BELLSOUTH

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March 1, 2002

WRITTEN EX PARTE

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 02-35

Dear Ms. Salas:

I am providing you with a hard copy of a document that I sent electronically to Renee Crittendon and Daniel Shiman of the Commission's Common Carrier Bureau on March 1, 2002. The document is BellSouth's January 2002 Monthly State Summary of performance data for Georgia. The e-mailed document was sent to Ms. Crittendon and Mr. Shiman at their request. I am also sending a copy of this document to James Davis-Smith of the Department of Justice's Telecommunications Task Force. The document call also be viewed at www.interconnection.bellsouth.com/mss.

In accordance with Section 1.1206, I am filing two copies of this notice and the accompanying attachment and requesting that you please place them in the record of the proceeding identified above. Thank you.

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz

Attachment

cc: Renee Crittendon (w/o attachment)
Daniel Shiman (w/o attachment)
Susan Pié
James Davis-Smith

BellSouth Monthly State Summary

Georgia, January 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering										
	% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/GA(%)	Diagnostic			10.73%	26,226				Diagnostic
A.1.1.2	O-7	Business/GA(%)	Diagnostic			21.84%	664				Diagnostic
A.1.1.3	O-7	Design (Specials)/GA(%)	Diagnostic			0.00%	1				Diagnostic
A.1.1.4	O-7	PBX/GA(%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/GA(%)	Diagnostic			50.00%	2				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/GA(%)	Diagnostic			24.56%	5,734				Diagnostic
A.1.2.2	O-7	Business/GA(%)	Diagnostic			50.11%	435				Diagnostic
A.1.2.3	O-7	Design (Specials)/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.4	O-7	PBX/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/GA(%)	Diagnostic			25.00%	4				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/GA(%)	Diagnostic			39.89%	183				Diagnostic
A.1.3.2	O-7	Business/GA(%)	Diagnostic			55.38%	372				Diagnostic
A.1.3.3	O-7	Design (Specials)/GA(%)	Diagnostic			23.86%	264				Diagnostic
A.1.3.4	O-7	PBX/GA(%)	Diagnostic			48.84%	43				Diagnostic
A.1.3.5	O-7	Centrex/GA(%)	Diagnostic			53.33%	15				Diagnostic
A.1.3.6	O-7	ISDN/GA(%)	Diagnostic			41.18%	34				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/GA(%)	>= 97% w in 1 hr			96.84%	2,817				NO
A.1.4.2	O-8	Business/GA(%)	>= 97% w in 1 hr			92.41%	145				NO
A.1.4.3	O-8	Design (Specials)/GA(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/GA(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/GA(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/GA(%)	>= 97% w in 1 hr			0.00%	1				NO
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/GA(%)	>= 85% w in 10 hrs			92.30%	1,415				YES
A.1.7.2	O-8	Business/GA(%)	>= 85% w in 10 hrs			94.17%	223				YES
A.1.7.3	O-8	Design (Specials)/GA(%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.7.4	O-8	PBX/GA(%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.7.5	O-8	Centrex/GA(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/GA(%)	>= 85% w in 10 hrs			0.00%	1				NO
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/GA(%)	>= 85% w in 24 hrs			98.65%	74				YES
A.1.8.2	O-8	Business/GA(%)	>= 85% w in 24 hrs			99.52%	208				YES
A.1.8.3	O-8	Design (Specials)/GA(%)	>= 85% w in 24 hrs			98.41%	63				YES
A.1.8.4	O-8	PBX/GA(%)	>= 85% w in 24 hrs			100.00%	21				YES
A.1.8.5	O-8	Centrex/GA(%)	>= 85% w in 24 hrs			100.00%	8				YES
A.1.8.6	O-8	ISDN/GA(%)	>= 85% w in 24 hrs			100.00%	14				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/GA(%)	>= 95% w in 3 hrs			99.92%	23,465				YES
A.1.9.2	O-9	Business/GA(%)	>= 95% w in 3 hrs			100.00%	524				YES
A.1.9.3	O-9	Design (Specials)/GA(%)	>= 95% w in 3 hrs			100.00%	1				YES
A.1.9.4	O-9	PBX/GA(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/GA(%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/GA(%)	>= 95% w in 3 hrs			100.00%	1				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/GA(%)	>= 85% w in 10 hrs			89.82%	4,686				YES
A.1.12.2	O-9	Business/GA(%)	>= 85% w in 10 hrs			95.82%	239				YES

BellSouth Monthly State Summary

Georgia, January 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.3	O-9	Design (Specials)/GA(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/GA(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/GA(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/GA(%)	>= 85% w in 10 hrs			0.00%	4				NO
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/GA(%)	>= 85% w in 36 hrs			100.00%	105				YES
A.1.13.2	O-9	Business/GA(%)	>= 85% w in 36 hrs			99.30%	143				YES
A.1.13.3	O-9	Design (Specials)/GA(%)	>= 85% w in 36 hrs			100.00%	179				YES
A.1.13.4	O-9	PBX/GA(%)	>= 85% w in 36 hrs			100.00%	17				YES
A.1.13.5	O-9	Centrex/GA(%)	>= 85% w in 36 hrs			100.00%	2				YES
A.1.13.6	O-9	ISDN/GA(%)	>= 85% w in 36 hrs			94.12%	17				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/GA(%)	>= 95%			99.97%	3,259				YES
A.1.14.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.99%	22,967				YES
A.1.14.2.1	O-11	Business/EDI/GA(%)	>= 95%			97.50%	40				YES
A.1.14.2.2	O-11	Business/TAG/GA(%)	>= 95%			100.00%	624				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.14.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/GA(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/GA(%)	>= 95%			100.00%	2				YES
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/GA(%)	>= 95%			100.00%	990				YES
A.1.15.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.87%	4,744				YES
A.1.15.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	22				YES
A.1.15.2.2	O-11	Business/TAG/GA(%)	>= 95%			100.00%	413				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.15.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/GA(%)	>= 95%			100.00%	4				YES
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/GA(%)	>= 95%			94.54%	183				NO
A.1.16.2	O-11	Business/GA(%)	>= 95%			92.74%	372				NO
A.1.16.3	O-11	Design (Specials)/GA(%)	>= 95%			92.42%	264				NO
A.1.16.4	O-11	PBX/GA(%)	>= 95%			88.37%	43				NO
A.1.16.5	O-11	Centrex/GA(%)	>= 95%			66.67%	15				NO
A.1.16.6	O-11	ISDN/GA(%)	>= 95%			88.24%	34				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/GA(%)	>= 95%			83.36%	3,258				NO
A.1.17.1.2	O-11	Residence/TAG/GA(%)	>= 95%			98.70%	22,964				YES
A.1.17.2.1	O-11	Business/EDI/GA(%)	>= 95%			82.05%	39				NO
A.1.17.2.2	O-11	Business/TAG/GA(%)	>= 95%			96.79%	624				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.17.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/GA(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/GA(%)	>= 95%			100.00%	2				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	O-11	Residence/EDI/GA(%)	>= 95%			96.36%	990				YES
A.1.18.1.2	O-11	Residence/TAG/GA(%)	>= 95%			90.48%	4,738				NO
A.1.18.2.1	O-11	Business/EDI/GA(%)	>= 95%			81.82%	22				NO
A.1.18.2.2	O-11	Business/TAG/GA(%)	>= 95%			90.80%	413				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.18.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/GA(%)	>= 95%			100.00%	4				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/GA(%)	>= 95%			90.75%	173				NO
A.1.19.2	O-11	Business/GA(%)	>= 95%			95.36%	345				YES
A.1.19.3	O-11	Design (Specials)/GA(%)	>= 95%			92.21%	244				NO
A.1.19.4	O-11	PBX/GA(%)	>= 95%			86.84%	38				NO
A.1.19.5	O-11	Centrex/GA(%)	>= 95%			100.00%	10				YES
A.1.19.6	O-11	ISDN/GA(%)	>= 95%			90.00%	30				NO
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA(days)	Res	5.35	26,365	4.72	1,016	4.269	0.13648	4.6380	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA(days)	Res	0.80	448,151	0.53	18,041	1.165	0.00885	31.1684	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA(days)	Res	6.83	42	5.00	1	7.043	7.12648	0.2573	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/GA(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/GA(days)	Bus	2.39	26,892	3.09	84	6.152	0.67226	-1.0456	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA(days)	Bus	1.24	21,739	0.64	589	2.401	0.10026	5.9609	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA(days)	Bus	11.71	126			14.864			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA(days)	Bus	2.79	8			2.557			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA(days)	Design	31.20	1,793			27.829			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Design	19.83	29	28.00	1	24.421	24.83800	-0.3290	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Design	33.91	81			19.538			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA(days)	PBX	19.67	43	10.00	3	25.618	15.29786	0.6319	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA(days)	PBX	16.80	139	2.22	9	37.669	12.95657	1.1250	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA(days)	PBX	80.00	1	25.00	1	0.000	0.00000		YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA(days)	PBX	4.10	24	1.00	1	10.377	10.59138	0.2923	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA(days)	Centrex	5.48	904	4.33	3	9.324	5.39217	0.2128	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA(days)	Centrex	1.96	1,099	3.22	26	3.148	0.62459	-2.0167	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA(days)	Centrex	9.30	34			7.445			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Centrex	1.99	80	1.22	3	5.039	2.96345	0.2584	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA(days)	ISDN	19.37	680			20.494			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA(days)	ISDN	5.56	962	3.41	9	10.966	3.67235	0.5874	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA(days)	ISDN	49.40	10			44.682			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA(days)	ISDN	11.72	231	1.00	1	16.027	16.06180	0.6675	YES
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA(days)	Res	6.87	97	2.00	1	7.888	7.92861	0.6137	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA(days)	Res	1.00	2	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA(days)	Res	10.57	7	0.00	0	15.076			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/GA(days)	Bus	17.27	22	0.00	0	33.373			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/GA(days)	Bus	0.00	0	0.00	0				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/GA(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/GA(days)	Design	36.00	1	0.00	0	0.000			YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/GA(days)	Design	18.14	7	0.00	0	14.949			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/GA(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/GA(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/GA(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/GA(days)	Centrex	94.67	3	0.00	0	78.520			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/GA(days)	ISDN	1.00	1	0.00	0	0.000			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/GA(days)	ISDN	0.00	0	0.00	0				YES
	% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/GA(%)	Res	0.37%	494,344	0.31%	18,320		0.00045	1.3265	YES
A.2.4.2	P-2	Business/GA(%)	Bus	0.78%	49,856	0.34%	591		0.00364	1.2097	YES
A.2.4.3	P-2	Design (Specials)/GA(%)	Design	3.97%	2,673						
A.2.4.4	P-2	PBX/GA(%)	PBX	6.75%	252	0.00%	4		0.12640	0.5337	YES
A.2.4.5	P-2	Centrex/GA(%)	Centrex	1.65%	2,177	0.00%	6		0.05213	0.3172	YES
A.2.4.6	P-2	ISDN/GA(%)	ISDN	3.82%	2,463	0.00%	5		0.08577	0.4450	YES
	% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/GA(%)	Diagnostic			0.00%	82				Diagnostic
A.2.5.2	P-2	Business/GA(%)	Diagnostic			2.48%	121				Diagnostic
A.2.5.3	P-2	Design (Specials)/GA(%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.4	P-2	PBX/GA(%)	Diagnostic			5.26%	19				Diagnostic
A.2.5.5	P-2	Centrex/GA(%)	Diagnostic			0.00%	35				Diagnostic
A.2.5.6	P-2	ISDN/GA(%)	Diagnostic			0.00%	10				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
A.2.7.1	P-2	Residence/GA(hours)	>= 48 hrs			146.14	56				YES
A.2.7.2	P-2	Business/GA(hours)	>= 48 hrs			132.00	2				YES
A.2.7.3	P-2	Design (Specials)/GA(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/GA(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/GA(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/GA(hours)	>= 48 hrs								
	Average Jeopardy Notice Interval - Non-Mechanized										
A.2.8.1	P-2	Residence/GA(hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/GA(hours)	Diagnostic			120.00	3				Diagnostic
A.2.8.3	P-2	Design (Specials)/GA(hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/GA(hours)	Diagnostic			144.00	1				Diagnostic
A.2.8.5	P-2	Centrex/GA(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/GA(hours)	Diagnostic								Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
A.2.9.1	P-2	Residence/GA(%)	95% >= 48 hrs			100.00%	56				YES
A.2.9.2	P-2	Business/GA(%)	95% >= 48 hrs			100.00%	2				YES
A.2.9.3	P-2	Design (Specials)/GA(%)	95% >= 48 hrs								

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A.2.9.4	P-2	PBX/GA(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/GA(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/GA(%)	95% >= 48 hrs								
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/GA(%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/GA(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.3	P-2	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.5	P-2	Centrex/GA(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/GA(%)	Diagnostic								Diagnostic
	% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA(%)	Res	6.34%	31,052	4.25%	1,106		0.00746	2.8082	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	0.03%	461,524	0.07%	21,161		0.00013	-2.7084	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA(%)	Res	8.51%	47	0.00%	1		0.28199	0.3018	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/GA(%)	Bus	1.57%	27,420	1.91%	157		0.00996	-0.3405	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	0.04%	21,887	0.13%	752		0.00075	-1.2217	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA(%)	Bus	7.80%	141	0.00%	1		0.26914	0.2899	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	0.00%	10						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	3.72%	1,882	0.00%	2		0.13388	0.2778	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	20.69%	29	50.00%	2		0.29615	-0.9897	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	2.13%	94						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA(%)	PBX	11.36%	44	25.00%	4		0.16574	-0.8228	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	5.04%	139	0.00%	17		0.05619	0.8963	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	1	0.00%	2		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	0.00%	25	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	4.36%	918	0.00%	4		0.10229	0.4260	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	0.09%	1,113	0.00%	33		0.00529	0.1698	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	10.53%	38						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	0.00%	82	0.00%	4		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	4.12%	704	100.00%	1		0.19888	-4.8211	NO
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	1.43%	1,117	0.00%	11		0.03600	0.3979	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	6.67%	15						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	231	0.00%	3		0.00000		YES
	% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA(%)	Res	9.20%	30,700	8.80%	943		0.00955	0.4122	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	3.47%	388,045	3.87%	18,324		0.00138	-2.9095	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA(%)	Res	4.55%	44	0.00%	1		0.21065	0.2158	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/GA(%)	Bus	1.54%	31,289	6.79%	162		0.00971	-5.4026	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	4.43%	17,770	6.55%	550		0.00891	-2.3763	NO
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA(%)	Bus	10.75%	93	0.00%	2		0.22139	0.4857	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	0.00%	8						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	4.54%	1,852	0.00%	4		0.10415	0.4355	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	5.88%	17	0.00%	2		0.17589	0.3344	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	1.16%	86						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA(%)	PBX	0.00%	28	25.00%	4		0.00000		NO
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	2.58%	155	5.26%	19		0.03854	-0.6960	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	2.86%	35	0.00%	3		0.10022	0.2851	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	1.92%	782	0.00%	5		0.06154	0.3117	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	2.00%	699	0.00%	3		0.08106	0.2471	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	5.88%	34						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	1.40%	214	0.00%	2		0.08352	0.1678	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	4.43%	609	0.00%	1		0.20601	0.2152	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	1.29%	700	0.00%	10		0.03588	0.3583	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	12						

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A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	229	0.00%	2		0.00000		YES
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Res	3.90	26,966	0.14	949	18.322	0.60512	6.2160	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Res	1.31	437,712	0.67	19,679	14.578	0.10623	6.0084	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Res	2.13	36			12.658			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Bus	1.63	24,960	0.11	104	13.999	1.37559	1.1082	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Bus	1.70	20,638	0.62	419	12.277	0.60583	1.7823	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Bus	4.78	98			14.839			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Bus	0.53	8			0.426			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Design	256.25	1,423			579.203			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Design	155.83	17			120.566			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Design	91.45	54			205.773			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	PBX	193.17	35			537.428			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	PBX	31.33	108	0.02	1	228.625	229.68076	0.1363	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	PBX	1.41	23			4.041			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Centrex	6.65	781			28.537			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Centrex	2.06	971			16.163			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Centrex	6.85	29			19.317			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Centrex	8.35	76			26.185			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	ISDN	59.08	480			272.338			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN	54.28	999			102.618			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN	67.68	14			126.845			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN	36.73	212			121.400			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Diagnostic			9.08	98				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			12.88	503				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Diagnostic			15.60	43				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			7.73	310				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Diagnostic			13.73	1				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Diagnostic			208.33	2				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			266.63	2				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	Diagnostic			36.92	4				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			15.03	14				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	Diagnostic			31.20	2				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			0.75	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Diagnostic			26.33	4				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			15.55	33				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			10.63	4				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			0.02	1				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.38	11				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.00	3				Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.07	752				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.55	14,142				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			2.34	31				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.83	178				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			3.30	119				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.21	3,156				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			4.53	25				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.99	120				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.33	26				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.54	33				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			11.85	11				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.98	52				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic			9.50	2				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.33	6				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.00	1				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.02	18				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.50	4				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.00	1				Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.17	692				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.60	6,141				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			2.29	30				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.99	130				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			3.39	106				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.19	2,249				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			4.35	21				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.96	99				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Non-Mechanized

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.44	24				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.61	32				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			13.42	8				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.86	43				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic			9.50	2				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	5				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.00	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.33	16				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.50	2				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/GA(%)	Diagnostic			23.21%	1,017				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/GA(%)	Diagnostic			83.98%	18,041				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/GA(%)	Diagnostic			67.86%	84				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/GA(%)	Diagnostic			88.79%	589				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/GA(%)	Diagnostic								Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/GA(%)	Diagnostic			50.00%	4				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/GA(%)	Diagnostic			80.00%	10				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/GA(%)	Diagnostic			66.67%	3				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/GA(%)	Diagnostic			75.86%	29				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/GA(%)	Diagnostic								Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/GA(%)	Diagnostic			80.00%	10				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/GA(%)	>= 95%			90.54%	74				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/GA(%)	>= 95%			97.33%	75				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/GA(%)	>= 95%			90.91%	11				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/GA(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/GA(%)	>= 95%			87.20%	125				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/GA(%)	>= 95%			93.24%	74				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/GA(%)	>= 95%			91.67%	12				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			85.00%	20				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			97.96%	49				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			96.05%	76				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			70.00%	10				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/GA(%)	Res	8.44%	56,520	2.79%	1,470		0.00734	7.6956	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/GA(%)	Res	1.02%	36,085	1.03%	585		0.00419	-0.0139	YES
A.3.1.2.1	M&R-1	Business/Dispatch/GA(%)	Bus	6.25%	9,055	3.83%	235		0.01599	1.5136	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/GA(%)	Bus	1.93%	5,539	0.94%	106		0.01350	0.7323	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/GA(%)	Design	3.17%	852	4.35%	92		0.01922	-0.6132	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/GA(%)	Design	0.10%	2,004	0.00%	53		0.00439	0.2271	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/GA(%)	PBX	10.49%	162	12.50%	8		0.11100	-0.1807	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/GA(%)	PBX	3.59%	167	60.00%	5		0.08447	-6.6779	NO
A.3.1.5.1	M&R-1	Centrex/Dispatch/GA(%)	Centrex	8.62%	1,915	0.00%	19		0.06469	1.3319	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/GA(%)	Centrex	4.25%	871	0.00%	15		0.05252	0.8088	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/GA(%)	ISDN	12.16%	329	0.00%	7		0.12483	0.9740	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/GA(%)	ISDN	0.00%	632	0.00%	2		0.00000		YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/GA(%)	Res	2.13%	2,656,371	2.13%	69,084		0.00056	-0.0023	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/GA(%)	Res	1.36%	2,656,371	0.85%	69,084		0.00045	11.3909	YES
A.3.2.2.1	M&R-2	Business/Dispatch/GA(%)	Bus	1.29%	703,928	1.50%	15,696		0.00092	-2.3035	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/GA(%)	Bus	0.79%	703,928	0.68%	15,696		0.00072	1.5580	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/GA(%)	Design	0.60%	141,191	1.88%	4,902		0.00113	-11.2825	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/GA(%)	Design	1.42%	141,191	1.08%	4,902		0.00173	1.9537	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/GA(%)	PBX	0.10%	164,240	0.18%	4,429		0.00048	-1.7145	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/GA(%)	PBX	0.10%	164,240	0.11%	4,429		0.00049	-0.2309	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/GA(%)	Centrex	0.55%	347,226	0.46%	4,138		0.00116	0.7953	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/GA(%)	Centrex	0.25%	347,226	0.36%	4,138		0.00078	-1.4255	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/GA(%)	ISDN	0.12%	264,346	0.37%	1,909		0.00081	-2.9892	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/GA(%)	ISDN	0.24%	264,346	0.10%	1,909		0.00112	1.1959	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/GA(hours)	Res	24.61	56,520	12.59	1,470	54.521	1.44038	8.3449	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/GA(hours)	Res	6.26	36,085	2.93	585	12.470	0.51972	6.4111	YES
A.3.3.2.1	M&R-3	Business/Dispatch/GA(hours)	Bus	11.61	9,055	9.30	235	22.479	1.48526	1.5552	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/GA(hours)	Bus	3.69	5,539	3.16	106	9.590	0.94029	0.5640	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/GA(hours)	Design	23.20	852	4.97	92	367.059	40.28178	0.4526	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/GA(hours)	Design	1.62	2,004	1.65	53	2.477	0.34472	-0.1013	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/GA(hours)	PBX	11.12	162	7.70	8	14.725	5.33305	0.6414	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/GA(hours)	PBX	5.68	167	28.00	5	7.872	3.57279	-6.2469	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/GA(hours)	Centrex	11.91	1,915	17.00	19	18.364	4.23395	-1.2028	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/GA(hours)	Centrex	3.86	871	1.27	15	10.660	2.77609	0.9334	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/GA(hours)	ISDN	14.92	329	6.65	7	21.502	8.21302	1.0064	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/GA(hours)	ISDN	2.03	632	1.67	2	3.864	2.73626	0.1346	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/GA(%)	Res	19.18%	56,520	11.09%	1,470		0.01040	7.7755	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/GA(%)	Res	14.82%	36,085	12.31%	585		0.01481	1.6952	YES
A.3.4.2.1	M&R-4	Business/Dispatch/GA(%)	Bus	14.01%	9,055	14.47%	235		0.02294	-0.1978	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/GA(%)	Bus	13.52%	5,539	20.75%	106		0.03353	-2.1570	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/GA(%)	Design	22.30%	852	21.74%	92		0.04568	0.1229	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/GA(%)	Design	20.51%	2,004	20.75%	53		0.05619	-0.0437	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/GA(%)	PBX	14.20%	162	12.50%	8		0.12641	0.1343	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/GA(%)	PBX	14.37%	167	20.00%	5		0.15921	-0.3535	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/GA(%)	Centrex	12.74%	1,915	21.05%	19		0.07687	-1.0811	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/GA(%)	Centrex	14.12%	871	40.00%	15		0.09069	-2.8536	NO
A.3.4.6.1	M&R-4	ISDN/Dispatch/GA(%)	ISDN	22.80%	329	0.00%	7		0.16024	1.4226	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/GA(%)	ISDN	18.83%	632	50.00%	2		0.27688	-1.1258	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/GA(%)	Res	23.63%	35,123	9.86%	1,166		0.01265	10.8860	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/GA(%)	Res	8.51%	10,158	2.94%	238		0.01829	3.0418	YES
A.3.5.2.1	M&R-5	Business/Dispatch/GA(%)	Bus	10.32%	5,457	4.49%	156		0.02470	2.3603	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/GA(%)	Bus	2.91%	1,959	0.00%	52		0.02362	1.2321	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/GA(%)	Design	3.17%	852	4.35%	92		0.01922	-0.6132	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/GA(%)	Design	0.10%	2,004	0.00%	53		0.00439	0.2271	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/GA(%)	PBX	10.74%	121	20.00%	5		0.14132	-0.6550	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/GA(%)	PBX	13.49%	126	60.00%	5		0.15579	-2.9853	NO
A.3.5.5.1	M&R-5	Centrex/Dispatch/GA(%)	Centrex	9.80%	1,214	18.18%	11		0.09006	-0.9305	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/GA(%)	Centrex	2.96%	405	0.00%	3		0.09826	0.3015	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/GA(%)	ISDN	14.34%	286	0.00%	7		0.13406	1.0693	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/GA(%)	ISDN	0.17%	581	0.00%	2		0.02936	0.0586	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	GA(%)	BST - State	98.15%	$371,883,584	99.86%	$5,342,476		0.00006	-291.8465	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	4.87	1	3.96	1,863				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			14.04%	55,827				Diagnostic
B.1.1.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			50.56%	269				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			0.00%	11				Diagnostic
B.1.1.7	O-7	Line Sharing/GA(%)	Diagnostic			27.31%	238				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			28.76%	299				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			3.77%	212				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			8.57%	35				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			100.00%	13				Diagnostic
B.1.1.14	O-7	Other Design/GA(%)	Diagnostic			35.54%	121				Diagnostic
B.1.1.15	O-7	Other Non-Design/GA(%)	Diagnostic			35.08%	4,501				Diagnostic
B.1.1.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/GA(%)	Diagnostic			7.01%	1,941				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			32.66%	12,547				Diagnostic
B.1.2.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			0.00%	14				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			0.00%	5				Diagnostic
B.1.2.7	O-7	Line Sharing/GA(%)	Diagnostic			24.32%	111				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			34.30%	242				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			30.53%	131				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			37.14%	175				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			19.47%	637				Diagnostic
B.1.2.14	O-7	Other Design/GA(%)	Diagnostic			34.21%	76				Diagnostic
B.1.2.15	O-7	Other Non-Design/GA(%)	Diagnostic			35.48%	1,883				Diagnostic
B.1.2.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/GA(%)	Diagnostic			24.60%	1,248				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic			85.71%	7				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			36.47%	957				Diagnostic
B.1.3.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			25.21%	234				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			14.48%	442				Diagnostic
B.1.3.7	O-7	Line Sharing/GA(%)	Diagnostic			25.45%	110				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			47.55%	143				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			18.10%	1,022				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic			25.00%	4				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic			28.57%	7				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			78.79%	33				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			40.98%	61				Diagnostic
B.1.3.14	O-7	Other Design/GA(%)	Diagnostic			35.71%	588				Diagnostic
B.1.3.15	O-7	Other Non-Design/GA(%)	Diagnostic			33.11%	1,981				Diagnostic
B.1.3.16	O-7	INP Standalone/GA(%)	Diagnostic			33.33%	75				Diagnostic
B.1.3.17	O-13	LNP Standalone/GA(%)	Diagnostic			25.20%	1,119				Diagnostic

Reject Interval - Mechanized

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.4.1	O-8	Switch Ports/GA(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/GA(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/GA(%)	>= 97% w in 1 hr			94.56%	7,848				NO
B.1.4.4	O-8	Combo Other/GA(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 97% w in 1 hr			97.79%	136				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/GA(%)	>= 97% w in 1 hr			52.24%	67				NO
B.1.4.8	O-8	2W Analog Loop Design/GA(%)	>= 97% w in 1 hr			82.56%	86				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 97% w in 1 hr			75.00%	8				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 97% w in 1 hr			100.00%	3				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 97% w in 1 hr			100.00%	13				YES
B.1.4.14	O-8	Other Design/GA(%)	>= 97% w in 1 hr			88.37%	43				NO
B.1.4.15	O-8	Other Non-Design/GA(%)	>= 97% w in 1 hr			73.68%	1,645				NO
B.1.4.16	O-8	INP Standalone/GA(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/GA(%)	>= 97% w in 1 hr			97.79%	136				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/GA(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			96.10%	4,152				YES
B.1.7.4	O-8	Combo Other/GA(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/GA(%)	>= 85% w in 10 hrs			67.74%	31				NO
B.1.7.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			92.77%	83				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			92.50%	40				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			89.23%	65				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			92.86%	126				YES
B.1.7.14	O-8	Other Design/GA(%)	>= 85% w in 10 hrs			100.00%	26				YES
B.1.7.15	O-8	Other Non-Design/GA(%)	>= 85% w in 10 hrs			97.34%	677				YES
B.1.7.16	O-8	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/GA(%)	>= 85% w in 10 hrs			96.10%	308				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/GA(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 24 hrs			83.33%	6				NO
B.1.8.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 24 hrs			98.31%	354				YES
B.1.8.4	O-8	Combo Other/GA(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 24 hrs			98.36%	61				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 24 hrs			100.00%	64				YES
B.1.8.7	O-8	Line Sharing/GA(%)	>= 85% w in 24 hrs			96.43%	28				YES
B.1.8.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 24 hrs			98.55%	69				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 24 hrs			99.47%	188				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 24 hrs			100.00%	26				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	26				YES
B.1.8.14	O-8	Other Design/GA(%)	>= 85% w in 24 hrs			99.53%	211				YES
B.1.8.15	O-8	Other Non-Design/GA(%)	>= 85% w in 24 hrs			99.54%	659				YES
B.1.8.16	O-8	INP Standalone/GA(%)	>= 85% w in 24 hrs			100.00%	25				YES
B.1.8.17	O-14	LNP Standalone/GA(%)	>= 85% w in 24 hrs			99.65%	285				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/GA(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/GA(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/GA(%)	>= 95% w in 3 hrs			99.09%	48,197				YES
B.1.9.4	O-9	Combo Other/GA(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 3 hrs			98.51%	134				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 95% w in 3 hrs			100.00%	10				YES
B.1.9.7	O-9	Line Sharing/GA(%)	>= 95% w in 3 hrs			98.98%	196				YES
B.1.9.8	O-9	2W Analog Loop Design/GA(%)	>= 95% w in 3 hrs			99.53%	214				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	207				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 95% w in 3 hrs			100.00%	33				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	11				YES
B.1.9.14	O-9	Other Design/GA(%)	>= 95% w in 3 hrs			100.00%	77				YES
B.1.9.15	O-9	Other Non-Design/GA(%)	>= 95% w in 3 hrs			99.97%	3,241				YES
B.1.9.16	O-9	INP Standalone/GA(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/GA(%)	>= 95% w in 3 hrs			95.48%	1,835				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/GA(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			96.54%	9,021				YES
B.1.12.4	O-9	Combo Other/GA(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs			100.00%	14				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			100.00%	5				YES
B.1.12.7	O-9	Line Sharing/GA(%)	>= 85% w in 10 hrs			96.34%	82				YES
B.1.12.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			96.00%	175				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			90.10%	101				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			91.67%	120				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			98.32%	595				YES
B.1.12.14	O-9	Other Design/GA(%)	>= 85% w in 10 hrs			98.00%	50				YES
B.1.12.15	O-9	Other Non-Design/GA(%)	>= 85% w in 10 hrs			97.28%	1,213				YES
B.1.12.16	O-9	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/GA(%)	>= 85% w in 10 hrs			97.96%	933				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/GA(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 36 hrs			66.67%	3				NO
B.1.13.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 36 hrs			98.36%	549				YES
B.1.13.4	O-9	Combo Other/GA(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 36 hrs			98.85%	174				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 36 hrs			100.00%	329				YES
B.1.13.7	O-9	Line Sharing/GA(%)	>= 85% w in 36 hrs			100.00%	77				YES
B.1.13.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 36 hrs			98.46%	65				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	796				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	5				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 36 hrs			90.00%	10				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	35				YES
B.1.13.14	O-9	Other Design/GA(%)	>= 85% w in 36 hrs			100.00%	357				YES
B.1.13.15	O-9	Other Non-Design/GA(%)	>= 85% w in 36 hrs			99.54%	1,305				YES
B.1.13.16	O-9	INP Standalone/GA(%)	>= 85% w in 36 hrs			100.00%	49				YES
B.1.13.17	O-15	LNP Standalone/GA(%)	>= 85% w in 36 hrs			100.00%	835				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			99.97%	35,830				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			100.00%	19,997				YES
B.1.14.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			100.00%	170				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	99				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			88.89%	9				NO
B.1.14.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			100.00%	131				YES
B.1.14.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			100.00%	107				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			97.97%	246				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	53				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	1				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			100.00%	211				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			100.00%	33				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	2				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	11				YES
B.1.14.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			97.53%	81				YES
B.1.14.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	40				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			100.00%	3,622				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			99.66%	879				YES
B.1.14.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			100.00%	1,640				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.67%	301				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			100.00%	7,378				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.96%	5,169				YES
B.1.15.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			100.00%	4				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	10				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			100.00%	3				YES
B.1.15.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			85.19%	54				NO
B.1.15.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			94.74%	57				NO
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			100.00%	221				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	21				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	1				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			99.23%	130				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			99.40%	166				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	9				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%			100.00%	404				YES
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	233				YES
B.1.15.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			100.00%	41				YES
B.1.15.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	35				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			99.93%	1,396				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			100.00%	487				YES
B.1.15.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			99.90%	1,048				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			100.00%	200				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/GA(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			100.00%	7				YES
B.1.16.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			93.52%	957				NO
B.1.16.4	O-11	Combo Other/GA(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			100.00%	234				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			90.95%	442				NO
B.1.16.7	O-11	Line Sharing/GA(%)	>= 95%			94.55%	110				NO
B.1.16.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			91.61%	143				NO
B.1.16.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			97.36%	1,022				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			100.00%	4				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%			100.00%	7				YES
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			100.00%	33				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			100.00%	61				YES
B.1.16.14	O-11	Other Design/GA(%)	>= 95%			94.22%	588				NO
B.1.16.15	O-11	Other Non-Design/GA(%)	>= 95%			98.03%	1,981				YES
B.1.16.16	O-11	INP Standalone/GA(%)	>= 95%			98.67%	75				YES
B.1.16.17	O-11	LNP Standalone/GA(%)	>= 95%			98.93%	1,119				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			87.06%	35,821				NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			89.04%	19,997				NO
B.1.17.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			99.41%	170				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	99				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			100.00%	8				YES
B.1.17.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			63.36%	131				NO
B.1.17.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			85.98%	107				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			73.86%	241				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			75.47%	53				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			0.00%	1				NO
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			96.68%	211				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			100.00%	33				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	2				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	11				YES
B.1.17.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			75.95%	79				NO
B.1.17.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			85.00%	40				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			61.98%	3,622				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			81.74%	876				NO
B.1.17.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			100.00%	1,640				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			100.00%	300				YES
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			94.39%	7,378				NO

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			91.48%	5,167				NO
B.1.18.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			100.00%	4				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	10				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			100.00%	3				YES
B.1.18.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			89.13%	46				NO
B.1.18.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			85.19%	54				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			95.93%	221				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	21				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	1				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			92.25%	129				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			95.15%	165				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	9				YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%			97.52%	404				YES
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			93.99%	233				NO
B.1.18.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			100.00%	41				YES
B.1.18.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			94.29%	35				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			97.13%	1,395				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			95.89%	487				YES
B.1.18.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			99.04%	1,047				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.50%	200				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			71.43%	7				NO
B.1.19.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			92.07%	895				NO
B.1.19.4	O-11	Combo Other/GA(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			95.73%	234				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			97.01%	402				YES
B.1.19.7	O-11	Line Sharing/GA(%)	>= 95%			92.31%	104				NO
B.1.19.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			91.60%	131				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			96.28%	995				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			100.00%	4				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%			100.00%	7				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			84.85%	33				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			88.52%	61				NO
B.1.19.14	O-11	Other Design/GA(%)	>= 95%			92.42%	554				NO
B.1.19.15	O-11	Other Non-Design/GA(%)	>= 95%			96.04%	1,942				YES
B.1.19.16	O-11	INP Standalone/GA(%)	>= 95%			93.24%	74				NO
B.1.19.17	O-11	LNP Standalone/GA(%)	>= 95%			94.40%	1,107				NO
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.86	53,257			5.507			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.82	469,890			1.253			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.49	168			13.492			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.79	8			2.557			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	23.65	1,883	14.50	4	20.138	10.07991	0.9074	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	R&B	3.95	54,535	4.51	711	5.713	0.21563	-2.6111	NO

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	0.82	471,473	0.64	16,951	1.263	0.00987	18.6847	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.33	265,333	0.33	11,736	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	1.46	206,140	1.34	5,215	1.711	0.02400	5.1389	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	10.63	203	7.67	11	13.553	4.19554	0.7069	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.48	113	1.55	3	6.418	3.75452	0.2474	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	56	0.33	2	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	4.60	57	4.00	1	8.556	8.63097	0.0691	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	4.95	56,677	12.47	152	9.245	0.75087	-10.0235	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp	4.95	56,677			22.061			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	18.37	294			20.816			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp	18.37	294			16.046			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	13.72	427	10.32	130	11.398	1.14170	2.9780	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	0.94	382			0.916			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI	2.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.11	3			0.840			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.00	1			0.000			
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/GA(days)	ADSL to Retail	4.17	6,529	3.80	5	2.619	1.17148	0.3158	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.69	3,385	3.38	8	2.163	0.76550	0.4050	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	3.90	10			1.101			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.95	54,535	4.75	57	5.713	0.75705	-1.0612	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.95	54,535			1.263			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.63	203			13.553			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.63	203			6.418			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.86	53,257	3.52	77	5.507	0.62801	0.5328	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.46	205,250			1.711			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.49	168	6.00	1	13.492	13.53171	0.3317	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	3.14	7			8.556			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.95	54,535			5.713			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.95	54,535			1.263			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.63	203			13.553			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.63	203			6.418			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.86	53,257			5.507			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.46	205,250			1.711			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.49	168			13.492			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	3.14	7			8.556			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.95	54,535	4.95	41	5.713	0.89249	-1.1207	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.95	54,535			1.263			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.63	203	8.00	1	13.553	13.58602	0.1937	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.63	203			6.418			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.86	53,257	5.73	88	5.507	0.58751	-3.1810	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.46	205,250	5.32	72	1.711	0.20172	-19.1562	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.49	168	7.80	5	13.492	6.12276	0.4390	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	3.14	7	6.75	4	8.556	5.36291	-0.6726	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	30.31	2,142	12.50	6	27.609	11.28706	1.5783	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	11.91	646			22.061			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	35.62	91			23.721			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	11.77	230			16.046			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	3.95	54,535	4.00	3	5.713	3.29825	-0.0149	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	0.82	471,473	0.33	2	1.263	0.89311	0.5537	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	10.63	203			13.553			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.48	113			6.418			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.86	53,257			5.507			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.82	469,890	0.33	2	1.253	0.88590	0.5548	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.49	168			13.492			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.79	8			2.557			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.86	53,257	0.40	10	5.507	1.74157	1.9875	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.82	469,890	0.74	2,864	1.253	0.02348	3.4791	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.49	168			13.492			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.79	8	0.57	7	2.557	1.32355	1.6793	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Digital Loop < DS1	5.77	7,292	7.22	244	8.807	0.57314	-2.5301	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	3.91	4,062			4.632			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop < DS1	3.78	9			1.093			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	1.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	28.81	302	6.62	87	27.136	3.30180	6.7197	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	9.15	596			13.803			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	49.40	10			44.682			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	11.77	230			16.046			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)	7 days			3.61	125				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA(days)	R&B (POTS)	8.79	119			16.288			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA(days)	R&B (POTS)	1.00	2			0.000			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA(days)	R&B (POTS)	10.57	7			15.076			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/GA(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/GA(days)	DS1/ DS3 - Interoffice	5.33	3	0.00	0	7.506			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/GA(days)	R&B	10.82	123	0.00	0	23.138			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA(days)	R&B	1.00	2	0.00	0	0.000			YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/GA(days)	R&B	10.57	7	0.00	0	15.076			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/GA(days)	R&B&D - Disp	10.82	123	0.00	0	23.138			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA(days)	R&B&D - Disp	12.67	3	0.00	0	20.207			YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/GA(days)	R&B&D - Disp	12.77	13	0.00	0	14.278			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA(days)	ADSL to Retail	16.00	36	0.00	0	17.033			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA(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/GA(days)	ADSL to Retail	15.00	2	0.00	0	19.799			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/GA(days)	ISDN - BRI	1.00	1	0.00	0	0.000			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/GA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/GA(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/GA(days)	ISDN - BRI	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/GA(days)	ADSL to Retail	16.00	36	0.00	0	17.033			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/GA(days)	ADSL to Retail	15.00	2	0.00	0	19.799			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/GA(days)	R&B - Disp	10.82	123	0.00	0	23.138			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA(days)	R&B - Disp	1.00	2	0.00	0	0.000			YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/GA(days)	R&B - Disp	10.57	7	0.00	0	15.076			YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	8.79	119	0.00	0	16.288			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	1.00	2	0.00	0	0.000			YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	10.57	7	0.00	0	15.076			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA(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/GA(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/GA(days)	R&B - Disp	10.82	123	0.00	0	23.138			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	1.00	2	0.00	0	0.000			YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA(days)	R&B - Disp	10.57	7	0.00	0	15.076			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/GA(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/GA(days)	R&B (POTS) excl SB Or	8.79	119	0.00	0	16.288			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	1.00	2	0.00	0	0.000			YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	10.57	7	0.00	0	15.076			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)	R&B - Disp	10.82	123	0.00	0	23.138			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	1.00	2	0.00	0	0.000			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)	R&B - Disp	10.57	7	0.00	0	15.076			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(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/GA(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/GA(days)	R&B (POTS) excl SB Or	8.79	119	0.00	0	16.288			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	1.00	2	0.00	0	0.000			YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	10.57	7	0.00	0	15.076			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA(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/GA(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/GA(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/GA(days)	Design	36.00	1	0.00	0	0.000			YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/GA(days)	Design	18.14	7	0.00	0	14.949			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/GA(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/GA(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/GA(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/GA(days)	R&B	10.82	123	0.00	0	23.138			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)	R&B	1.00	2	0.00	0	0.000			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)	R&B	10.57	7	0.00	0	15.076			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	8.79	119	0.00	0	16.288			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	1.00	2	0.00	0	0.000			YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	10.57	7	0.00	0	15.076			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	8.79	119	0.00	0	16.288			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	1.00	2	0.00	0	0.000			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	10.57	7	0.00	0	15.076			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/GA(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/GA(days)	Digital Loop < DS1	15.59	37	0.00	0	16.975			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA(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/GA(days)	Digital Loop < DS1	15.00	2	0.00	0	19.799			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/GA(days)	Digital Loop < DS1	0.00	0						

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B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/GA(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/GA(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/GA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA(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/GA(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/GA(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA(days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/GA(%)	R&B (POTS)	0.40%	544,200						
B.2.5.2	P-2	Local Interoffice Transport/GA(%)	DS1/ DS3 - Interoffice	26.77%	2,036						
B.2.5.3	P-2	Loop + Port Combinations/GA(%)	R&B	0.42%	547,267	0.09%	36,907		0.00035	9.3250	YES
B.2.5.4	P-2	Combo Other/GA(%)	R&B&D - Disp	3.73%	65,632	33.33%	6		0.07735	-3.8275	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	ADSL to Retail	14.12%	13,799	2.60%	77		0.03980	2.8962	YES
B.2.5.6	P-2	UNE ISDN/GA(%)	ISDN - BRI	7.30%	836	0.00%	2		0.18413	0.3963	YES
B.2.5.7	P-2	Line Sharing/GA(%)	ADSL to Retail	14.12%	13,799	0.00%	3		0.20110	0.7024	YES
B.2.5.8	P-2	2W Analog Loop Design/GA(%)	R&B - Disp	0.42%	547,267	5.80%	69		0.00777	-6.9192	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)	R&B (POTS) excl SB Or	0.79%	279,317	4.73%	148		0.00726	-5.4289	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA(%)	R&B - Disp	0.42%	547,267						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	R&B (POTS) excl SB Or	0.79%	279,317						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)	R&B - Disp	0.42%	547,267	1.47%	68		0.00783	-1.3435	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	R&B (POTS) excl SB Or	0.79%	279,317	4.40%	318		0.00496	-7.2952	NO
B.2.5.14	P-2	Other Design/GA(%)	Design	3.53%	4,498	0.00%	5		0.08263	0.4278	YES
B.2.5.15	P-2	Other Non-Design/GA(%)	R&B	0.42%	547,267	0.00%	4		0.03228	0.1297	YES
B.2.5.16	P-2	INP (Standalone)/GA(%)	R&B (POTS)	0.40%	544,200	0.00%	1		0.06341	0.0637	YES
B.2.5.17	P-2	LNP (Standalone)/GA(%)	R&B (POTS)	0.40%	544,200	0.00%	1,985		0.00143	2.8314	YES
B.2.5.18	P-2	Digital Loop < DS1/GA(%)	Digital Loop < DS1	13.67%	15,271	2.53%	79		0.03875	2.8749	YES
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)	Digital Loop >= DS1	3.37%	1,720	42.86%	56		0.02451	-16.1090	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			2.36%	467				Diagnostic
B.2.6.4	P-2	Combo Other/GA(%)	Diagnostic			33.86%	189				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			2.97%	101				Diagnostic
B.2.6.6	P-2	UNE ISDN/GA(%)	Diagnostic			8.33%	156				Diagnostic
B.2.6.7	P-2	Line Sharing/GA(%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			13.89%	36				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			0.00%	10				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			2.78%	36				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			2.84%	352				Diagnostic
B.2.6.14	P-2	Other Design/GA(%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.15	P-2	Other Non-Design/GA(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.16	P-2	INP (Standalone)/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/GA(%)	Diagnostic			0.00%	940				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			5.71%	245				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			33.90%	118				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B.2.8.1	P-2	Switch Ports/GA(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/GA(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/GA(hours)	>= 48 hrs			172.80	35				YES
B.2.8.4	P-2	Combo Other/GA(hours)	>= 48 hrs			252.00	2				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	>= 48 hrs			168.00	2				YES
B.2.8.6	P-2	UNE ISDN/GA(hours)	>= 48 hrs								
B.2.8.7	P-2	Line Sharing/GA(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/GA(hours)	>= 48 hrs			168.00	4				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/GA(hours)	>= 48 hrs			174.86	7				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/GA(hours)	>= 48 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	>= 48 hrs			408.00	1				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	>= 48 hrs			161.14	14				YES
B.2.8.14	P-2	Other Design/GA(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/GA(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/GA(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/GA(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/GA(hours)	>= 48 hrs			168.00	2				YES
B.2.8.19	P-2	Digital Loop >= DS1/GA(hours)	>= 48 hrs			206.00	24				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/GA(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/GA(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/GA(hours)	Diagnostic			172.36	11				Diagnostic
B.2.9.4	P-2	Combo Other/GA(hours)	Diagnostic			300.75	64				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	Diagnostic			312.00	3				Diagnostic
B.2.9.6	P-2	UNE ISDN/GA(hours)	Diagnostic			343.38	13				Diagnostic
B.2.9.7	P-2	Line Sharing/GA(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/GA(hours)	Diagnostic			124.80	5				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	Diagnostic			216.00	1				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	Diagnostic			206.40	10				Diagnostic
B.2.9.14	P-2	Other Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/GA(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/GA(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/GA(hours)	Diagnostic			329.14	14				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/GA(hours)	Diagnostic			195.00	40				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/GA(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/GA(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/GA(%)	95% >= 48 hrs			100.00%	35				YES
B.2.10.4	P-2	Combo Other/GA(%)	95% >= 48 hrs			100.00%	2				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	95% >= 48 hrs			100.00%	2				YES
B.2.10.6	P-2	UNE ISDN/GA(%)	95% >= 48 hrs								
B.2.10.7	P-2	Line Sharing/GA(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/GA(%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/GA(%)	95% >= 48 hrs			100.00%	7				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/GA(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/GA(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	95% >= 48 hrs			100.00%	14				YES
B.2.10.14	P-2	Other Design/GA(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/GA(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/GA(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/GA(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/GA(%)	95% >= 48 hrs			100.00%	2				YES
B.2.10.19	P-2	Digital Loop >= DS1/GA(%)	95% >= 48 hrs			100.00%	24				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			100.00%	11				Diagnostic
B.2.11.4	P-2	Combo Other/GA(%)	Diagnostic			100.00%	64				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			100.00%	3				Diagnostic
B.2.11.6	P-2	UNE ISDN/GA(%)	Diagnostic			100.00%	13				Diagnostic
B.2.11.7	P-2	Line Sharing/GA(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			100.00%	5				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			100.00%	10				Diagnostic
B.2.11.14	P-2	Other Design/GA(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			100.00%	14				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			100.00%	40				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/GA(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/GA(%)	>= 95% w in 15 min			100.00%	1,993				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.00%	591				YES
B.2.13.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			0.00%	17				YES
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	19				YES
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	84				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/GA(%)	>= 95% w in 15 min			99.83%	591				YES
B.2.14.2	P-7A	Time-Specific SL2/GA(%)	>= 95% w in 15 min			100.00%	17				YES
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)	>= 95% w in 15 min			100.00%	19				YES
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)	>= 95% w in 15 min			100.00%	84				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.17%	591				YES
B.2.15.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			0.00%	17				YES
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	19				YES
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	84				YES
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/GA(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/GA(minutes)	Diagnostic			1465.25	5				Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)	<= 5%			2.60%	423				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/GA(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/GA(%)	<= 5%			1.10%	907				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)	<= 5%			0.15%	682				YES
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.11%	58,472						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.03%	483,411						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	1.12%	1,883	0.00%	5		0.04703	0.2372	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	4.11%	59,776	5.17%	1,102		0.00603	-1.7629	NO
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	0.03%	485,008	0.03%	43,469		0.00009	1.0018	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	265,462	0.00%	11,791		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	0.08%	219,546	0.03%	31,678		0.00017	2.5150	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	8.37%	227	23.53%	17		0.06964	-2.1769	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	118	0.00%	5		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	56	0.00%	2		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	0.00%	62	0.00%	3		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	4.10%	62,020	2.66%	188		0.01449	0.9965	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	4.10%	62,020						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	6.55%	336						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	6.55%	336						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	6.30%	9,443	0.88%	228		0.01628	3.3306	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	4,072						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	10						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	4.74%	443	1.10%	182		0.01871	1.9463	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	2.86%	385						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	1						
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	6.30%	9,443	0.00%	9		0.08103	0.7776	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	4,072	0.00%	15		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	10						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.11%	59,776	0.00%	125		0.01777	2.3119	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.11%	59,776						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.37%	227						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.37%	227						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.11%	58,472	0.45%	224		0.01328	2.7551	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.07%	218,644						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	0.00%	12		0.08068	0.9890	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.11%	59,776	0.00%	1		0.19849	0.2070	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.11%	59,776						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.37%	227						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.37%	227						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.11%	58,472	0.00%	2		0.14032	0.2926	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.07%	218,644						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	0.00%	2		0.19262	0.4142	YES
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.11%	59,776	0.00%	101		0.01977	2.0785	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.11%	59,776						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.37%	227	0.00%	2		0.19669	0.4256	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.37%	227						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.11%	58,472	1.21%	330		0.01095	2.6420	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.07%	218,644	0.00%	318		0.00150	0.4777	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	0.00%	10		0.08794	0.9073	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9	0.00%	5		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	3.97%	2,244	0.00%	9		0.06518	0.6084	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	2.37%	801						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	2.75%	109						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	230						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	4.11%	59,776	0.00%	3		0.11460	0.3585	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.03%	485,008	0.00%	3		0.01074	0.0322	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	8.37%	227	0.00%	1		0.27755	0.3016	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	118						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.11%	58,472						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.03%	483,411	0.00%	2		0.01274	0.0255	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.11%	58,472	0.00%	13		0.05504	0.7460	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.03%	483,411	0.03%	2,891		0.00034	-0.0629	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10	0.00%	22		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	6.29%	10,228	1.03%	389		0.01254	4.1938	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.23%	4,752						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	0.00%	10						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	3.86%	311	2.26%	177		0.01813	0.8815	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.67%	751						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	6.67%	15						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	230						

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% Provisioning Troubles within 30 Days

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	5.33%	61,989						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	3.51%	405,815						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.76%	137						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	8						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	3.42%	2,016	0.00%	4		0.09099	0.3761	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3	0.00%	1						
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	5.30%	63,071	6.44%	1,118		0.00676	-1.6809	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	3.51%	406,973	2.27%	39,167		0.00097	12.6446	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	3.70%	221,782	2.54%	11,208		0.00183	6.3133	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	3.28%	185,193	2.17%	27,959		0.00114	9.7103	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	8.19%	171	5.88%	17		0.06972	0.3306	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	1.56%	256	0.00%	1		0.12426	0.1257	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	23						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	1.72%	233	0.00%	1		0.13017	0.1319	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	5.26%	65,258	6.10%	213		0.01532	-0.5510	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	5.26%	65,258						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	5.56%	270						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	5.56%	270						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	11.43%	12,238	6.80%	147		0.02640	1.7533	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	9.83%	4,699						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	5.26%	19						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	7.16%	335	3.85%	156		0.02500	1.3273	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	2.15%	326						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI			0.00%	1				
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	11.43%	12,238	0.00%	19		0.07306	1.5648	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	9.83%	4,699	4.23%	71		0.03560	1.5748	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	5.26%	19						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	5.30%	63,071	8.97%	78		0.02539	-1.4457	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.30%	63,071						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.19%	171						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.19%	171						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	5.33%	61,987	5.58%	251		0.01421	-0.1719	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.28%	184,559						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.76%	137	0.00%	3		0.16499	0.5309	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	5.30%	63,071						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.30%	63,071						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.19%	171						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.19%	171						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	5.33%	61,987	50.00%	2		0.15889	-2.8112	NO
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.28%	184,559						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.76%	137						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	5.30%	63,071	7.63%	131		0.01960	-1.1888	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.30%	63,071						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.19%	171	0.00%	4		0.13868	0.5904	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.19%	171						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	5.33%	61,987	5.21%	326		0.01248	0.0951	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.28%	184,559	3.09%	324		0.00991	0.1984	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.76%	137	37.50%	8		0.10283	-2.7951	NO
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6	0.00%	2		0.00000		YES
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)	Design	3.97%	2,189	10.71%	28		0.03715	-1.8140	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	0.73%	413						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)	Design	1.01%	99	0.00%	1		0.10050	0.1005	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	230						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	5.30%	63,071	0.00%	7		0.08471	0.6261	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	3.51%	406,973	0.00%	1		0.18391	0.1906	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	8.19%	171	0.00%	1		0.27497	0.2977	YES
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	1.56%	256						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	5.33%	61,989						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	3.51%	405,815						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.76%	137						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	8						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	5.33%	61,989	0.00%	7		0.08493	0.6279	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	3.51%	405,815	0.00%	2,356		0.00380	9.2295	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.76%	137						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	8	0.00%	22		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	11.08%	12,877	5.24%	286		0.01877	3.1103	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	9.03%	5,191						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	5.26%	19	0.00%	1		0.22910	0.2297	YES
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	1						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	1.29%	309	5.60%	125		0.01198	-3.5933	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.52%	387						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	12						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	229						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.81	51,926			16.426			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.33	458,350			14.483			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	4.06	134			14.288			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.53	8			0.426			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice	119.38	1,534			381.546			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	R&B	2.87	53,015	0.14	932	16.639	0.54979	4.9573	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.33	459,778	0.84	40,960	14.498	0.07476	6.5322	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	R&B	1.74	253,264	0.74	10,765	9.678	0.09524	10.4965	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	R&B	0.83	206,514	0.88	30,195	18.778	0.11570	-0.4141	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	R&B	4.56	163	0.02	8	15.272	5.53030	0.8208	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	R&B	6.27	107	0.60	2	22.343	15.94600	0.3558	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	R&B	6.72	55	0.02	1	19.523	19.69992	0.3401	YES
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	R&B	5.80	52	1.18	1	25.171	25.41172	0.1818	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	R&B&D - Disp	10.08	54,645	71.57	3	107.233	61.91278	-0.9932	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	R&B&D - Disp	28.70	231			110.729			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	10.35	8,339			26.721			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.94	3,827			5.221			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	0.50	9			1.415			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	ISDN - BRI	16.38	353	8.29	2	55.380	39.27023	0.2060	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	3.34	364			20.205			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	10.35	8,339	0.60	4	26.721	13.36374	0.7296	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.94	3,827	0.53	13	5.221	1.45054	0.2846	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	0.50	9			1.415			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.87	53,015	28.36	83	16.639	1.82775	-13.9486	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.87	53,015			14.498			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	4.56	163			15.272			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	4.56	163			22.343			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.81	51,926	0.28	207	16.426	1.14396	2.2101	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.83	205,706			18.778			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	4.06	134	0.02	6	14.288	5.96207	0.6784	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.60	7			25.171			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.87	53,015			16.639			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.87	53,015			14.498			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	4.56	163			15.272			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	4.56	163			22.343			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.81	51,926			16.426			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.83	205,706			18.778			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	4.06	134			14.288			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.60	7			25.171			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.87	53,015	10.44	89	16.639	1.76517	-4.2905	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.87	53,015			14.498			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	4.56	163	0.02	2	15.272	10.86482	0.4178	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	4.56	163			22.343			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.81	51,926	0.07	290	16.426	0.96726	2.8334	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.83	205,706	0.04	297	18.778	1.09042	0.7210	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	4.06	134	0.04	8	14.288	5.20005	0.7742	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.60	7	0.06	5	25.171	14.73854	0.0370	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Design	244.83	1,630			565.580			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Design	87.81	667			147.074			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Design	86.56	68			191.600			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Design	36.73	212			121.400			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	R&B	2.87	53,015	0.02	2	16.639	11.76548	0.2419	YES
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.33	459,778			14.498			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B	4.56	163			15.272			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B	6.27	107			22.343			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.81	51,926			16.426			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.33	458,350			14.483			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	4.06	134			14.288			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.53	8			0.426			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.81	51,926			16.426			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.33	458,350	0.75	2,052	14.483	0.32043	1.7986	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	4.06	134			14.288			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.53	8	0.70	6	0.426	0.23024	-0.7384	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	12.47	8,929	8.29	2	45.017	31.83568	0.1315	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	1.24	4,442			10.373			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	0.50	9			1.415			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	164.77	166	46.81	60	489.534	73.74073	1.5996	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	90.56	651			147.791			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	67.68	14			126.845			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	36.73	212			121.400			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	Diagnostic			93.07	5				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	Diagnostic			27.53	127				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			15.36	830				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	Diagnostic			15.08	621				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	Diagnostic			16.20	209				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	Diagnostic			15.15	7				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			15.04	3				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	Diagnostic			17.13	1				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	Diagnostic			13.99	2				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	Diagnostic			37.92	166				Diagnostic

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B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	Diagnostic			42.79	212				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			38.73	167				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	Diagnostic			14.73	5				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			26.00	2				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			23.04	35				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			17.99	5				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			13.96	5				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			12.97	1				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			22.29	2				Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			13.49	2				Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			75.18	7				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			25.33	27				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			22.45	16				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			13.73	1				Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			21.12	8				Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			18.07	1				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			15.93	3				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			13.94	2				Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic			11.35	12				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			2.11	652				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			3.74	16				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			41.25	361				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			38.18	100				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic

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B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.88	441				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.68	13,294				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.44	3				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			7.50	2				Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.13	16				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.09	23				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.44	9				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			0.33	1				Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.86	1,115				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.73	15				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.23	139				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.49	2,627				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			4.50	4				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			10.00	1				Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			4.00	2				Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.29	7				Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.73	15				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.27	48				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.45	29				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.15	72				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.56	64				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.80	5				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			9.75	4				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			9.00	1				Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.98	709				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.43	7				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic			19.25	4				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			7.80	54				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.72	90				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			10.50	4				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			12.00	2				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			10.82	130				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.69	49				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			15.85	97				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.15	13				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			9.67	3				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.75	12				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			9.00	6				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			3.00	5				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.43	607				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.33	1				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			13.17	138				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			5.92	53				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.86	413				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.64	6,673				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.44	3				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			7.50	2				Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.14	14				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.09	23				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.38	8				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			0.33	1				Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.86	1,115				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.73	15				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.36	117				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.46	2,208				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			1.50	2				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			10.00	1				Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			4.00	2				Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.29	7				Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.73	15				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.39	44				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.17	24				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			8.00	1				Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.15	72				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.56	64				Diagnostic

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B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.80	5				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			9.75	4				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			9.00	1				Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.97	662				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.43	7				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic			18.67	3				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			8.35	47				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.63	79				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			12.50	2				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			12.00	2				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			10.79	121				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.69	48				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			16.17	89				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.15	13				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic

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B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			9.67	3				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.36	11				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			9.00	6				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			2.75	4				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.41	584				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			13.28	129				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.07	46				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/GA(%)	>= 95% w in 15 min	***Under Commission Review***							
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/GA(%)	Diagnostic			75.00%	4				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/GA(%)	Diagnostic			15.10%	722				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)	Diagnostic			71.96%	16,954				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)	Diagnostic			66.45%	152				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	Diagnostic			76.98%	126				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/GA(%)	Diagnostic			92.37%	131				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/GA(%)	Diagnostic			100.00%	5				Diagnostic

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B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic			100.00%	8				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic			38.60%	57				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	78				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/GA(%)	Diagnostic			97.62%	42				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/GA(%)	Diagnostic			91.40%	93				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic			93.42%	76				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic			100.00%	6				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/GA(%)	Diagnostic			66.67%	3				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic			100.00%	2				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			100.00%	2				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/GA(%)	Diagnostic			90.00%	10				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			99.93%	2,871				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic			85.25%	244				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/GA(%)	Diagnostic			43.68%	87				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% of requests			100.00%	174				YES
B.2.33.2	P-8	xDSL Other/GA(%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	75				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	75				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	13				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA(%)	>= 95%			97.33%	75				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%			98.67%	75				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%			98.26%	115				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			99.12%	114				YES
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/GA(%)	R&B (POTS)	8.14%	65,575						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.14%	41,624						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.57%	877	0.00%	1		0.07533	0.0757	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.14%	739	0.00%	11		0.01117	0.1212	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	8.19%	67,845	3.16%	2,686		0.00540	9.3205	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.21%	42,890	0.96%	1,248		0.00314	0.7849	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	8.08%	68,558	0.00%	117		0.02521	3.2038	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	8.08%	68,558	0.00%	71		0.03236	2.4966	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	54.86%	1,768	3.70%	27		0.09650	5.3018	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	5.12%	2,735	0.00%	21		0.04828	1.0603	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	14.93%	268	0.00%	67		0.04867	3.0665	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	411	3.85%	52		0.00000		NO
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	54.86%	1,768	33.33%	6		0.20350	1.0580	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	5.12%	2,735	10.20%	49		0.03176	-1.6010	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	8.19%	67,845	1.47%	341		0.01489	4.5181	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	8.19%	67,845	0.00%	175		0.02076	3.9470	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	8.10%	65,300	3.45%	580		0.01138	4.0877	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	1.06%	33,216	0.00%	26		0.02012	0.5283	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.1.10.1	M&R-1	Other Design/Dispatch/GA(%)	Design	2.55%	1,883	18.18%	11		0.04766	-3.2800	NO
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)	Design	0.21%	3,902	0.00%	7		0.01711	0.1198	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)	R&B	8.19%	67,845	5.10%	98		0.02773	1.1151	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.21%	42,890	2.94%	136		0.00938	-1.8477	NO
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	8.14%	65,575						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.14%	41,624						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA(%)	R&B (POTS)	1.95%	3,360,299						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.24%	3,360,299						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	2.08%	42,091	0.33%	305		0.00830	2.1166	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	1.76%	42,091	3.61%	305		0.00761	-2.4307	NO
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA(%)	R&B	1.78%	3,801,032	1.06%	254,412		0.00027	26.6504	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.13%	3,801,032	0.49%	254,412		0.00022	29.3212	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA(%)	R&B&D - Disp	1.60%	4,277,302	4.64%	2,522		0.00252	-12.0407	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	1.60%	4,277,302	2.82%	2,522		0.00252	-4.8078	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	1.17%	151,223	0.74%	3,651		0.00181	2.3723	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	1.81%	151,223	0.58%	3,651		0.00225	5.4760	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	4.46%	6,011	1.19%	5,635		0.00392	8.3506	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	6.84%	6,011	0.92%	5,635		0.00485	12.1987	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/GA(%)	ADSL to Retail	1.17%	151,223	0.63%	953		0.00351	1.5356	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	1.81%	151,223	5.14%	953		0.00437	-7.6271	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	1.78%	3,801,032	1.02%	33,346		0.00073	10.3739	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	1.78%	3,801,032	0.52%	33,346		0.00073	17.1485	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	1.94%	3,360,299	1.47%	39,371		0.00071	6.6526	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.99%	3,360,299	0.07%	39,371		0.00050	18.3027	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA(%)	Design	0.26%	729,075	1.18%	935		0.00166	-5.5211	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA(%)	Design	0.54%	729,075	0.75%	935		0.00239	-0.8917	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA(%)	R&B	1.78%	3,801,032	6.87%	1,427		0.00354	-14.3685	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.13%	3,801,032	9.53%	1,427		0.00281	-29.8739	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	1.95%	3,360,299						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.24%	3,360,299						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA(hours)	R&B (POTS)	22.82	65,575			51.497			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA(hours)	R&B (POTS)	5.92	41,624			12.157			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA(hours)	DS1/DS3	3.67	877	4.72	1	3.381	3.38253	-0.3092	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA(hours)	DS1/DS3	1.65	739	1.95	11	13.137	3.99033	-0.0750	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA(hours)	R&B	22.48	67,845	12.13	2,686	50.780	0.99902	10.3623	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA(hours)	R&B	5.86	42,890	3.21	1,248	12.094	0.34729	7.6474	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA(hours)	R&B&D - Disp	22.44	68,558	4.71	117	64.914	6.00641	2.9516	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA(hours)	R&B&D - Disp	22.44	68,558	1.75	71	12.091	1.43568	14.4168	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	ADSL to Retail	71.98	1,768	4.70	27	261.129	50.63665	1.3287	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	ADSL to Retail	6.30	2,735	1.49	21	47.822	10.47570	0.4599	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA(hours)	ISDN - BRI	17.40	268	4.47	67	23.061	3.14991	4.1028	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA(hours)	ISDN - BRI	2.59	411	5.46	52	4.520	0.66521	-4.3150	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA(hours)	ADSL to Retail	71.98	1,768	23.11	6	261.129	106.78636	0.4576	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA(hours)	ADSL to Retail	6.30	2,735	6.64	49	47.822	6.89270	-0.0483	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA(hours)	R&B - Disp	22.48	67,845	5.11	341	50.780	2.75681	6.3010	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA(hours)	R&B - Disp	22.48	67,845	2.09	175	12.094	0.91540	22.2787	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA(hours)	R&B (POTS) excl SB FT	22.81	65,300	13.16	580	21.264	0.88687	10.8786	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	R&B (POTS) excl SB FT	6.30	33,216	4.25	26	10.844	2.12742	0.9640	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA(hours)	Design	21.80	1,883	12.74	11	8.419	2.54574	3.5584	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA(hours)	Design	2.02	3,902	1.67	7	2.448	0.92605	0.3792	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA(hours)	R&B	22.48	67,845	18.53	98	21.233	2.14643	1.8378	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA(hours)	R&B	5.86	42,890	3.89	136	10.507	0.90243	2.1823	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)	R&B (POTS)	22.82	65,575			51.497			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)	R&B (POTS)	5.92	41,624			12.157			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)	R&B (POTS)	18.46%	65,575						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	14.65%	41,624						

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA(%)		DS1/DS3	22.92%	877	0.00%	1		0.42055	0.5450	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)		DS1/DS3	17.59%	739	0.00%	11		0.11565	1.5211	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)		R&B	18.31%	67,845	12.51%	2,686		0.00761	7.6231	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)		R&B	14.68%	42,890	12.42%	1,248		0.01016	2.2255	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)		R&B&D - Disp	18.34%	68,558	24.79%	117		0.03581	-1.8014	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)		R&B&D - Disp	18.34%	68,558	23.94%	71		0.04595	-1.2204	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)		ADSL to Retail	17.31%	1,768	11.11%	27		0.07336	0.8447	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)		ADSL to Retail	15.98%	2,735	0.00%	21		0.08026	1.9907	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)		ISDN - BRI	24.25%	268	14.93%	67		0.05854	1.5934	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)		ISDN - BRI	22.87%	411	13.46%	52		0.06182	1.5221	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)		ADSL to Retail	17.31%	1,768	0.00%	6		0.15471	1.1187	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)		ADSL to Retail	15.98%	2,735	28.57%	49		0.05281	-2.3847	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)		R&B - Disp	18.31%	67,845	12.90%	341		0.02100	2.5749	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)		R&B - Disp	18.31%	67,845	7.43%	175		0.02927	3.7170	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)		R&B (POTS) excl SB FT	18.44%	65,300	9.83%	580		0.01617	5.3230	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)		R&B (POTS) excl SB FT	14.61%	33,216	3.85%	26		0.06929	1.5530	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)		Design	23.15%	1,883	0.00%	11		0.12755	1.8153	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)		Design	20.30%	3,902	0.00%	7		0.15216	1.3340	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)		R&B	18.31%	67,845	15.31%	98		0.03910	0.7682	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)		R&B	14.68%	42,890	16.18%	136		0.03040	-0.4917	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)		R&B (POTS)	18.46%	65,575						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)		R&B (POTS)	14.65%	41,624						
	Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA(%)		R&B (POTS)	21.84%	40,580						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)		R&B (POTS)	7.60%	12,117						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)		DS1/DS3	0.57%	877	0.00%	1		0.07533	0.0757	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)		DS1/DS3	0.14%	739	0.00%	11		0.01117	0.1212	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)		R&B	21.48%	42,065	9.84%	1,920		0.00958	12.1402	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)		R&B	7.42%	12,825	1.81%	553		0.01138	4.9270	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)		R&B&D - Disp	21.05%	43,035	0.00%	117		0.03774	5.5773	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)		R&B&D - Disp	21.05%	43,035	0.00%	71		0.04842	4.3471	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)		ADSL to Retail	54.86%	1,768	3.70%	27		0.09650	5.3018	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)		ADSL to Retail	5.12%	2,735	0.00%	21		0.04828	1.0603	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)		ISDN - BRI	18.22%	225	0.00%	67		0.05373	3.3917	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)		ISDN - BRI	0.28%	360	3.85%	52		0.00781	-4.5701	NO
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)		ADSL to Retail	54.86%	1,768	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)		ADSL to Retail	5.12%	2,735	0.00%	1		0.22042	0.2322	YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)		R&B - Disp	21.48%	42,065	1.47%	341		0.02233	8.9624	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)		R&B - Disp	21.48%	42,065	0.00%	175		0.03111	6.9044	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)		R&B (POTS) excl SB FT	21.84%	40,562	6.25%	32		0.07306	2.1335	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)		R&B (POTS) excl SB FT	7.60%	12,099	0.00%	1		0.26494	0.2867	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)		Design	2.55%	1,883	18.18%	11		0.04766	-3.2800	NO
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)		Design	0.21%	3,902	0.00%	7		0.01711	0.1198	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)		R&B	21.48%	42,065	12.90%	62		0.05219	1.6430	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)		R&B	7.42%	12,825	4.08%	49		0.03750	0.8889	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)		R&B (POTS)	21.84%	40,580						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)		R&B (POTS)	7.60%	12,117						
	Unbundled Network Elements - Billing											
	Invoice Accuracy											
B.4.1	B-1	GA(%)		BST - State	98.15%	$371,883,584	99.83%	$7,692,374		0.00005	-343.2294	YES
	Mean Time to Deliver Invoices - CRIS											
B.4.2	B-2	Region(business days)		BST - Region	4.87	1	4.14	1,493				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/GA(%)	Diagnostic			47.62%	189				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			98.89%	89				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			95.76%	165				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/GA(%)	>= 95%			96.34%	164				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/GA(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/GA(days)	Parity w Retail	20.62	37	30.17	42	23.062	5.19976	-1.8357	NO
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/GA(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	38	0.00%	47		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/GA(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/GA(%)	Parity w Retail	2.70%	37	0.00%	43		0.03636	0.7433	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	1,584	0.18%	1,122		0.00000		NO
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/GA(hours)	Parity w Retail	107.14	33	15.67	41	383.600	89.71088	1.0196	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/GA(days)	Diagnostic			36.33	39				Diagnostic
	Total Service Order Cycle Time (offered)										
C.2.9	P-10	Local Interconnection Trunks/GA(days)	Diagnostic	*Under development*							
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			100.00%	42				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	29				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	48				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	3				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	11				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	5		0.00000		YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	369	0.00%	37		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	326,650	0.00%	123,386		0.00001	-6.4074	NO
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.11%	326,650	0.03%	123,386		0.00011	7.3882	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	1.50	1	3.00	5	0.000	0.00000		NO
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA(hours)	Parity w Retail	0.70	369	1.66	37	2.751	0.47442	-2.0136	NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	5		0.00000		YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	9.21%	369	18.92%	37		0.04988	-1.9458	NO
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	5		0.00000		YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	369	0.00%	37		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	GA(%)	BST - State	98.15%	$371,883,584	99.38%	$5,184,200		0.00006	-207.0580	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	5.34	1	4.85	4,800				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	GA	>0.5% dif 2 consec. Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% 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%			99.97%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			99.85%					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%			99.98%					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%			99.99%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.99%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			99.98%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.99%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.99%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.99%					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	2.95	3,160,405	1.19	481,475				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.19	481,475				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.21	249,243				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.21	249,243				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3.20	884,595	1.05	91,322				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.77	293,270	1.05	91,322				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	0.69	2,304				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	0.69	2,304				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.28	1,336,181				YES
D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.28	1,336,181				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.77	55,729				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.77	55,729				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.04	110,374				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.04	110,374				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	2.95	3,160,405	1.35	230,416				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.35	230,416				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.99	52,384				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.99	52,384				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			1.83	4				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.83	4				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3.20	884,595	1.99	11,060				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.77	293,270	1.99	11,060				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	1.94	302,940				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	1.94	302,940				YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.35	192,574				YES
D.1.4.7.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.35	192,574				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*							
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 5-1-2001; see D.1.4.7.2*							
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.1*							
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.2*							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	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%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			99.96%					YES
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			99.99%					YES
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			99.99%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	93.93%	1,575,671	92.84%	109,063		0.00075	14.5923	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	2.95%	43,626	4.88%	1,046		0.00530	-3.6316	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.05%	32,433	2.61%	48,010		0.00142	10.1611	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.57%	1,575,618	99.62%	110,423		0.00020	-2.6438	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	95.99%	1,145,030	91.73%	63,667		0.00080	53.3476	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.61%	115,489	99.18%	5,945		0.00083	5.2940	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	26.31%	4,496	13.92%	79		0.04997	2.4789	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.76%	227,763	99.72%	17,969		0.00038	0.9175	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	87.02%	64,162	85.67%	3,775		0.00563	2.4040	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.82%	1,575,671	99.24%	109,063		0.00034	-12.2383	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	77.65%	43,626	84.99%	1,046		0.01304	-5.6341	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	80.31%	32,433	91.17%	48,010		0.00286	-38.0036	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.77%	1,575,618	99.82%	110,423		0.00015	-3.6629	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	98.59%	1,145,030	95.17%	63,667		0.00048	71.1949	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.88%	115,489	99.83%	5,945		0.00045	1.1525	YES
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.71%	4,496	94.94%	79		0.02025	0.8748	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.98%	227,763	99.98%	17,969		0.00012	-0.6496	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.52%	64,162	99.60%	3,775		0.00116	-0.7020	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.18%	1,575,671	0.76%	109,063		0.00034	12.2383	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	22.35%	43,626	15.01%	1,046		0.01304	5.6341	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	19.69%	32,433	8.83%	48,010		0.00286	38.0036	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.23%	1,575,618	0.18%	110,423		0.00015	3.6629	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	1.41%	1,145,030	4.83%	63,667		0.00048	-71.1949	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.12%	115,489	0.17%	5,945		0.00045	-1.1525	YES
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	68.69%	7,125	65.10%	553		0.02047	1.7527	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.29%	4,496	5.06%	79		0.02025	-0.8748	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	82.80%	76,019	75.93%	7,022		0.00471	14.5938	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.02%	227,763	0.02%	17,969		0.00012	0.6496	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.48%	64,162	0.40%	3,775		0.00116	0.7020	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/GA(calendar days)	<= 10 days								
E.1.1.2	C-1	Physical Caged/GA(calendar days)	<= 20 days			12	23				YES
E.1.1.3	C-1	Physical Cageless/GA(calendar days)	<= 20 days			13	7				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA(calendar days)	<= 50 days			49	1				YES
E.1.2.2	C-2	Virtual-Extraordinary/GA(calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/GA(calendar days)	<= 90 days			44	19				YES
E.1.2.4	C-2	Physical Cageless/GA(calendar days)	<= 60 days			16	5				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/GA(calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/GA(%)	< 5% missed			0.00%	1				YES
E.1.3.2	C-3	Physical/GA(%)	< 5% missed			0.00%	24				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			87.26%	327,495				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			87.26%	327,495				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			88.56%	212,656				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			74.56%	6,848				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			85.50%	107,991				YES
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			78.28%	365,034				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			78.28%	365,034				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			80.82%	233,001				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			54.31%	9,401				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			75.30%	122,632				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.81%	9,952				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.81%	9,952				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/GA(%)	>= 95% w in 3 bus days								
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min			96.96%	2,535				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 5 bus days			100.00%	24				YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days								
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	221.26	7,043,987	24.06	37,148				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	33.50	2,126,673	25.43	84,124				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	GA(seconds)	PBD			2.30					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	GA(%)	PBD			93.20%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	GA(seconds)	PBD			6.27					PBD
	% Answered in 12 seconds										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2	GA(%)	PBD			82.10%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	GA(hours)	PBD			1.30	3,208				PBD
	% Accuracy										
F.8.2	E-2	GA(%)	PBD			95.69%	411,611				PBD
	% Timeliness										
F.8.3	E-1	GA(%)	PBD			100.00%	3,208				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	99.96%	5,215	100.00%	19,904		0.00030	-1.2591	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	96.95%	30,213	98.30%	325,755,575		0.00099	-13.6405	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	98.75%	30,213	99.67%	325,755,575		0.00064	-14.4648	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.78	30,213	2.76	325,755,575				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/GA(%)	Parity w Retail	83.01%	$14,003,404	97.46%	$360,535		0.00154	-94.0267	YES
F.9.5.2	B-7	UNE/GA(%)	>= 90%			98.82%	$400,240				YES
F.9.5.3	B-7	Interconnection/GA(%)	>= 90%			83.91%	$5,483				NO
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/GA(%)	Parity w Retail	89.28%	$18,356,638	69.09%	$707,110		0.00115	176.3531	NO
F.9.6.2	B-8	UNE/GA(%)	>= 90%			68.34%	$1,248,207				NO
F.9.6.3	B-8	Interconnection/GA(%)	>= 90%			75.76%	$293,146				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	GA(%)	>= 95% w in 30 days			50.00%	2				NO
	Average Software Release Notice Delay Days										
F.10.2	CM-2	GA(average)	>= 22 days prior to release			26	1				YES
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	GA(%)	>= 95% w in 30 days			100.00%	2				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	GA(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	GA(average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	GA(%)	>= 97% w in 15 min			100.00%	20				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								

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Ordering											
	Acknowledgement Message Timeliness											
F.12.1.1	O-1	EDI/Region(%)		>= 95% w in 30 min			100.00%	92,808				YES
F.12.1.2	O-1	TAG/Region(%)		>= 95% w in 30 min			100.00%	379,170				YES
	Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)		100%			100.00%	92,808				YES
F.12.2.2	O-2	TAG/Region(%)		100%			100.00%	379,170				NO
	General - Database Updates											
	Average Database Update Interval											
F.13.1.1	D-1	LIDB/GA(hours)		PBD	3.40	24	3.40	24				PBD
F.13.1.2	D-1	Directory Listings/GA(hours)		PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)		PBD	4.14	27	3.66	27				PBD
	% Update Accuracy											
F.13.2.1	D-2	LIDB/GA(%)		>= 95%			100.00%	233				YES
F.13.2.2	D-2	Directory Listings/GA(%)		>= 95%			100.00%	212				YES
F.13.2.3	D-2	Directory Assistance/GA(%)		>= 95%			100.00%	74				YES
	% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)		100%			100.00%	32				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	195	4	180	4				YES