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	19.20	5	1.00	2	15.611	13.06101	1.3935	YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	2.00	1	0.00	0	0.000			YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	25.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	11.17	6	0.00	0	10.998			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	14.00	1	0.00	0	0.000			YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	15.00	1	0.00	0	0.000			YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	18.00	1	0.00	0	0.000			YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	32.00	2	0.00	0	0.000			YES
% Jeopardies - Mechanized											
A.2.4.1	P-2	Residence/FL(%)	Res	0.60%	666,504	0.39%	60,161		0.00033	6.2704	YES
A.2.4.2	P-2	Business/FL(%)	Bus	1.44%	80,629	0.74%	3,229		0.00214	3.2584	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	8.04%	1,878	0.00%	1		0.27199	0.2956	YES
A.2.4.4	P-2	PBX/FL(%)	PBX	2.51%	399	0.00%	7		0.05960	0.4205	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	3.66%	2,187	0.00%	6		0.07674	0.4766	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.23%	2,008	0.00%	7		0.09148	0.6805	YES
% Jeopardies - Non-Mechanized											
A.2.5.1	P-2	Residence/FL(%)	Diagnostic			1.47%	339				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			1.59%	252				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			10.00%	30				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	20				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			5.56%	18				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	8				Diagnostic
Average Jeopardy Notice Interval - Mechanized											
A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			105.61	235				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			122.81	24				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs								
Average Jeopardy Notice Interval - Non-Mechanized											

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			122.00	5				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			807.78	4				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic			202.00	3				Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic			34.00	1				Diagnostic
A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic								Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			97.53%	162				YES
A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	16				YES
A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/FL(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/FL(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/FL(%)	95% >= 48 hrs								
% Jeopardy Notice >= 48 hours - Non-Mechanized											
A.2.10.1	P-2	Residence/FL(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.2	P-2	Business/FL(%)	Diagnostic			75.00%	4				Diagnostic
A.2.10.3	P-2	Design (Specials)/FL(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.4	P-2	PBX/FL(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.10.6	P-2	ISDN/FL(%)	Diagnostic								Diagnostic
% Missed Installation Appointments											
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	4.69%	44,265	2.82%	4,115		0.00345	5.4406	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.07%	617,622	0.39%	55,392		0.00011	-27.8155	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	9.09%	44	0.00%	5		0.13567	0.6701	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1.57%	37,783	3.82%	393		0.00631	-3.5587	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0.11%	41,426	0.23%	2,980		0.00064	-1.9021	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	4.92%	264	0.00%	4		0.10900	0.4518	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	8						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.42%	1,432	0.00%	5		0.08144	0.4202	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	6.67%	30	0.00%	25		0.06755	0.9869	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	5						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	3.70%	108						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	0.44%	226	3.85%	26		0.01374	-2.4763	NO
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	2	0.00%	1		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	54	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	3.77%	637	0.00%	3		0.11019	0.3419	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.07%	1,408	0.00%	22		0.00572	0.1241	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	6.45%	31						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	49	0.00%	1		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	1.67%	1,020	0.00%	3		0.07402	0.2252	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.48%	838	7.69%	13		0.01926	-3.7454	NO
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	6						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	36	0.00%	4		0.00000		YES
% Provisioning Troubles within 30 Days											
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7.56%	50,671	6.76%	3,923		0.00438	1.8428	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3.46%	710,476	4.33%	61,307		0.00077	-11.3271	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	11.63%	43	100.00%	1		0.32427	-2.7253	NO
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	2.27%	44,140	4.87%	554		0.00637	-4.0776	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.68%	46,449	4.91%	3,403		0.00375	-0.6170	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	9.39%	277	16.67%	6		0.12034	-0.6050	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	13						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	4.02%	1,789	0.00%	8		0.06964	0.5779	YES

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	0.00%	37	0.00%	21		0.00000		YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	4	0.00%	1		0.00000		YES
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	0.00%	77	0.00%	5		0.00000		YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	0.78%	256	3.45%	29		0.01725	-1.5461	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1	0.00%	1		0.00000		YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	46	0.00%	11		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1.46%	687	0.00%	3		0.06930	0.2100	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0.74%	1,217	0.00%	8		0.03039	0.2433	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	0.00%	19						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0.00%	86	0.00%	2		0.00000		YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2.02%	741	0.00%	12		0.04098	0.4939	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0.62%	963	0.00%	22		0.01697	0.3672	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0.00%	3						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0.00%	97	0.00%	7		0.00000		YES
Average Completion Notice Interval - Mechanized											
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	3.28	40,367	1.11	3,496	15.708	0.27693	7.8579	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1.38	594,601	0.81	51,785	5.990	0.02744	20.7331	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	2.94	40	0.19	4	15.229	7.98622	0.3443	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2.30	33,929	1.32	263	11.349	0.70250	1.3961	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	1.93	38,854	0.79	2,296	12.143	0.26081	4.3890	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	4.02	203	0.09	2	18.116	12.87320	0.3053	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	0.53	6			0.487			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	169.11	1,106			519.844			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	328.57	24			919.652			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	47.33	3			41.249			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	59.95	69			221.020			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	3.43	200	0.55	1	14.748	14.78496	0.1948	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	0.64	2			0.269			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	2.55	51			9.287			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	11.03	524			35.696			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	3.38	1,291			23.976			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9.54	23			23.292			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	1.28	42			2.594			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	126.74	698			214.678			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	7.29	762	0.56	3	40.451	23.40020	0.2877	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	1.16	2			1.612			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	2.49	30			8.096			
Average Completion Notice Interval - Non-Mechanized											
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			9.72	494				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10.23	1,466				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic			68.07	1				Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			19.23	122				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			16.03	586				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.81	2				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			60.40	5				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			63.03	25				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.37	25				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			35.13	1				Diagnostic

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A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			22.18	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			26.07	3				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.03	22				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.92	1				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			42.08	3				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			29.38	10				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			9.82	3				Diagnostic
Total Service Order Cycle Time - Mechanized											
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.28	2,659				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.80	37,826				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.00	3				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.99	137				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.04	1,297				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time - Partially Mechanized											
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.96	465				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.87	12,307				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.10	56				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.78	755				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.55	3			Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			5.14	74			Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.28	124			Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			6.62	37			Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.47	134			Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	2			Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			14.00	5			Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.18	11			Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			5.50	2			Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.71	7			Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1			Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			10.67	3			Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.00	2			Diagnostic
Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.20	2,487			Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.87	31,223			Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2			Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2.99	137			Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.07	1,232			Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1			Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2.96	440			Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.80	10,699			Diagnostic

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.2.22.1.2.1	P-10	Residence/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.12	54				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.78	641				Diagnostic
A.2.22.2.2.1	P-10	Business/≥10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
A.2.22.2.2.2	P-10	Business/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
A.2.22.4.2.1	P-10	PBX/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time (offered) - Non-Mechanized											
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			5.15	69				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.26	104				Diagnostic
A.2.23.1.2.1	P-10	Residence/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			6.97	32				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.32	104				Diagnostic
A.2.23.2.2.1	P-10	Business/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	2				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			13.67	3				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.75	8				Diagnostic
A.2.23.4.2.1	P-10	PBX/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.33	6				Diagnostic
A.2.23.5.2.1	P-10	Centrex/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			10.67	3				Diagnostic
A.2.23.6.2.1	P-10	ISDN/≥10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/≥10 circuits/Non-Dispatch/FL(days)	Diagnostic			9.00	2				Diagnostic
% Completions w/o Notice or < 24 hours											
A.2.24.1.1	P-6	Residence/Dispatch/FL(%)	Diagnostic			12.09%	3,656				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			21.01%	52,661				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/FL(%)	Diagnostic			7.62%	302				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			13.93%	2,656				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			0.00%	8				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/FL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			0.00%	16				Diagnostic

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.2.24.5.1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			0.00%	11				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			0.00%	10				Diagnostic
Service Order Accuracy											
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			95.33%	150				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			98.67%	150				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	6				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			94.19%	155				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.00%	200				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	11				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			93.75%	16				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			90.00%	60				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.75%	123				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100.00%	2				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			82.35%	17				NO
Resale - Maintenance and Repair											
Missed Repair Appointments											
A.3.1.1.1	M&R-1	Residence/Dispatch/FL(%)	Res	8.19%	71,675	4.72%	3,838		0.00454	7.6412	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	0.89%	42,234	0.97%	2,279		0.00201	-0.3961	YES
A.3.1.2.1	M&R-1	Business/Dispatch/FL(%)	Bus	7.96%	13,788	5.86%	631		0.01102	1.8994	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	1.91%	8,669	0.30%	335		0.00763	2.1181	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	5.71%	1,278	0.00%	24		0.04781	1.1946	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	1.98%	1,461	0.00%	22		0.02996	0.6625	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	12.02%	258	14.29%	14		0.08922	-0.2544	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	8.81%	159	0.00%	8		0.10268	0.8576	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	16.04%	1,172	14.29%	7		0.13912	0.1262	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	4.80%	833	0.00%	7		0.08115	0.5917	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	4.76%	273	0.00%	1		0.21335	0.2232	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.48%	416	0.00%	5		0.03112	0.1545	YES
Customer Trouble Report Rate											
A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.64%	4,382,084	2.02%	190,036		0.00030	-12.8134	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	0.96%	4,382,084	1.20%	190,036		0.00023	-10.2358	NO
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.16%	1,185,824	9.32%	6,772		0.00131	-62.0594	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.73%	1,185,824	4.95%	6,772		0.00104	-40.4600	NO
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.64%	199,597	0.86%	2,796		0.00152	-1.4311	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.73%	199,597	0.79%	2,796		0.00163	-0.3367	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.14%	183,103	0.17%	8,370		0.00042	-0.6283	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.09%	183,103	0.10%	8,370		0.00033	-0.2654	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.50%	233,123	0.37%	1,892		0.00164	0.8112	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.36%	233,123	0.37%	1,892		0.00138	-0.0917	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.07%	372,993	0.02%	4,583		0.00040	1.2777	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.11%	372,993	0.11%	4,583		0.00050	0.0490	YES
Maintenance Average Duration											
A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	17.30	71,675	15.17	3,838	22.677	0.37572	5.6678	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	5.55	42,234	4.15	2,279	12.683	0.27275	5.1292	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	13.18	13,788	11.64	631	21.302	0.86721	1.7702	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	4.08	8,669	3.76	335	16.982	0.94558	0.3377	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	23.89	1,278	3.63	24	161.352	33.24366	0.6096	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	4.77	1,461	2.03	22	50.813	10.91463	0.2511	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	17.46	258	10.35	14	35.425	9.72121	0.7311	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	8.63	159	1.73	8	28.872	10.46144	0.6595	YES

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	15.81	1,172	14.87	7	23.155	8.77786	0.1068	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	4.33	833	1.84	7	10.277	3.90063	0.6386	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.27	273	7.20	1	10.993	11.01312	-0.0847	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.34	416	2.02	5	3.369	1.51569	0.2080	YES
% Repeat Troubles within 30 Days											
A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	15.72%	71,675	12.53%	3,838		0.00603	5.2784	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.44%	42,234	14.17%	2,279		0.00756	0.3484	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	14.01%	13,788	14.58%	631		0.01413	-0.4018	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	14.14%	8,669	10.15%	335		0.01940	2.0580	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	19.64%	1,278	16.67%	24		0.08185	0.3633	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	19.44%	1,461	13.64%	22		0.08500	0.6826	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	17.44%	258	14.29%	14		0.10413	0.3031	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	11.95%	159	37.50%	8		0.11753	-2.1739	NO
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	11.18%	1,172	0.00%	7		0.11945	0.9358	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	12.48%	833	14.29%	7		0.12546	-0.1435	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	15.02%	273	100.00%	1		0.35790	-2.3744	NO
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	11.06%	416	0.00%	5		0.14109	0.7837	YES
Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	13.28%	45,992	10.42%	2,832		0.00657	4.3527	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	5.09%	9,933	3.21%	686		0.00868	2.1741	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	9.39%	8,614	9.43%	488		0.01357	-0.0254	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	1.69%	3,317	6.17%	162		0.01037	-4.3261	NO
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.71%	1,278	0.00%	24		0.04781	1.1946	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	1.98%	1,461	0.00%	22		0.02996	0.6625	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	12.95%	193	18.18%	11		0.10409	-0.5023	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	12.22%	90	0.00%	7		0.12852	0.9510	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	15.16%	818	0.00%	6		0.14694	1.0316	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	4.46%	314	0.00%	4		0.10385	0.4293	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	4.76%	273	0.00%	1		0.21335	0.2232	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	0.48%	416	0.00%	5		0.03112	0.1545	YES
Resale - Billing											
Invoice Accuracy											
A.4.1	B-1	FL(%)	BST - State	97.86%	\$528,602,166	99.92%	\$14,334,476		0.00004	-530.7510	YES
Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)	BST - Region	3.64	1	3.43	1,904				YES
Unbundled Network Elements - Ordering											
% Rejected Service Requests - Mechanized											
B.1.1.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			15.57%	12,367				Diagnostic
B.1.1.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			27.81%	453				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	18				Diagnostic
B.1.1.7	O-7	Line Sharing/FL(%)	Diagnostic			21.11%	180				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			12.11%	1,429				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			8.59%	559				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			27.84%	97				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			80.95%	147				Diagnostic

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.1.1.14	O-7	Other Design/FL(%)	Diagnostic			33.67%	199				Diagnostic
B.1.1.15	O-7	Other Non-Design/FL(%)	Diagnostic			61.49%	10,007				Diagnostic
B.1.1.16	O-7	INP Standalone/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.1.1.17	O-13	LNP Standalone/FL(%)	Diagnostic			9.93%	4,301				Diagnostic
% Rejected Service Requests - Partially Mechanized											
B.1.2.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			27.24%	6,884				Diagnostic
B.1.2.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			0.00%	16				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			17.54%	57				Diagnostic
B.1.2.7	O-7	Line Sharing/FL(%)	Diagnostic			36.99%	219				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			24.66%	596				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			15.26%	957				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			41.33%	646				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			26.08%	2,013				Diagnostic
B.1.2.14	O-7	Other Design/FL(%)	Diagnostic			52.01%	298				Diagnostic
B.1.2.15	O-7	Other Non-Design/FL(%)	Diagnostic			50.77%	5,942				Diagnostic
B.1.2.16	O-7	INP Standalone/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.1.2.17	O-13	LNP Standalone/FL(%)	Diagnostic			44.93%	1,834				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B.1.3.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			60.68%	117				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			53.09%	921				Diagnostic
B.1.3.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			37.56%	213				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			20.18%	560				Diagnostic
B.1.3.7	O-7	Line Sharing/FL(%)	Diagnostic			30.00%	140				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			36.88%	141				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			30.35%	1,051				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			25.00%	4				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			33.33%	42				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			39.24%	79				Diagnostic
B.1.3.14	O-7	Other Design/FL(%)	Diagnostic			32.27%	657				Diagnostic
B.1.3.15	O-7	Other Non-Design/FL(%)	Diagnostic			40.53%	1,320				Diagnostic
B.1.3.16	O-7	INP Standalone/FL(%)	Diagnostic			34.78%	46				Diagnostic
B.1.3.17	O-13	LNP Standalone/FL(%)	Diagnostic			36.31%	840				Diagnostic
Reject Interval - Mechanized											
B.1.4.1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			87.53%	1,941				NO
B.1.4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			98.41%	126				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			60.98%	41				NO
B.1.4.8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			77.27%	176				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			67.92%	53				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr								

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<i>Florida, February 2002</i>			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.1.4.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			96.30%	27				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			99.16%	119				YES
B.1.4.14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			83.82%	68				NO
B.1.4.15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			65.63%	6,307				NO
B.1.4.16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr			100.00%	1				YES
B.1.4.17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			99.29%	425				YES
Reject Interval - Partially Mechanized - 10 hours											
B.1.7.1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			93.18%	1,920				YES
B.1.7.4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			80.00%	10				NO
B.1.7.7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			80.72%	83				NO
B.1.7.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			85.06%	154				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			77.55%	147				NO
B.1.7.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			80.00%	275				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			78.45%	543				NO
B.1.7.14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			96.15%	156				YES
B.1.7.15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			96.37%	3,089				YES
B.1.7.16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			95.92%	834				YES
Reject Interval - Non-Mechanized											
B.1.8.1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			100.00%	72				YES
B.1.8.3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			98.99%	496				YES
B.1.8.4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			100.00%	81				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			97.44%	117				YES
B.1.8.7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			100.00%	42				YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100.00%	56				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99.70%	334				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			100.00%	15				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			100.00%	36				YES
B.1.8.14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			100.00%	216				YES
B.1.8.15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99.82%	547				YES
B.1.8.16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	17				YES
B.1.8.17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			100.00%	289				YES
FOC Timeliness - Mechanized											
B.1.9.1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99.54%	10,430				YES
B.1.9.4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			99.39%	328				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			88.89%	18				NO
B.1.9.7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			94.74%	152				NO
B.1.9.8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99.60%	1,261				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	521				YES

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.1.9.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			100.00%	69				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100.00%	15				YES
B.1.9.14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			99.25%	134				YES
B.1.9.15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99.04%	5,529				YES
B.1.9.16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			98.19%	3,868				YES
FOC Timeliness - Partially Mechanized - 10 hours											
B.1.12.1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			88.25%	5,285				YES
B.1.12.4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100.00%	16				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			87.80%	41				YES
B.1.12.7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			100.00%	157				YES
B.1.12.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			95.79%	475				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			95.50%	888				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			88.16%	380				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			92.61%	1,542				YES
B.1.12.14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			81.11%	180				NO
B.1.12.15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			96.74%	2,671				YES
B.1.12.16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			96.34%	957				YES
FOC Timeliness - Non-Mechanized											
B.1.13.1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			92.59%	54				YES
B.1.13.3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			98.53%	408				YES
B.1.13.4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			99.28%	138				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99.56%	457				YES
B.1.13.7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100.00%	102				YES
B.1.13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			100.00%	90				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99.59%	737				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100.00%	33				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	49				YES
B.1.13.14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			98.40%	438				YES
B.1.13.15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			100.00%	747				YES
B.1.13.16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100.00%	29				YES
B.1.13.17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			98.62%	509				YES
FOC & Reject Response Completeness - Mechanized											
B.1.14.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99.96%	2,529				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.36%	9,838				YES
B.1.14.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.1.14.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	249				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	204				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	18				YES
B.1.14.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	103				YES
B.1.14.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100.00%	77				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			97.11%	450				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98.37%	979				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.82%	559				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			98.77%	81				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	16				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			91.16%	147				NO
B.1.14.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			95.06%	81				YES
B.1.14.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	118				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			100.00%	9,423				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.66%	584				YES
B.1.14.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1				YES
B.1.14.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	4,014				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			98.61%	287				YES
FOC & Reject Response Completeness - Partially Mechanized											
B.1.15.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			100.00%	845				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99.88%	6,039				YES
B.1.15.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	5				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	11				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	14				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	43				YES
B.1.15.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100.00%	119				YES
B.1.15.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			98.00%	100				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			99.44%	354				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			99.59%	242				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99.90%	957				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			99.73%	366				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			99.64%	280				YES

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99.85%	2,013				YES
B.1.15.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			100.00%	69				YES
B.1.15.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			100.00%	229				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99.86%	5,570				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99.19%	372				YES
B.1.15.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1				YES
B.1.15.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.93%	1,456				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	378				YES
FOC & Reject Response Completeness - Non-Mechanized											
B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			96.58%	117				YES
B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			96.31%	921				YES
B.1.16.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			100.00%	213				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			98.39%	560				YES
B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			100.00%	140				YES
B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			95.74%	141				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			98.86%	1,051				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	1				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100.00%	4				YES
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			97.62%	42				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			100.00%	79				YES
B.1.16.14	O-11	Other Design/FL(%)	>= 95%			98.78%	657				YES
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			98.79%	1,320				YES
B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			100.00%	46				YES
B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			98.69%	840				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized											
B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			86.67%	2,528				NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			96.21%	9,775				YES
B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			99.60%	249				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	204				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	18				YES
B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			77.67%	103				NO
B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			89.61%	77				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			72.31%	437				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			94.18%	963				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			94.62%	558				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	80				YES

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B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	16				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	134				YES
B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			75.32%	77				NO
B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			66.95%	118				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			36.60%	9,423				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			85.91%	582				NO
B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1				YES
B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	4,014				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	283				YES
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized											
B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			96.33%	845				YES
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			92.71%	6,032				NO
B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	5				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	11				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%			100.00%	14				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			97.67%	43				YES
B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			88.24%	119				NO
B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			85.71%	98				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			93.47%	352				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			92.95%	241				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.68%	956				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			96.99%	365				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			95.34%	279				YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			94.53%	2,010				NO
B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			94.20%	69				NO
B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			78.17%	229				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			97.18%	5,562				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			96.48%	369				YES
B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%			100.00%	1				YES
B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99.04%	1,455				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			98.15%	378				YES
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			77.88%	113				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.77%	887				NO
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			96.24%	213				YES

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B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			92.56%	551				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			93.57%	140				NO
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			88.89%	135				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92.59%	1,039				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	1				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100.00%	4				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			97.56%	41				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			96.20%	79				YES
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			93.22%	649				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			94.25%	1,304				NO
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			97.83%	46				YES
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			97.83%	829				YES
Unbundled Network Elements - Provisioning											
Order Completion Interval											
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.34	72,598			4.415			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.90	626,563			1.549			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.23	243			14.128			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.67	6			8.524			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	14.80	1,949	21.38	21	14.664	3.21703	-2.0467	NO
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3	0.33	1			0.000			
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3	6.00	1			0.000			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.35	73,174	2.88	523	4.455	0.19548	2.4002	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.90	628,442	0.62	9,038	1.549	0.01641	16.6163	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	379,806	0.33	5,953	0.000	0.00000		NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.76	248,636	1.19	3,085	2.195	0.03976	14.3578	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	8.03	271	2.90	7	14.385	5.50663	0.9316	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.66	106	3.17	6	3.833	1.60844	-0.3142	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	24	0.33	3	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	3.34	82	6.00	3	4.097	2.40837	-1.1039	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.79	75,406	12.06	53	6.809	0.93556	-8.8329	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.79	75,406			13.427			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	8.53	281			15.444			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	8.53	281			5.307			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	12.45	373	10.81	242	10.236	0.84488	1.9411	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.66	343			5.386			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	1.00	1			0.000			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	4.14	7,417	3.29	7	3.703	1.40034	0.6070	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.47	4,812	3.49	17	1.563	0.37985	-0.0527	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	4.20	5			1.304			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.35	73,174	4.84	365	4.455	0.23374	-6.3417	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.35	73,174			1.549			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.03	271	6.33	3	14.385	8.35078	0.2037	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.03	271			3.833			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.34	72,598	3.95	516	4.415	0.19504	-3.1163	NO

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		Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity	
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.76	247,472	3.80	5	2.195	0.98145	-2.0745	NO
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.23	243	6.36	11	14.128	4.35512	0.4293	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	6.67	6			4.097			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.35	73,174			4.455			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.35	73,174			1.549			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.03	271			14.385			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.03	271			3.833			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.34	72,598	5.00	1	4.415	4.41486	-0.3760	YES
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.76	247,472			2.195			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.23	243			14.128			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	6.67	6			4.097			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.35	73,174	5.40	172	4.455	0.34005	-6.0051	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.35	73,174			1.549			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	8.03	271	6.67	3	14.385	8.35078	0.1638	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	8.03	271			3.833			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.34	72,598	4.95	270	4.415	0.26918	-5.9794	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.76	247,472	5.11	360	2.195	0.11575	-28.8696	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.23	243	6.59	17	14.128	3.54439	0.4641	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	6.67	6	6.91	11	4.097	2.07938	-0.1166	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	18.21	2,232	3.33	3	23.384	13.50975	1.1010	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	4.09	566			13.427			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	22.10	10			30.608			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	2.91	35			5.307			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.35	73,174	4.35	46	4.455	0.65699	-1.5134	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.90	628,442	0.82	11	1.549	0.46712	0.1756	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	8.03	271			14.385			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.66	106			3.833			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.34	72,598			4.415			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.90	626,563	0.33	4	1.549	0.77441	0.7314	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.23	243			14.128			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.67	6			8.524			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.34	72,598	0.85	9	4.415	1.47170	1.6926	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.90	626,563	0.66	3,440	1.549	0.02648	9.0296	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.23	243			14.128			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	6.67	6	0.33	2	8.524	6.96020	0.9104	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	5.06	8,133	8.89	366	7.612	0.40675	-9.4157	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.70	5,732			3.586			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4.00	4			1.414			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.00	5			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	19.65	581	6.96	207	16.838	1.36297	9.3144	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	2.98	481			8.219			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	27.94	6			40.861			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	2.85	34			5.378			
Order Completion Interval within X days											
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch	7 days			5.09	133				YES
Held Orders											
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	8.48	314			11.570			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	16.67	36			21.617			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	2.00	1			0.000			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						

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B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	3.00	1	0.00	0	0.000			YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	27.20	5	0.00	0	26.357			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	8.53	320	13.00	2	11.549	8.19183	-0.5459	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	16.59	37	0.00	0	21.320			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	8.50	2	0.00	0	9.192			YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	8.53	320	7.00	1	11.549	11.56699	0.1321	YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	16.76	38	0.00	0	21.068			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	8.50	2			9.192			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	32.00	2			0.000			
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	18.22	88	5.00	2	18.919	13.52916	0.9768	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	15.00	6	0.00	0	21.307			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	0.00	0	22.00	2				NO
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	18.00	1	7.00	1	0.000	0.00000		YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	18.22	88	0.00	0	18.919			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	15.00	6	0.00	0	21.307			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.53	320	9.00	2	11.549	8.19183	-0.0576	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	16.59	37	0.00	0	21.320			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	8.50	2	0.00	0	9.192			YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.48	314	7.67	3	11.570	6.71183	0.1208	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	16.67	36	0.00	0	21.617			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	2.00	1	0.00	0	0.000			YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.53	320			11.549			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	16.59	37			21.320			

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B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	8.50	2			9.192			
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.48	314	0.00	0	11.570			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	16.67	36	0.00	0	21.617			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	2.00	1			0.000			
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.53	320	3.00	1	11.549	11.56699	0.4779	YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	16.59	37	1.00	1	21.320	21.60579	0.7218	YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	8.50	2	0.00	0	9.192			YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.48	314	8.00	2	11.570	8.20730	0.0582	YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	16.67	36	0.00	0	21.617			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	2.00	1	8.00	1	0.000	0.00000		NO
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	21.50	2	0.00	0	4.950			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	32.00	2			0.000			
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	8.53	320	0.00	0	11.549			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	16.59	37	0.00	0	21.320			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	8.50	2	8.00	2	9.192	9.19239	0.0544	YES
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8.48	314	0.00	0	11.570			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	16.67	36	0.00	0	21.617			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	2.00	1			0.000			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8.48	314	0.00	0	11.570			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	16.67	36	0.00	0	21.617			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	2.00	1	0.00	0	0.000			YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	18.57	90	13.50	4	19.043	9.73102	0.5207	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	20.63	8	7.00	1	23.268	24.67969	0.5521	YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES

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<i>Florida, February 2002</i>			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	32.00	2			0.000			
% Jeopardies - Mechanized											
B.2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.69%	747,133						
B.2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	33.14%	2,278	0.00%	5		0.21075	1.5727	YES
B.2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.69%	749,861	0.26%	13,180		0.00073	5.9637	YES
B.2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	6.13%	89,645	50.00%	18		0.05655	-7.7576	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	13.29%	16,798	5.70%	158		0.02714	2.7996	YES
B.2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	11.08%	785	17.24%	87		0.03547	-1.7362	NO
B.2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	13.29%	16,798	0.00%	23		0.07084	1.8765	YES
B.2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.69%	749,861	13.79%	486		0.00376	-34.7955	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	367,313	8.19%	745		0.00431	-15.7713	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.69%	749,861						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	367,313						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.69%	749,861	11.08%	379		0.00426	-24.3829	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.40%	367,313	6.66%	1,036		0.00365	-14.4082	NO
B.2.5.14	P-2	Other Design/FL(%)	Design	8.20%	3,744	0.00%	7		0.10380	0.7900	YES
B.2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.69%	749,861	0.00%	38		0.01345	0.5148	YES
B.2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.69%	747,133	0.00%	3		0.04769	0.1441	YES
B.2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.69%	747,133	0.00%	3,162		0.00147	4.6676	YES
B.2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	12.94%	18,683	10.17%	236		0.02199	1.2611	YES
B.2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	5.29%	1,360	51.41%	177		0.01789	-25.7755	NO
% Jeopardies - Non-Mechanized											
B.2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	30				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			1.15%	262				Diagnostic
B.2.6.4	P-2	Combo Other/FL(%)	Diagnostic			48.00%	75				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			6.67%	60				Diagnostic
B.2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			26.89%	212				Diagnostic
B.2.6.7	P-2	Line Sharing/FL(%)	Diagnostic			0.00%	9				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			11.11%	18				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			7.94%	63				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			2.94%	34				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			0.00%	48				Diagnostic
B.2.6.14	P-2	Other Design/FL(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			2.94%	34				Diagnostic
B.2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	348				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			21.93%	269				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			40.17%	229				Diagnostic
Average Jeopardy Notice Interval - Mechanized											
B.2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			113.66	34				YES
B.2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs			313.30	9				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs			194.69	9				YES
B.2.8.6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			255.38	15				YES

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.8.7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			149.40	67				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			118.48	61				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			192.65	42				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			132.64	69				YES
B.2.8.14	P-2	Other Design/FL(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/FL(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			240.21	24				YES
B.2.8.19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			259.24	91				YES
Average Jeopardy Notice Interval - Non-Mechanized											
B.2.9.1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			224.12	3				Diagnostic
B.2.9.4	P-2	Combo Other/FL(hours)	Diagnostic			340.32	36				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			154.00	4				Diagnostic
B.2.9.6	P-2	UNE ISDN/FL(hours)	Diagnostic			269.37	57				Diagnostic
B.2.9.7	P-2	Line Sharing/FL(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			226.00	2				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			115.63	5				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			220.38	1				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/FL(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/FL(hours)	Diagnostic			172.02	1				Diagnostic
B.2.9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			265.25	59				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			202.25	92				Diagnostic
% Jeopardy Notice >= 48 hours - Mechanized											
B.2.10.1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			94.44%	18				NO
B.2.10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs			100.00%	9				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs			80.00%	5				NO
B.2.10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			100.00%	15				YES
B.2.10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			95.31%	64				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			94.00%	50				NO
B.2.10.10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			100.00%	42				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			98.48%	66				YES
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			95.00%	20				YES

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			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.10.19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100.00%	90				YES
% Jeopardy Notice >= 48 hours - Non-Mechanized											
B.2.11.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.4	P-2	Combo Other/FL(%)	Diagnostic			100.00%	35				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100.00%	3				Diagnostic
B.2.11.6	P-2	UNE ISDN/FL(%)	Diagnostic			98.15%	54				Diagnostic
B.2.11.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			100.00%	4				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/FL(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/FL(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/FL(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			98.21%	56				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100.00%	89				Diagnostic
Coordinated Customers Conversions											
B.2.12.1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99.98%	4,512				YES
% Hot Cuts > 15 minutes Early											
B.2.13.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.40%	758				YES
B.2.13.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	25				YES
B.2.13.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	78				YES
B.2.13.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	347				YES
Hot Cut Timeliness											
B.2.14.1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			98.94%	758				YES
B.2.14.2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	25				YES
B.2.14.3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100.00%	78				YES
B.2.14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100.00%	347				YES
% Hot Cuts > 15 minutes Late											
B.2.15.1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0.66%	758				YES
B.2.15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	25				YES
B.2.15.3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0.00%	78				YES
B.2.15.4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0.00%	347				YES
Average Recovery Time - CCC											
B.2.16.1	P-7B	Loops with INP/FL(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			204.19	18				Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts											
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			2.01%	1,441				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%			0.00%	1				YES
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			0.93%	2,799				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0.29%	2,443				YES
% Missed Installation Appointments											
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.26%	82,048						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.07%	659,048						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.52%	308						

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B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	0.90%	2,010	3.23%	31		0.01705	-1.3667	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	0	1						
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1						
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3.26%	82,677	3.22%	746		0.00653	0.0651	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0.07%	660,951	0.23%	12,390		0.00024	-6.7954	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	380,080	0.02%	6,007		0.00005	-2.9165	NO
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.16%	280,871	0.44%	6,383		0.00051	-5.3706	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	5.57%	341	11.11%	9		0.07746	-0.7151	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	110	0.00%	7		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	25	0.00%	3		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	85	0	4		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3.24%	85,245	4.88%	82		0.01958	-0.8343	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.24%	85,245						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.40%	352						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.40%	352						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.64%	10,515	1.05%	190		0.01689	2.7164	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.02%	5,888						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	3.26%	399	4.32%	278		0.01387	-0.7631	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	1.16%	344						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	5.64%	10,515	0.00%	9		0.07693	0.7331	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.02%	5,888	0.00%	22		0.00278	0.0610	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.26%	82,677	2.83%	459		0.00831	0.5143	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.26%	82,677						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.57%	341	0.00%	5		0.10333	0.5392	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.57%	341						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.26%	82,048	1.97%	762		0.00646	1.9940	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.16%	279,685	0.00%	6		0.01647	0.0990	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.52%	308	18.75%	16		0.05855	-2.2595	NO
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.26%	82,677						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.26%	82,677						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.57%	341						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.57%	341						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.26%	82,048	0.00%	1		0.17750	0.1835	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.16%	279,685						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.52%	308						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3.26%	82,677	0.52%	386		0.00906	3.0261	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.26%	82,677						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	5.57%	341	0.00%	6		0.09446	0.5898	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.57%	341						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3.26%	82,048	0.69%	433		0.00855	2.9977	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.16%	279,685	0.51%	587		0.00167	-2.0878	NO
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.52%	308	0.00%	26		0.04664	1.1835	YES

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B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	7	0.00%	15		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	2.76%	2,568	0.00%	8		0.05806	0.4762	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	0.50%	599						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	11						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	37						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.26%	82,677	4.92%	61		0.02275	-0.7291	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.07%	660,951	0.00%	13		0.00736	0.0958	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	5.57%	341						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	110						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.26%	82,048						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.07%	659,048	0.00%	4		0.01322	0.0529	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.52%	308						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.26%	82,048	0.00%	10		0.05613	0.5802	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.07%	659,048	0.26%	3,475		0.00045	-4.2039	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.52%	308						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	8	0.00%	5		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	5.51%	11,322	3.07%	456		0.01090	2.2397	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.07%	6,890						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0.00%	4						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	5						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	1.65%	729	4.13%	363		0.00817	-3.0416	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	505						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	6						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	36						
% Provisioning Troubles within 30 Days											
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.10%	94,811						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.54%	756,925						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	9.69%	320						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.68%	2,159	4.76%	21		0.04630	-0.0181	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0.00%	1						
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5.07%	95,516	7.32%	779		0.00790	-2.8402	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3.53%	758,986	3.55%	11,490		0.00173	-0.1367	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3.69%	436,228	3.80%	5,914		0.00247	-0.4469	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3.30%	322,758	3.28%	5,576		0.00241	0.0813	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	9.12%	340	21.05%	19		0.06786	-1.7588	NO
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	145	0.00%	1		0.00000		YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0.00%	27	0.00%	1		0.00000		YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	118						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5.03%	98,105	9.60%	125		0.01956	-2.3375	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.03%	98,105	9.60%	125		0.01956	-2.3375	NO
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	8.93%	347						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	8.93%	347						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.89%	13,100	5.21%	211		0.01975	1.8629	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.63%	7,536						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	3.13%	383	4.29%	303		0.01339	-0.8640	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.86%	698						

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B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.89%	13,100	28.57%	7		0.10761	-1.8286	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.63%	7,536	38.46%	13		0.07793	-3.8286	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.07%	95,516	10.44%	364		0.01153	-4.6549	NO
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.07%	95,516						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	9.12%	340	25.00%	8		0.10296	-1.5425	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	9.12%	340						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.10%	94,811	7.51%	759		0.00802	-3.0048	NO
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.31%	321,528	0.00%	18		0.04218	0.7853	YES
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	9.69%	320	8.33%	12		0.08697	0.1557	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.07%	95,516	0.00%	1		0.21948	0.2312	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.07%	95,516						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	9.12%	340						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	9.12%	340						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.10%	94,811	0.00%	1		0.22001	0.2318	YES
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.31%	321,528	0.00%	1		0.17897	0.1851	YES
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	9.69%	320	0.00%	2		0.20981	0.4617	YES
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.07%	95,516	8.54%	363		0.01154	-3.0026	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.07%	95,516						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	9.12%	340	14.29%	7		0.10992	-0.4702	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	9.12%	340						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.10%	94,811	5.18%	733		0.00816	-0.1024	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3.31%	321,528	3.42%	847		0.00616	-0.1806	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	9.69%	320	20.00%	45		0.04709	-2.1899	NO
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12	10.71%	28		0.00000		NO
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.32%	2,589	10.00%	20		0.04023	-1.6602	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1.46%	412						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	7						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	97						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.07%	95,516	0.00%	22		0.04680	1.0843	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.53%	758,986	20.00%	5		0.08250	-1.9968	NO
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	9.12%	340	0.00%	3		0.16693	0.5462	YES
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.00%	145	0.00%	2		0.00000		YES
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.10%	94,811						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.54%	756,925	0.00%	1		0.18467	0.1914	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	9.69%	320						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.10%	94,811	0.00%	6		0.08982	0.5679	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.54%	756,925	0.00%	4,076		0.00290	12.1894	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	9.69%	320						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13	0.00%	8		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.46%	13,997	4.74%	506		0.01259	2.9509	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.54%	8,705						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0.00%	4						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	1						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	1.27%	471	6.59%	273		0.00853	-6.2359	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	273						

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, February 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	3						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	97						
Average Completion Notice Interval - Mechanized											
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	2.83	74,296			13.897			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.41	633,455			6.538			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.84	243			17.649			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	0.53	6			0.487			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	68.99	1,710			226.618			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	0.02	1			0.000			
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	2.87	74,826	0.43	576	14.046	0.58750	4.1422	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.42	635,208	1.01	11,052	6.633	0.06364	6.3902	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.80	364,935	0.94	5,192	7.979	0.11152	7.6570	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.90	270,273	1.06	5,860	4.121	0.05441	-3.0812	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	4.30	268	0.50	5	18.157	8.19564	0.4644	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1.90	98	0.94	3	6.913	4.05172	0.2380	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	0.84	23	0.73	1	0.424	0.43343	0.2528	YES
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	2.23	75	1.05	2	7.882	5.64719	0.2100	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	6.47	76,693			71.277			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	4.75	273			18.880			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10.13	9,879			25.491			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.19	5,673			6.770			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	0.81	3			0.685			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	42.59	355	18.36	17	55.635	13.81273	1.7541	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	6.81	322			25.392			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10.13	9,879			25.491			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.19	5,673			6.770			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	0.81	3			0.685			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	2.87	74,826	26.86	425	14.046	0.68326	-35.1151	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	2.87	74,826			6.633			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	4.30	268	13.71	5	18.157	8.19564	-1.1474	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.30	268			6.913			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	2.83	74,296	0.36	655	13.897	0.54538	4.5383	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.89	269,207	0.17	3	4.121	2.37909	0.3011	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.84	243	0.73	14	17.649	4.85091	0.6403	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.60	5			7.882			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	2.87	74,826			14.046			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	2.87	74,826			6.633			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	4.30	268			18.157			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.30	268			6.913			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	2.83	74,296			13.897			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.89	269,207			4.121			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.84	243			17.649			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.60	5			7.882			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	2.87	74,826	14.36	352	14.046	0.75041	-15.3210	NO

BellSouth Monthly State Summary Florida, February 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	2.87	74,826			6.633			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	4.30	268	0.70	6	18.157	7.49525	0.4806	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	4.30	268			6.913			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	2.83	74,296	0.46	390	13.897	0.70553	3.3700	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.89	269,207	0.51	531	4.121	0.17900	2.0890	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.84	243	0.48	21	17.649	4.01433	0.8358	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.60	5	0.18	13	7.882	4.14774	0.1010	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	150.79	1,867			423.705			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	24.63	524			209.368			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	28.86	5			38.611			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	2.42	31			7.972			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	2.87	74,826	0.03	1	14.046	14.04606	0.2019	YES
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.42	635,208			6.633			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	4.30	268			18.157			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1.90	98			6.913			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	2.83	74,296			13.897			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.41	633,455			6.538			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.84	243			17.649			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	0.53	6			0.487			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	2.83	74,296	3.27	1	13.897	13.89677	-0.0314	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.41	633,455	0.87	3,028	6.538	0.11909	4.5379	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.84	243			17.649			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	0.53	6			0.487			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	13.71	10,529	18.36	17	82.731	20.08134	-0.2314	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.49	6,577			9.553			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	0.81	3			0.685			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	0.88	5			0.281			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	206.23	420	37.22	93	262.242	30.05347	5.6237	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	9.02	449			55.642			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	1.16	2			1.612			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	2.49	30			8.096			
Average Completion Notice Interval - Non-Mechanized											
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			27.09	27				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			26.82	124				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17.05	838				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			17.96	532				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			15.47	306				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17.88	4				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			21.94	4				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			37.02	2				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			6.86	2				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			48.22	83				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic

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Florida, February 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			43.49	183			Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			41.77	249			Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			19.28	9			Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15.89	22			Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			45.06	18			Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			18.96	78			Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			24.80	3			Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			26.16	2			Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic							Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			16.47	1			Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic							Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic							Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			54.88	28			Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			22.76	21			Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			25.66	23			Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			30.23	2			Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic							Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			73.79	7			Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			20.28	54			Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			33.79	12			Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			28.09	4			Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			30.35	9			Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			8.91	335			Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0.63	5			Diagnostic

BellSouth Monthly State Summary										
<i>Florida, February 2002</i>			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			42.54	420			Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			55.52	261			Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic							Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic							Diagnostic
Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.37	262			Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.68	4,825			Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1			Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.60	5			Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.10	244			Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2			Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.41	49			Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.75	4			Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic

BellSouth Monthly State Summary										
<i>Florida, February 2002</i>			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.25	8			Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1			Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1			Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.70	1,999			Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.60	5			Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.19	16			Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.53	137			Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.63	3,246			Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1			Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	2			Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, February 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.73	11				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.55	99				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.30	404				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.67	3				Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.67	6				Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.12	138				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10.67	3				Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.86	243				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.31	340				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.13	16				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.94	466				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.73	11				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary										
<i>Florida, February 2002</i>			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.74	23			Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			25.13	16			Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			5.29	51			Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.50	104			Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			14.00	1			Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	2			Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			11.11	30			Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			7.20	35			Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.90	143			Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6.00	3			Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.25	4			Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.22	9			Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.73	30			Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.00	1			Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1			Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	12			Diagnostic

BellSouth Monthly State Summary Florida, February 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.40	10				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.73	11				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.57	23				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			19.00	3				Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1				Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			7.33	6				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.50	298				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	2				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.98	178				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.85	93				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time (offered) - Mechanized											
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.35	253				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.71	4,269				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, February 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11.60	5				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.09	238				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.41	49				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5.75	4				Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.25	8				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.70	1,999				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.60	5				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary										
Florida, February 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6.29	14			Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3.52	123			Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.65	2,827			Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			1.00	1			Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.00	2			Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10.90	10			Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.59	95			Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4.30	401			Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.67	3			Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.50	4			Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.01	134			Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			12.50	2			Diagnostic

BellSouth Monthly State Summary			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
Florida, February 2002			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.86	239				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.31	340				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.67	15				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.90	10				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4.00	1				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.93	435				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10.90	10				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.60	20				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time (offered) - Non-Mechanized											
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			24.60	15				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			5.33	45				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.57	94				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	2				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			11.64	27				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			7.41	32				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12.04	129				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary										
<i>Florida, February 2002</i>			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	2			Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.25	4			Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.22	9			Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.86	29			Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1			Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7.67	12			Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6.40	10			Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.73	11			Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1			Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8.64	22			Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			19.00	3			Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.00	1			Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			5.50	4			Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.48	280			Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.12	161			Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7.89	88			Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic

BellSouth Monthly State Summary										
Florida, February 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore
										Equity
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic							Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic							Diagnostic
Disconnect Timeliness										
B.2.31	P-13	LNP/FL(%)	>= 95% w in 15 min							
% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			0.00%	21			Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			1.89%	530			Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			7.83%	9,044			Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			0.00%	53			Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			0.00%	133			Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			0.00%	242			Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			0.00%	7			Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			0.00%	17			Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			0.00%	84			Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	121			Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	3			Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	1			Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			0.00%	175			Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	287			Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	371			Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			0.00%	287			Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			0.00%	452			Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			0.00%	13			Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			0.00%	4			Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			0.00%	9			Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			0.00%	3,442			Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			0.00%	366			Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			0.00%	207			Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic							Diagnostic
% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			100.00%	184			YES
B.2.33.2	P-8	xDSL Other/FL(%)	>= 95% of requests							
Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			98.00%	100			YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	90			YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			93.10%	29			NO
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%							
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			99.09%	110			YES

BellSouth Monthly State Summary											
<i>Florida, February 2002</i>				Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard	
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)		>= 95%			98.33%	120			YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)		>= 95%			97.50%	80			YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)		>= 95%			100.00%	126			YES
Unbundled Network Elements - Maintenance and Repair											
Missed Repair Appointments											
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/FL(%)		R&B (POTS)	8.15%	85,463					
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/FL(%)		R&B (POTS)	1.06%	50,903					
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)		DS1/DS3	0.92%	867	0.00%	3		0.05530	0.1669 YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)		DS1/DS3	0.33%	605	0.00%	6		0.02355	0.1404 YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)		R&B	8.27%	86,860	5.55%	2,217		0.00592	4.5911 YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)		R&B	1.14%	51,873	0.90%	1,218		0.00308	0.7790 YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/FL(%)		R&B&D - Disp	8.20%	88,166	0.00%	34		0.04708	1.7429 YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/FL(%)		R&B&D - Disp	8.20%	88,166	0.00%	36		0.04575	1.7935 YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)		ADSL to Retail	42.80%	2,708	0.00%	41		0.07786	5.4972 YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)		ADSL to Retail	4.46%	3,406	0.00%	15		0.05343	0.8352 YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/FL(%)		ISDN - BRI	5.73%	192	1.03%	97		0.02895	1.6229 YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)		ISDN - BRI	0.43%	230	2.44%	41		0.01115	-1.7969 NO
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/FL(%)		ADSL to Retail	42.80%	2,708	60.00%	5		0.22148	-0.7766 YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)		ADSL to Retail	4.46%	3,406	17.65%	34		0.03559	-3.7047 NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)		R&B - Disp	8.27%	86,860	2.30%	739		0.01017	5.8653 YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)		R&B - Disp	8.27%	86,860	0.00%	164		0.02152	3.8409 YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)		R&B (POTS) excl SB FT	8.13%	85,185	9.18%	904		0.00914	-1.1459 YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)		R&B (POTS) excl SB FT	0.80%	41,514	3.17%	63		0.01125	-2.1094 NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)		Design	3.87%	2,506	13.33%	15		0.04995	-1.8943 NO
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)		Design	1.19%	2,859	0.00%	6		0.04430	0.2684 YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)		R&B	8.27%	86,860	11.27%	71		0.03270	-0.9176 YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)		R&B	1.14%	51,873	2.17%	46		0.01568	-0.6573 YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)		R&B (POTS)	8.15%	85,463					
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)		R&B (POTS)	1.06%	50,903					
Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)		R&B (POTS)	1.53%	5,567,908					
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)		R&B (POTS)	0.91%	5,567,908					
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)		DS1/DS3	1.67%	52,050	0.22%	1,360		0.00355	4.0764 YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)		DS1/DS3	1.16%	52,050	0.44%	1,360		0.00296	2.4352 YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)		R&B	1.47%	5,920,127	0.97%	229,509		0.00026	19.4503 YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)		R&B	0.88%	5,920,127	0.53%	229,509		0.00020	17.3502 YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)		R&B&D - Disp	1.34%	6,556,724	2.37%	1,434		0.00306	-3.3512 NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)		R&B&D - Disp	1.34%	6,556,724	2.51%	1,434		0.00306	-3.8066 NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)		ADSL to Retail	1.13%	239,875	0.78%	5,235		0.00148	2.3290 YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)		ADSL to Retail	1.42%	239,875	0.29%	5,235		0.00166	6.8079 YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)		ISDN - BRI	0.78%	24,518	1.51%	6,421		0.00124	-5.8649 NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)		ISDN - BRI	0.94%	24,518	0.64%	6,421		0.00136	2.2062 YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)		ADSL to Retail	1.13%	239,875	0.32%	1,565		0.00269	3.0040 YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)		ADSL to Retail	1.42%	239,875	2.17%	1,565		0.00302	-2.4905 NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)		R&B - Disp	1.47%	5,920,127	0.96%	77,051		0.00044	11.5686 YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)		R&B - Disp	1.47%	5,920,127	0.21%	77,051		0.00044	28.5599 YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)		R&B (POTS) excl SB FT	1.53%	5,567,908	1.44%	62,593		0.00050	1.7233 YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)		R&B (POTS) excl SB FT	0.75%	5,567,908	0.10%	62,593		0.00035	18.5826 YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)		Design	0.28%	898,496	1.16%	1,290		0.00147	-6.0068 NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)		Design	0.32%	898,496	0.47%	1,290		0.00157	-0.9348 YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)		R&B	1.47%	5,920,127	11.47%	619		0.00487	-20.5449 NO

BellSouth Monthly State Summary											
Florida, February 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	0.88%	5,920,127	7.43%	619		0.00376	-17.4220	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.53%	5,567,908						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0.91%	5,567,908						
Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	16.64	85,463			22.512			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	5.30	50,903			13.523			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3.91	867	2.79	3	7.069	4.08834	0.2738	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.76	605	1.61	6	3.744	1.53604	0.0950	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	16.63	86,860	13.16	2,217	22.573	0.48549	7.1549	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	5.29	51,873	3.56	1,218	13.554	0.39290	4.4103	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	16.69	88,166	4.12	34	29.657	5.08711	2.4711	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	16.69	88,166	2.34	36	16.352	2.72589	5.2639	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	51.28	2,708	3.65	41	146.330	23.02526	2.0685	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	5.20	3,406	1.94	15	61.399	15.88802	0.2051	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6.97	192	4.88	97	12.779	1.59188	1.3128	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.45	230	5.67	41	3.410	0.57807	-5.5714	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	51.28	2,708	40.80	5	146.330	65.50115	0.1600	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	5.20	3,406	11.85	34	61.399	10.58227	-0.6284	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	16.63	86,860	4.89	739	22.573	0.83389	14.0794	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	16.63	86,860	2.11	164	13.554	1.05939	13.7065	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	16.62	85,185	12.79	904	22.525	0.75312	5.0922	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	5.38	41,514	6.20	63	13.766	1.73563	-0.4687	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	14.60	2,506	6.13	15	115.788	29.98566	0.2823	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	3.70	2,859	2.34	6	38.335	15.66666	0.0864	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	16.63	86,860	13.16	71	22.573	2.68000	1.2940	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	5.29	51,873	4.08	46	13.554	1.99934	0.6058	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	16.64	85,463			22.512			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	5.30	50,903			13.523			
% Repeat Troubles within 30 Days											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	15.44%	85,463						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14.39%	50,903						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	20.53%	867	0.00%	3		0.23361	0.8788	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	15.54%	605	0.00%	6		0.14862	1.0454	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	15.39%	86,860	12.36%	2,217		0.00776	3.9002	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	14.34%	51,873	14.78%	1,218		0.01016	-0.4268	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15.42%	88,166	17.65%	34		0.06195	-0.3588	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15.42%	88,166	16.67%	36		0.06021	-0.2063	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	17.80%	2,708	4.88%	41		0.06019	2.1468	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	16.71%	3,406	13.33%	15		0.09653	0.3494	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	15.10%	192	12.37%	97		0.04461	0.6127	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	12.17%	230	17.07%	41		0.05543	-0.8838	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	17.80%	2,708	20.00%	5		0.17122	-0.1285	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	16.71%	3,406	32.35%	34		0.06429	-2.4338	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	15.39%	86,860	8.53%	739		0.01333	5.1472	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	15.39%	86,860	7.32%	164		0.02820	2.8611	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	15.41%	85,185	9.85%	904		0.01207	4.6131	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	14.14%	41,514	14.29%	63		0.04393	-0.0332	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	20.67%	2,506	20.00%	15		0.10487	0.0639	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	17.42%	2,859	33.33%	6		0.15500	-1.0268	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	15.39%	86,860	8.45%	71		0.04284	1.6189	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	14.34%	51,873	13.04%	46		0.05171	0.2517	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	15.44%	85,463						

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<i>Florida, February 2002</i>			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	14.39%	50,903						
Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	12.66%	54,606						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	4.24%	13,250						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.92%	867	0.00%	3		0.05530	0.1669	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.33%	605	0.00%	6		0.02355	0.1404	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	12.70%	55,584	8.27%	1,584		0.00849	5.2243	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	4.30%	13,632	2.02%	496		0.00927	2.4619	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	12.50%	57,141	0.00%	34		0.05673	2.2028	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	12.50%	57,141	0.00%	36		0.05513	2.2666	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	42.80%	2,708	0.00%	41		0.07786	5.4972	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4.46%	3,406	0.00%	15		0.05343	0.8352	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	5.73%	192	1.03%	97		0.02895	1.6229	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.43%	230	2.44%	41		0.01115	-1.7969	NO
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	42.80%	2,708	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4.46%	3,406	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	12.70%	55,584	2.30%	739		0.01233	8.4363	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	12.70%	55,584	0.00%	164		0.02604	4.8780	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	12.65%	54,579	36.00%	25		0.06650	-3.5110	NO
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	4.23%	13,181	0.00%	1		0.20118	0.2100	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	3.87%	2,506	13.33%	15		0.04995	-1.8943	NO
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	1.19%	2,859	0.00%	6		0.04430	0.2684	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	12.70%	55,584	12.77%	47		0.04860	-0.0129	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	4.30%	13,632	4.17%	24		0.04144	0.0319	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	12.66%	54,606						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	4.24%	13,250						
Unbundled Network Elements - Billing											
Invoice Accuracy											
B.4.1	B-1	FL(%)	BST - State	97.86%	\$528,602,166	98.65%	\$10,047,961		0.00005	-170.0351	YES
Mean Time to Deliver Invoices - CRIS											
B.4.2	B-2	Region(business days)	BST - Region	3.64	1	6.13	1,588				NO
Local Interconnection Trunks - Ordering											
% Rejected Service Requests											
C.1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			62.12%	132				Diagnostic
Reject Interval											
C.1.2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			100.00%	82				YES
FOC Timeliness											
C.1.3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			98.47%	131				YES
FOC & Reject Response Completeness											
C.1.4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			100.00%	95				YES
FOC & Reject Response Completeness (Multiple Responses)											
C.1.5	O-11	Local Interconnection Trunks/FL(%)	>= 95%								
Local Interconnection Trunks - Provisioning											
Order Completion Interval											
C.2.1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	15.49	35	21.96	25	8.896	2.32952	-2.7792	NO
Held Orders											

BellSouth Monthly State Summary											
Florida, February 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.2.2	P-1	Local Interconnection Trunks/FL(days)	Parity w Retail	0.00	0	0.00	0				YES
% Jeopardies											
C.2.3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	33	0.00%	26		0.00000		YES
Average Jeopardy Notice Interval											
C.2.4	P-2	Local Interconnection Trunks/FL(hours)	95% >= 48 hrs								
% Missed Installation Appointments											
C.2.5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	2.86%	35	0.00%	25		0.04363	0.6549	YES
% Provisioning Troubles within 30 Days											
C.2.6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0.00%	2,473	0.00%	1,612		0.00000		YES
Average Completion Notice Interval											
C.2.7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	30.16	33	15.02	24	78.702	21.11354	0.7170	YES
Total Service Order Cycle Time											
C.2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic			24.27	22				Diagnostic
% Completions w/o Notice or < 24 hours											
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			0.00%	25				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
Service Order Accuracy											
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100.00%	39				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	21				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%								
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100.00%	5				YES
Local Interconnection Trunks - Maintenance and Repair											
Missed Repair Appointments											
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	78	0.00%	2		0.00000		YES
Customer Trouble Report Rate											
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	431,335	0.00%	143,805		0.00000	0.5000	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.02%	431,335	0.00%	143,805		0.00004	4.0765	YES
Maintenance Average Duration											
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	4.08	1	0.00	0	0.000			YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0.66	78	0.81	2	1.639	1.17336	-0.1235	YES
% Repeat Troubles within 30 Days											
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	15.38%	78	50.00%	2		0.25838	-1.3397	YES
Out of Service > 24 hours											
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	78	0.00%	2		0.00000		YES
Local Interconnection Trunks - Billing											
Invoice Accuracy											
C.4.1	B-1	FL(%)	BST - State	97.86%	\$528,602,166	97.34%	\$7,285,325		0.00005	96.6545	NO
Mean Time to Deliver Invoices - CABS											
C.4.2	B-2	Region(calendar days)	BST - Region	4.73	1	4.13	5,087				YES
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING											
Trunk Group Performance - Aggregate											
C.5.1	TGP-1	FL	>0.5% dif 2 consec. Hrs			0					YES
Operations Support Systems - Pre-Ordering											

BellSouth Monthly State Summary										
Florida, February 2002		Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
		Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity
% Interface Availability - CLEC										
D.1.1.1	OSS-2 EDI/Region(%)	>= 99.5%			100.00%					YES
D.1.1.2	OSS-2 HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2 LENS/Region(%)	>= 99.5%			99.92%					YES
D.1.1.4	OSS-2 LEO MAINFRAME/Region(%)	>= 99.5%			99.82%					YES
D.1.1.5	OSS-2 LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2 LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2 TAG/Region(%)	>= 99.5%			99.97%					YES
D.1.1.8	OSS-2 PSIMS/Region(%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2 ATLAS/COFFI/Region(%)	>= 99.5%			99.94%					YES
D.1.2.2	OSS-2 BOCRIS/Region(%)	>= 99.5%			99.91%					YES
D.1.2.3	OSS-2 DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2 RSAG/Region(%)	>= 99.5%			99.93%					YES
D.1.2.5	OSS-2 SOCS/Region(%)	>= 99.5%			99.93%					YES
D.1.2.6	OSS-2 SONGS/Region(%)	>= 99.5%			99.94%					YES
D.1.2.7	OSS-2 DOE/Region(%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2 LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.2.9	OSS-2 COG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.10	OSS-2 DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.2.11	OSS-2 SOG/Region(%)	>= 99.5%			100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.88	2,619,855	2.47	437,412				YES
D.1.3.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.06	8,708	2.47	437,412				YES
D.1.3.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 s	461.26	7,356,994	1.91	539,092				YES
D.1.3.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 s	5.12	732,195	1.91	539,092				YES
D.1.3.3.1	OSS-1 ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2.95	824,299	1.20	94,246				YES
D.1.3.3.2	OSS-1 ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.66	274,199	1.20	94,246				YES
D.1.3.4.1	OSS-1 DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	2.25	273,201				YES
D.1.3.4.2	OSS-1 DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	2.25	273,201				YES
D.1.3.5.1	OSS-1 CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	199.21	5,171,810	3.77	1,347,780				YES
D.1.3.5.2	OSS-1 CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	3.77	1,347,780				NO
D.1.3.6.1	OSS-1 COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	3.58	57,790				YES
D.1.3.6.2	OSS-1 COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	3.58	57,790				YES
D.1.3.7.1	OSS-1 PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	2.34	114,120				YES
D.1.3.7.2	OSS-1 PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	2.34	114,120				YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1 RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.88	2,619,855	1.10	286,699				YES
D.1.4.1.2	OSS-1 RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.06	8,708	1.10	286,699				YES
D.1.4.2.1	OSS-1 RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 s	461.26	7,356,994	1.59	107,138				YES
D.1.4.2.2	OSS-1 RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 s	5.12	732,195	1.59	107,138				YES
D.1.4.3.1	OSS-1 ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1 ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1 ATLAS - DID/Region(seconds)	Diagnostic			0.92	3,868				Diagnostic
D.1.4.4.2	OSS-1 ATLAS - DID/Region(seconds)	Diagnostic			0.92	3,868				Diagnostic
D.1.4.5.1	OSS-1 ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	2.95	824,299	1.10	43,496				YES
D.1.4.5.2	OSS-1 ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.66	274,199	1.10	43,496				YES
D.1.4.6.1	OSS-1 DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	1.82	334,679				YES
D.1.4.6.2	OSS-1 DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	1.82	334,679				YES
D.1.4.7.1	OSS-1 TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	199.21	5,171,810	2.19	234,525				YES
D.1.4.7.2	OSS-1 TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	2.19	234,525				YES
D.1.4.8.1	OSS-1 CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 5-1-2001, see D.1.4.7.1							

BellSouth Monthly State Summary											
Florida, February 2002			Benchmark /	BellSouth	BellSouth	CLEC	CLEC	Standard	Standard		
			Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	
										Equity	
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.2</i>							
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 7-1-2001; see D.1.4.7.1</i>							
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 7-1-2001; see D.1.4.7.2</i>							
Operations Support Systems - Maintenance and Repair											
% Interface Availability - BST											
D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%						YES	
% Interface Availability - CLEC											
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			99.98%				YES	
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			99.89%				YES	
% Interface Availability - BST & CLEC											
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.91%				YES	
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.85%				YES	
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%				YES	
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			100.00%				YES	
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%				YES	
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%				YES	
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			99.93%				YES	
Average Response Interval <= 4 Seconds											
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.23%	1,292,823	93.47%	99,033		0.00077	9.9942	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.66%	35,819	4.42%	860		0.00648	-1.1659	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	5.07%	29,513	2.69%	43,412		0.00165	14.3577	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.53%	1,292,790	99.52%	100,163		0.00022	0.2819	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	94.32%	927,520	91.58%	57,081		0.00100	27.4658	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.75%	91,614	99.73%	5,101		0.00072	-0.3092	YES
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	25.12%	4,108	23.71%	97		0.04455	0.3166	YES
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	200,526	99.91%	17,248		0.00031	-2.0088	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.11%	54,785	83.83%	3,673		0.00623	0.4596	YES
Average Response Interval <= 10 Seconds											
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.82%	1,292,823	99.24%	99,033		0.00036	-11.8746	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.20%	35,819	87.67%	860		0.01425	-6.6507	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	79.55%	29,513	91.43%	43,412		0.00304	-39.0320	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.78%	1,292,790	99.79%	100,163		0.00016	-0.7119	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	97.72%	927,520	94.94%	57,081		0.00064	43.2056	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	91,614	99.96%	5,101		0.00039	-0.8938	YES
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.06%	4,108	96.91%	97		0.01999	-0.4255	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	200,526	99.99%	17,248		0.00009	-0.7934	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.30%	54,785	99.16%	3,673		0.00142	1.0345	YES
Average Response Interval > 10 Seconds											
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.18%	1,292,823	0.76%	99,033		0.00036	11.8746	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.80%	35,819	12.33%	860		0.01425	6.6507	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	20.45%	29,513	8.57%	43,412		0.00304	39.0320	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.22%	1,292,790	0.21%	100,163		0.00016	0.7119	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	2.28%	927,520	5.06%	57,081		0.00064	-43.2056	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	91,614	0.04%	5,101		0.00039	0.8938	YES
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.60%	6,394	71.26%	494		0.02106	0.1630	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.94%	4,108	3.09%	97		0.01999	0.4255	YES

BellSouth Monthly State Summary											
Florida, February 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.40%	69,356	76.71%	5,797		0.00496	15.4848	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	200,526	0.01%	17,248		0.00009	0.7934	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.70%	54,785	0.84%	3,673		0.00142	-1.0345	YES
Collocation - Collocation											
Average Response Time											
E.1.1.1	C-1	Virtual/FL(calendar days)	<= 15 days			5	2				YES
E.1.1.2	C-1	Physical Caged/FL(calendar days)	<= 15 days			5	6				YES
E.1.1.3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			7	55				YES
Average Arrangement Time											
E.1.2.1	C-2	Virtual/FL(calendar days)	<= 60 days								
E.1.2.2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			23	7				YES
E.1.2.3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days								
E.1.2.4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days			77	1				YES
E.1.2.5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			19	8				YES
E.1.2.6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days								
E.1.2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days								
E.1.2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			1	54				YES
E.1.2.9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days								
% Due Dates Missed											
E.1.3.1	C-3	Virtual/FL(%)	< 10% missed			0.00%	7				YES
E.1.3.2	C-3	Physical/FL(%)	< 10% missed			0.00%	63				YES
General - Flow Through											
% Flow Through Service Requests											
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			86.18%	286,834				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			86.18%	286,834				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			87.17%	189,710				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			75.20%	5,989				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			84.86%	91,135				NO
% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			76.55%	322,931				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			76.55%	322,931				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.69%	207,518				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			55.14%	8,169				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.11%	107,244				Diagnostic
% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region(%)	>= 85%			94.12%	9,045				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			94.12%	9,045				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
General - Pre-Ordering											
Loop Makeup Inquiry (Manual)											
F.2.1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100.00%	4				YES
Loop Makeup Inquiry (Electronic)											
F.2.2	PO-2	Loops/FL(%)	>= 95% w in 1 min			96.80%	2,909				YES
General - Ordering											
Service Inquiry with Firm Order											

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<i>Florida, February 2002</i>			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			100.00%	34				YES
F.3.1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days			100.00%	10				YES
General - Ordering											
<i>Average Speed of Answer</i>											
F.4.1	O-12	Region(seconds)	Parity w Retail	197.28	6,134,035	31.52	32,646				YES
General - Maintenance Center											
<i>Average Answer Time</i>											
F.5.1	M&R-6	Region(seconds)	Parity w Retail	18.39	1,790,440	29.67	97,305				NO
General - Operator Services (Toll)											
<i>Average Speed to Answer</i>											
F.6.1	OS-1	FL(seconds)	PBD			5.91					PBD
<i>% Answered in 30 seconds</i>											
F.6.2	OS-2	FL(%)	PBD			95.50%					PBD
General - Directory Assistance											
<i>Average Speed to Answer</i>											
F.7.1	DA-1	FL(seconds)	PBD			5.87					PBD
<i>% Answered in 20 seconds</i>											
F.7.2	DA-2	FL(%)	PBD			93.70%					PBD
General - E911											
<i>Mean Interval</i>											
F.8.1	E-3	FL(hours)	PBD			1.38	1,076				PBD
<i>% Accuracy</i>											
F.8.2	E-2	FL(%)	PBD			95.54%	712,871				PBD
<i>% Timeliness</i>											
F.8.3	E-1	FL(%)	PBD			100.00%	1,076				PBD
General - Billing											
<i>Usage Data Delivery Accuracy</i>											
F.9.1	B-3	Region(%)	Parity w Retail	99.85%	4,671	99.62%	19,540		0.00063	3.7136	NO
<i>Usage Data Delivery Timeliness</i>											
F.9.2	B-5	Region(%)	Parity w Retail	97.37%	24,958	97.37%	330,307,178		0.00101	-0.0056	YES
<i>Usage Data Delivery Completeness</i>											
F.9.3	B-4	Region(%)	Parity w Retail	99.14%	24,958	99.79%	330,307,178		0.00058	-11.1730	YES
<i>Mean Time to Deliver Usage</i>											
F.9.4	B-6	Region(days)	Parity w Retail	3.63	24,958	2.62	330,307,178				YES
<i>Recurring Charge Completeness</i>											
F.9.5.1	B-7	Resale/FL(%)	Parity w Retail	83.04%	\$20,687,852	98.80%	\$2,170,884		0.00065	-242.3918	YES
F.9.5.2	B-7	UNE/FL(%)	>= 90%			96.94%	\$1,063,116				YES
F.9.5.3	B-7	Interconnection/FL(%)	>= 90%			98.50%	\$4,521				YES
<i>Non-Recurring Charge Completeness</i>											
F.9.6.1	B-8	Resale/FL(%)	Parity w Retail	87.95%	\$29,110,341	98.86%	\$1,129,750		0.00090	-121.2533	YES
F.9.6.2	B-8	UNE/FL(%)	>= 90%			96.99%	\$1,596,896				YES
F.9.6.3	B-8	Interconnection/FL(%)	>= 90%			91.91%	\$556,004				YES

BellSouth Monthly State Summary											
Florida, February 2002			Benchmark / Analog	BellSouth Measure	BellSouth Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Change Management											
% Software Release Notices Sent On Time											
F.10.1	CM-1	FL(%)	>= 98% w in 30 days			100.00%	1				YES
Average Software Release Notice Delay Days											
F.10.2	CM-2	FL(average)	>= 25 days prior to release								
% Change Management Documentation Sent On Time											
F.10.3	CM-3	FL(%)	>= 98% w in 30 days			0.00%	2				NO
Average Documentation Release Delay Days											
F.10.5	CM-4	FL(average)	>= 25 days prior to release			24	2				NO
% CLEC Interface Outages Sent within 15 Minutes											
F.10.6	CM-5	FL(%)	>= 97% w in 15 min			100.00%	25				YES
General - New Business Requests											
% New Business Requests Processed within 30 Business Days											
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days								
% Quotes Provided within X Business Days											
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days								
General - Ordering											
Acknowledgement Message Timeliness											
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.94%	81,061				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	341,453				YES
Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	81,061				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	341,453				NO
General - Database Updates											
Average Database Update Interval											
F.13.1.1	D-1	LIDB/FL(hours)	PBD	4.43	20	4.42	20				PBD
F.13.1.2	D-1	Directory Listings/FL(hours)	PBD	0.10	24	0.10	24				PBD
F.13.1.3	D-1	Directory Assistance/FL(hours)	PBD	4.13	21	4.13	21				PBD
% Update Accuracy											
F.13.2.1	D-2	LIDB/FL(%)	>= 95%			100.00%	358				YES
F.13.2.2	D-2	Directory Listings/FL(%)	>= 95%			98.50%	267				YES
F.13.2.3	D-2	Directory Assistance/FL(%)	>= 95%			100.00%	137				YES
% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)	100%			100.00%	27				YES
General - Network Outage Notification											
Mean Time to Notify CLEC of Major Network Outages											
F.14.1	M&R-7	Region(minutes)	Parity w Retail	0	0	0	0				YES