BELLSOUTH

BellSouth Corporation
Suite 900
1133-21st Street, N.W.
Washington, DC 20036-3351

kathleen.levitz@bellsouth.com

Kathleen B. Levitz
Vice President-Federal Regulatory

202 463 4113
Fax 202 463 4198

March 5, 2002

WRITTEN EX PARTE

Mr. William Caton
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 02-35

Dear Mr. Caton:

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 4, 2002. The document is BellSouth's January 2002 Monthly State Summary of performance data for Louisiana. 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

Louisiana, 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/LA(%)	Diagnostic			6.98%	26,645				Diagnostic
A.1.1.2	O-7	Business/LA(%)	Diagnostic			22.86%	350				Diagnostic
A.1.1.3	O-7	Design (Specials)/LA(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/LA(%)	Diagnostic			100.00%	1				Diagnostic
A.1.1.5	O-7	Centrex/LA(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/LA(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/LA(%)	Diagnostic			24.39%	3,841				Diagnostic
A.1.2.2	O-7	Business/LA(%)	Diagnostic			40.84%	191				Diagnostic
A.1.2.3	O-7	Design (Specials)/LA(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/LA(%)	Diagnostic			33.33%	3				Diagnostic
A.1.2.5	O-7	Centrex/LA(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/LA(%)	Diagnostic			0.00%	3				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/LA(%)	Diagnostic			43.33%	60				Diagnostic
A.1.3.2	O-7	Business/LA(%)	Diagnostic			50.52%	192				Diagnostic
A.1.3.3	O-7	Design (Specials)/LA(%)	Diagnostic			18.18%	44				Diagnostic
A.1.3.4	O-7	PBX/LA(%)	Diagnostic			66.67%	6				Diagnostic
A.1.3.5	O-7	Centrex/LA(%)	Diagnostic								Diagnostic
A.1.3.6	O-7	ISDN/LA(%)	Diagnostic			42.86%	28				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/LA(%)	>= 97% w in 1 hr			96.67%	1,863				NO
A.1.4.2	O-8	Business/LA(%)	>= 97% w in 1 hr			93.75%	80				NO
A.1.4.3	O-8	Design (Specials)/LA(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/LA(%)	>= 97% w in 1 hr			0.00%	1				NO
A.1.4.5	O-8	Centrex/LA(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/LA(%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/LA(%)	>= 85% w in 10 hrs			95.21%	939				YES
A.1.7.2	O-8	Business/LA(%)	>= 85% w in 10 hrs			98.73%	79				YES
A.1.7.3	O-8	Design (Specials)/LA(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/LA(%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.7.5	O-8	Centrex/LA(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/LA(%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/LA(%)	>= 85% w in 24 hrs			100.00%	26				YES
A.1.8.2	O-8	Business/LA(%)	>= 85% w in 24 hrs			97.96%	98				YES
A.1.8.3	O-8	Design (Specials)/LA(%)	>= 85% w in 24 hrs			100.00%	8				YES
A.1.8.4	O-8	PBX/LA(%)	>= 85% w in 24 hrs			100.00%	4				YES
A.1.8.5	O-8	Centrex/LA(%)	>= 85% w in 24 hrs								
A.1.8.6	O-8	ISDN/LA(%)	>= 85% w in 24 hrs			100.00%	12				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/LA(%)	>= 95% w in 3 hrs			99.96%	24,819				YES
A.1.9.2	O-9	Business/LA(%)	>= 95% w in 3 hrs			100.00%	275				YES
A.1.9.3	O-9	Design (Specials)/LA(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/LA(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/LA(%)	>= 95% w in 3 hrs								

BellSouth Monthly State Summary

Louisiana, January 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.9.6	O-9	ISDN/LA(%)	>= 95% w in 3 hrs								
		FOC Timeliness - Partially Mechanized - 10 hours									
A.1.12.1	O-9	Residence/LA(%)	>= 85% w in 10 hrs			93.06%	3,070				YES
A.1.12.2	O-9	Business/LA(%)	>= 85% w in 10 hrs			94.70%	132				YES
A.1.12.3	O-9	Design (Specials)/LA(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/LA(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/LA(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/LA(%)	>= 85% w in 10 hrs			66.67%	3				NO
		FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/LA(%)	>= 85% w in 36 hrs			100.00%	34				YES
A.1.13.2	O-9	Business/LA(%)	>= 85% w in 36 hrs			98.67%	75				YES
A.1.13.3	O-9	Design (Specials)/LA(%)	>= 85% w in 36 hrs			100.00%	29				YES
A.1.13.4	O-9	PBX/LA(%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.5	O-9	Centrex/LA(%)	>= 85% w in 36 hrs								
A.1.13.6	O-9	ISDN/LA(%)	>= 85% w in 36 hrs			100.00%	14				YES
		FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/LA(%)	>= 95%			100.00%	653				YES
A.1.14.1.2	O-11	Residence/TAG/LA(%)	>= 95%			99.99%	25,992				YES
A.1.14.2.1	O-11	Business/EDI/LA(%)	>= 95%			100.00%	30				YES
A.1.14.2.2	O-11	Business/TAG/LA(%)	>= 95%			100.00%	320				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/LA(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	1				YES
A.1.14.5.1	O-11	Centrex/EDI/LA(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/LA(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/LA(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/LA(%)	>= 95%								
		FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/LA(%)	>= 95%			100.00%	233				YES
A.1.15.1.2	O-11	Residence/TAG/LA(%)	>= 95%			99.94%	3,608				YES
A.1.15.2.1	O-11	Business/EDI/LA(%)	>= 95%			100.00%	47				YES
A.1.15.2.2	O-11	Business/TAG/LA(%)	>= 95%			100.00%	144				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/LA(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	3				YES
A.1.15.5.1	O-11	Centrex/EDI/LA(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/LA(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/LA(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/LA(%)	>= 95%			100.00%	3				YES
		FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/LA(%)	>= 95%			98.33%	60				YES
A.1.16.2	O-11	Business/LA(%)	>= 95%			91.15%	192				NO
A.1.16.3	O-11	Design (Specials)/LA(%)	>= 95%			86.36%	44				NO
A.1.16.4	O-11	PBX/LA(%)	>= 95%			83.33%	6				NO
A.1.16.5	O-11	Centrex/LA(%)	>= 95%								
A.1.16.6	O-11	ISDN/LA(%)	>= 95%			96.43%	28				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/LA(%)	>= 95%			84.99%	653				NO
A.1.17.1.2	O-11	Residence/TAG/LA(%)	>= 95%			99.47%	25,990				YES
A.1.17.2.1	O-11	Business/EDI/LA(%)	>= 95%			73.33%	30				NO

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A.1.17.2.2	O-11	Business/TAG/LA(%)	>= 95%			96.56%	320				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/LA(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	1				YES
A.1.17.5.1	O-11	Centrex/EDI/LA(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/LA(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/LA(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/LA(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/LA(%)	>= 95%			97.42%	233				YES
A.1.18.1.2	O-11	Residence/TAG/LA(%)	>= 95%			93.37%	3,606				NO
A.1.18.2.1	O-11	Business/EDI/LA(%)	>= 95%			87.23%	47				NO
A.1.18.2.2	O-11	Business/TAG/LA(%)	>= 95%			90.97%	144				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/LA(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/LA(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/LA(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/LA(%)	>= 95%			100.00%	3				YES
A.1.18.5.1	O-11	Centrex/EDI/LA(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/LA(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/LA(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/LA(%)	>= 95%			100.00%	3				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/LA(%)	>= 95%			91.53%	59				NO
A.1.19.2	O-11	Business/LA(%)	>= 95%			96.57%	175				YES
A.1.19.3	O-11	Design (Specials)/LA(%)	>= 95%			100.00%	38				YES
A.1.19.4	O-11	PBX/LA(%)	>= 95%			100.00%	5				YES
A.1.19.5	O-11	Centrex/LA(%)	>= 95%								
A.1.19.6	O-11	ISDN/LA(%)	>= 95%			100.00%	27				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/LA(days)	Res	4.39	13,095	3.51	879	3.881	0.13523	6.5215	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/LA(days)	Res	0.76	256,632	0.47	18,603	1.124	0.00853	34.2050	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/LA(days)	Res	5.93	70	4.67	3	4.802	2.83100	0.4474	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/LA(days)	Res	0.33	1			0.000			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/LA(days)	Bus	2.49	10,955	3.37	42	6.771	1.04676	-0.8401	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/LA(days)	Bus	1.32	11,637	0.63	246	6.146	0.39600	1.7286	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/LA(days)	Bus	12.67	78			34.844			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/LA(days)	Bus	0.93	5			0.685			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/LA(days)	Design	22.69	630	6.00	2	29.414	20.83185	0.8012	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Design	38.64	24			28.698			
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Design	27.00	2			2.828			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/LA(days)	PBX	7.86	26			5.240			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/LA(days)	PBX	1.79	65	0.55	3	2.484	1.46687	0.8417	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/LA(days)	PBX	3.33	3			1.155			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/LA(days)	PBX	2.27	20	3.00	1	3.503	3.58922	-0.2046	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/LA(days)	Centrex	7.45	888	0.33	7	9.494	3.60256	1.9755	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/LA(days)	Centrex	1.95	1,090	0.44	15	2.753	0.71559	2.1114	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/LA(days)	Centrex	10.28	87			8.810			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Centrex	3.64	37			5.459			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/LA(days)	ISDN	20.91	329			30.814			

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A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/LA(days)	ISDN	3.98	144	0.33	1	77.769	78.03821	0.0468	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/LA(days)	ISDN					0.000			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/LA(days)	ISDN	2.19	21			1.622			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/LA(days)	Res	29.41	74	26.00	2	67.626	48.46075	0.0703	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/LA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/LA(days)	Res	16.50	2	0.00	0	21.920			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/LA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/LA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/LA(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/LA(days)	Bus	35.20	10	9.00	1	61.013	63.99128	0.4094	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/LA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/LA(days)	Bus	25.00	1	0.00	0	0.000			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/LA(days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/LA(days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/LA(days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/LA(days)	Design	7.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/LA(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/LA(days)	Design	8.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/LA(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/LA(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/LA(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/LA(days)	PBX	11.00	1	0.00	0	0.000			YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/LA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/LA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/LA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/LA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/LA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/LA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/LA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/LA(days)	Centrex	1.00	1	0.00	0	0.000			YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/LA(days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/LA(days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/LA(days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/LA(days)	ISDN	1.00	1	0.00	0	0.000			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/LA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/LA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/LA(days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/LA(days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/LA(days)	ISDN	0.00	0						
	% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/LA(%)	Res	0.19%	282,326	0.16%	18,900		0.00032	0.8207	YES
A.2.4.2	P-2	Business/LA(%)	Bus	0.74%	23,323	0.84%	237		0.00559	-0.1905	YES
A.2.4.3	P-2	Design (Specials)/LA(%)	Design	8.23%	778						
A.2.4.4	P-2	PBX/LA(%)	PBX	3.36%	119	0.00%	2		0.12851	0.2616	YES
A.2.4.5	P-2	Centrex/LA(%)	Centrex	4.16%	2,187						
A.2.4.6	P-2	ISDN/LA(%)	ISDN	5.83%	600						
	% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/LA(%)	Diagnostic			0.00%	32				Diagnostic
A.2.5.2	P-2	Business/LA(%)	Diagnostic			1.32%	76				Diagnostic
A.2.5.3	P-2	Design (Specials)/LA(%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.4	P-2	PBX/LA(%)	Diagnostic			0.00%	3				Diagnostic
A.2.5.5	P-2	Centrex/LA(%)	Diagnostic			0.00%	28				Diagnostic
A.2.5.6	P-2	ISDN/LA(%)	Diagnostic			0.00%	3				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/LA(hours)	>= 48 hrs			120.00	30				YES
A.2.7.2	P-2	Business/LA(hours)	>= 48 hrs			144.00	2				YES
A.2.7.3	P-2	Design (Specials)/LA(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/LA(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/LA(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/LA(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/LA(hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/LA(hours)	Diagnostic			192.00	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/LA(hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/LA(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/LA(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/LA(hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/LA(%)	95% >= 48 hrs			100.00%	30				YES
A.2.9.2	P-2	Business/LA(%)	95% >= 48 hrs			100.00%	2				YES
A.2.9.3	P-2	Design (Specials)/LA(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/LA(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/LA(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/LA(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/LA(%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/LA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/LA(%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/LA(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/LA(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/LA(%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/LA(%)	Res	5.63%	14,952	2.95%	949		0.00772	3.4740	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/LA(%)	Res	0.14%	266,496	0.14%	20,416		0.00027	0.0071	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/LA(%)	Res	9.21%	76	33.33%	3		0.17022	-1.4172	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/LA(%)	Res	0.00%	1						
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/LA(%)	Bus	1.79%	11,316	6.78%	59		0.01733	-2.8778	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/LA(%)	Bus	0.15%	11,769	0.00%	359		0.00209	0.7305	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/LA(%)	Bus	14.43%	97						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/LA(%)	Bus	0.00%	6						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/LA(%)	Design	5.01%	699	0.00%	3		0.12619	0.3968	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	Design	4.17%	24	0.00%	1		0.20395	0.2043	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/LA(%)	Design	0.00%	2						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/LA(%)	PBX	17.86%	28	50.00%	2		0.28032	-1.1466	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/LA(%)	PBX	0.00%	65	0.00%	3		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/LA(%)	PBX	0.00%	3						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/LA(%)	PBX	0.00%	20	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/LA(%)	Centrex	6.89%	1,031	0.00%	7		0.09603	0.7171	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/LA(%)	Centrex	0.09%	1,097	0.00%	21		0.00665	0.1371	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/LA(%)	Centrex	14.15%	106						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/LA(%)	Centrex	0.00%	38						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/LA(%)	ISDN	8.66%	358						
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN	1.04%	192	0.00%	3		0.05907	0.1763	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/LA(%)	ISDN	0.00%	1						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN	0.00%	22						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/LA(%)	Res	8.79%	12,223	8.83%	736		0.01075	-0.0341	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/LA(%)	Res	3.15%	221,679	3.88%	17,585		0.00137	-5.3476	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/LA(%)	Res	8.64%	81	0.00%	5		0.12948	0.6674	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/LA(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/LA(%)	Bus	2.38%	11,982	6.45%	62		0.01940	-2.0992	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/LA(%)	Bus	3.97%	9,691	7.72%	285		0.01174	-3.1917	NO
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/LA(%)	Bus	9.68%	62	0.00%	2		0.21240	0.4556	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/LA(%)	Bus	0.00%	3						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/LA(%)	Design	5.39%	612						
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	Design	0.00%	10						
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/LA(%)	Design	0.00%	1						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/LA(%)	PBX	2.17%	46	0.00%	2		0.10534	0.2064	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/LA(%)	PBX	0.00%	66	0.00%	5		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/LA(%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/LA(%)	PBX	0.00%	13						
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/LA(%)	Centrex	1.17%	515	0.00%	1		0.10741	0.1085	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/LA(%)	Centrex	0.44%	451	0.00%	3		0.03849	0.1152	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/LA(%)	Centrex	6.25%	16						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/LA(%)	Centrex	0.00%	27						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/LA(%)	ISDN	1.42%	351	0.00%	1		0.11867	0.1200	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN	0.74%	136	0.00%	15		0.02324	0.3163	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/LA(%)	ISDN	0.00%	1						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN	0.00%	9						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/LA(hours)	Res	0.52	13,296	0.05	863	8.372	0.29409	1.5961	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/LA(hours)	Res	0.98	255,031	0.71	19,243	4.365	0.03264	8.3575	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/LA(hours)	Res	0.70	70	0.02	2	5.402	3.87377	0.1755	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/LA(hours)	Res	0.20	1			0.000			
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/LA(hours)	Bus	1.32	10,419	0.02	38	13.624	2.21417	0.5880	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/LA(hours)	Bus	1.63	10,930	0.58	234	12.569	0.83038	1.2623	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/LA(hours)	Bus	18.06	70			52.314			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/LA(hours)	Bus	0.62	5			0.345			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/LA(hours)	Design	187.75	459			692.305			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/LA(hours)	Design	123.15	21			277.226			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/LA(hours)	Design	1.99	2			2.779			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/LA(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/LA(hours)	PBX	30.55	23			54.979			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/LA(hours)	PBX	6.91	56	0.53	1	38.141	38.47956	0.1659	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/LA(hours)	PBX	0.02	2			0.000			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/LA(hours)	PBX	0.59	18			0.295			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/LA(hours)	Centrex	12.58	919			32.635			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/LA(hours)	Centrex	2.80	916			13.890			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/LA(hours)	Centrex	16.09	97			40.863			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/LA(hours)	Centrex	3.54	36			17.648			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/LA(hours)	ISDN	150.75	252			654.162			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/LA(hours)	ISDN	118.33	156			694.640			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/LA(hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/LA(hours)	ISDN	0.60	20			0.267			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/LA(hours)	Diagnostic			11.51	31				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			12.68	341				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/LA(hours)	Diagnostic			20.40	1				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/LA(hours)	Diagnostic			21.21	16				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			13.40	98				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/LA(hours)	Diagnostic			114.24	3				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			35.78	1				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/LA(hours)	Diagnostic			11.28	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			31.95	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic			38.00	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/LA(hours)	Diagnostic			15.44	7				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			15.31	21				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			97.90	3				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			3.66	769				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.51	16,276				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			2.51	15				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.56	94				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			2.98	64				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.22	1,815				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			3.64	11				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.31	63				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic

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A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.00	1				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			3.33	9				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			5.89	9				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			3.67	9				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.24	39				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic			5.00	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			7.00	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			3.67	757				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.62	6,101				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			2.51	15				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.65	55				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic

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A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			2.92	61				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.27	1,488				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			3.64	11				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.43	48				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/LA(days)	Diagnostic			3.33	9				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			3.00	8				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/LA(days)	Diagnostic			4.00	8				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.01	35				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/LA(days)	Diagnostic			5.00	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic

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A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			7.00	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P	Residence/Dispatch/LA(%)	Diagnostic			12.02%	882				Diagnostic
A.2.24.1.2	P	Residence/Non-Dispatch/LA(%)	Diagnostic			79.02%	18,603				Diagnostic
A.2.24.2.1	P	Business/Dispatch/LA(%)	Diagnostic			50.00%	42				Diagnostic
A.2.24.2.2	P	Business/Non-Dispatch/LA(%)	Diagnostic			86.18%	246				Diagnostic
A.2.24.3.1	P	Design (Specials)/Dispatch/LA(%)	Diagnostic			50.00%	2				Diagnostic
A.2.24.3.2	P	Design (Specials)/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
A.2.24.4.1	P	PBX/Dispatch/LA(%)	Diagnostic								Diagnostic
A.2.24.4.2	P	PBX/Non-Dispatch/LA(%)	Diagnostic			50.00%	4				Diagnostic
A.2.24.5.1	P	Centrex/Dispatch/LA(%)	Diagnostic			100.00%	7				Diagnostic
A.2.24.5.2	P	Centrex/Non-Dispatch/LA(%)	Diagnostic			93.33%	15				Diagnostic
A.2.24.6.1	P	ISDN/Dispatch/LA(%)	Diagnostic								Diagnostic
A.2.24.6.2	P	ISDN/Non-Dispatch/LA(%)	Diagnostic			0.00%	1				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/LA(%)	>= 95%			90.54%	74				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/LA(%)	>= 95%			97.33%	75				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/LA(%)	>= 95%			90.91%	11				NO
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/LA(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/LA(%)	>= 95%			87.20%	125				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/LA(%)	>= 95%			93.24%	74				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/LA(%)	>= 95%			91.67%	12				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/LA(%)	>= 95%			85.00%	20				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/LA(%)	>= 95%			97.96%	49				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	>= 95%			96.05%	76				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/LA(%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	>= 95%			70.00%	10				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/LA(%)	Res	7.02%	32,145	3.09%	1,488		0.00677	5.7936	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/LA(%)	Res	1.33%	20,497	0.94%	424		0.00561	0.6833	YES
A.3.1.2.1	M&R-1	Business/Dispatch/LA(%)	Bus	8.12%	6,117	3.97%	151		0.02251	1.8445	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/LA(%)	Bus	1.99%	3,466	0.00%	78		0.01599	1.2448	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/LA(%)	Design	2.95%	611	0.00%	22		0.03669	0.8029	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/LA(%)	Design	1.22%	982	0.00%	14		0.02957	0.4132	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/LA(%)	PBX	7.21%	111	25.00%	4		0.13161	-1.3519	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/LA(%)	PBX	2.50%	80	0.00%	3		0.09181	0.2723	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/LA(%)	Centrex	10.91%	651	8.82%	34		0.05484	0.3798	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/LA(%)	Centrex	5.71%	368	0.00%	10		0.07434	0.7676	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/LA(%)	ISDN	1.69%	59	0.00%	0				YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/LA(%)	ISDN	0.00%	166	0.00%	2		0.00000		YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/LA(%)	Res	2.02%	1,590,363	2.32%	64,074		0.00057	-5.2557	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/LA(%)	Res	1.29%	1,590,363	0.66%	64,074		0.00046	13.7087	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.2.2.1	M&R-2	Business/Dispatch/LA(%)	Bus	1.47%	415,443	1.38%	10,975		0.00117	0.8228	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/LA(%)	Bus	0.83%	415,443	0.71%	10,975		0.00088	1.3991	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/LA(%)	Design	0.68%	89,331	1.12%	1,972		0.00188	-2.2926	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/LA(%)	Design	1.10%	89,331	0.71%	1,972		0.00239	1.6311	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/LA(%)	PBX	0.17%	64,016	0.23%	1,720		0.00102	-0.5815	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/LA(%)	PBX	0.12%	64,016	0.17%	1,720		0.00086	-0.5725	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/LA(%)	Centrex	0.48%	134,607	1.08%	3,154		0.00125	-4.7446	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/LA(%)	Centrex	0.27%	134,607	0.32%	3,154		0.00094	-0.4636	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/LA(%)	ISDN	0.05%	126,208	0.00%	2,384		0.00045	1.0459	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/LA(%)	ISDN	0.13%	126,208	0.08%	2,384		0.00075	0.6354	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/LA(hours)	Res	26.42	32,145	20.71	1,488	28.660	0.75998	7.5175	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/LA(hours)	Res	9.62	20,497	7.21	424	16.319	0.80068	3.0182	YES
A.3.3.2.1	M&R-3	Business/Dispatch/LA(hours)	Bus	15.29	6,117	12.67	151	20.030	1.65003	1.5862	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/LA(hours)	Bus	4.88	3,466	4.41	78	12.831	1.46907	0.3234	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/LA(hours)	Design	6.13	611	4.00	22	7.483	1.62381	1.3096	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/LA(hours)	Design	2.72	982	3.99	14	4.919	1.32412	-0.9657	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/LA(hours)	PBX	14.65	111	18.26	4	17.623	8.96880	-0.4021	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/LA(hours)	PBX	4.62	80	2.66	3	8.797	5.17304	0.3796	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/LA(hours)	Centrex	13.48	651	9.65	34	18.189	3.19988	1.1948	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/LA(hours)	Centrex	8.39	368	1.19	10	26.954	8.63861	0.8331	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/LA(hours)	ISDN	6.04	59	0.00	0	5.358			YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/LA(hours)	ISDN	3.22	166	0.78	2	3.153	2.24277	1.0906	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/LA(%)	Res	18.41%	32,145	10.95%	1,488		0.01028	7.2575	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/LA(%)	Res	15.45%	20,497	12.97%	424		0.01773	1.3955	YES
A.3.4.2.1	M&R-4	Business/Dispatch/LA(%)	Bus	14.84%	6,117	7.95%	151		0.02929	2.3548	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/LA(%)	Bus	14.31%	3,466	12.82%	78		0.04009	0.3716	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/LA(%)	Design	21.44%	611	13.64%	22		0.08906	0.8762	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/LA(%)	Design	24.34%	982	7.14%	14		0.11550	1.4887	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/LA(%)	PBX	8.11%	111	0.00%	4		0.13892	0.5837	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/LA(%)	PBX	18.75%	80	33.33%	3		0.22953	-0.6353	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/LA(%)	Centrex	11.06%	651	2.94%	34		0.05517	1.4715	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/LA(%)	Centrex	12.50%	368	10.00%	10		0.10599	0.2359	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/LA(%)	ISDN	10.17%	59	0.00%	0				YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/LA(%)	ISDN	8.43%	166	0.00%	2		0.19768	0.4266	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/LA(%)	Res	32.07%	20,914	28.90%	1,187		0.01393	2.2818	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/LA(%)	Res	16.11%	7,155	12.75%	204		0.02611	1.2907	YES
A.3.5.2.1	M&R-5	Business/Dispatch/LA(%)	Bus	16.03%	3,538	9.33%	75		0.04281	1.5635	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/LA(%)	Bus	6.81%	1,351	1.82%	55		0.03465	1.4405	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/LA(%)	Design	2.95%	611	0.00%	22		0.03669	0.8029	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/LA(%)	Design	1.22%	982	0.00%	14		0.02957	0.4132	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/LA(%)	PBX	20.51%	78	25.00%	4		0.20701	-0.2168	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/LA(%)	PBX	0.00%	52	0.00%	2		0.00000		YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/LA(%)	Centrex	14.91%	483	9.52%	21		0.07939	0.6780	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/LA(%)	Centrex	5.81%	172	0.00%	3		0.13628	0.4266	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/LA(%)	ISDN	1.69%	59	0.00%	0				YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/LA(%)	ISDN	0.00%	166	0.00%	2		0.00000		YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	LA(%)	BST - State	98.80%	$175,252,329	98.19%	$3,646,521		0.00006	106.3432	NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	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/LA(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/LA(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/LA(%)	Diagnostic			25.47%	2,305				Diagnostic
B.1.1.4	O-7	Combo Other/LA(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			31.58%	114				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/LA(%)	Diagnostic			40.00%	20				Diagnostic
B.1.1.7	O-7	Line Sharing/LA(%)	Diagnostic			12.90%	62				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/LA(%)	Diagnostic			32.43%	148				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/LA(%)	Diagnostic			0.00%	2				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/LA(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			11.11%	18				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic			100.00%	1				Diagnostic
B.1.1.14	O-7	Other Design/LA(%)	Diagnostic			25.00%	104				Diagnostic
B.1.1.15	O-7	Other Non-Design/LA(%)	Diagnostic			7.84%	370				Diagnostic
B.1.1.16	O-7	INP Standalone/LA(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/LA(%)	Diagnostic			18.73%	283				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/LA(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/LA(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/LA(%)	Diagnostic			37.30%	1,102				Diagnostic
B.1.2.4	O-7	Combo Other/LA(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			0.00%	19				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/LA(%)	Diagnostic			16.67%	6				Diagnostic
B.1.2.7	O-7	Line Sharing/LA(%)	Diagnostic			12.00%	25				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/LA(%)	Diagnostic			47.44%	78				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/LA(%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/LA(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			45.83%	48				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic			0.00%	6				Diagnostic
B.1.2.14	O-7	Other Design/LA(%)	Diagnostic			33.61%	119				Diagnostic
B.1.2.15	O-7	Other Non-Design/LA(%)	Diagnostic			22.12%	104				Diagnostic
B.1.2.16	O-7	INP Standalone/LA(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/LA(%)	Diagnostic			12.15%	461				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/LA(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/LA(%)	Diagnostic			0.00%	2				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/LA(%)	Diagnostic			45.73%	199				Diagnostic
B.1.3.4	O-7	Combo Other/LA(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			29.87%	77				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/LA(%)	Diagnostic			20.55%	73				Diagnostic
B.1.3.7	O-7	Line Sharing/LA(%)	Diagnostic			18.64%	59				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/LA(%)	Diagnostic			36.92%	65				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/LA(%)	Diagnostic			44.25%	113				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/LA(%)	Diagnostic			20.00%	5				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			35.59%	118				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.3.14	O-7	Other Design/LA(%)	Diagnostic			33.94%	221				Diagnostic
B.1.3.15	O-7	Other Non-Design/LA(%)	Diagnostic			39.81%	427				Diagnostic
B.1.3.16	O-7	INP Standalone/LA(%)	Diagnostic			29.03%	31				Diagnostic
B.1.3.17	O-13	LNP Standalone/LA(%)	Diagnostic			20.70%	488				Diagnostic
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/LA(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/LA(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/LA(%)	>= 97% w in 1 hr			97.11%	589				YES
B.1.4.4	O-8	Combo Other/LA(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 97% w in 1 hr			100.00%	36				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/LA(%)	>= 97% w in 1 hr			100.00%	8				YES
B.1.4.7	O-8	Line Sharing/LA(%)	>= 97% w in 1 hr			62.50%	8				NO
B.1.4.8	O-8	2W Analog Loop Design/LA(%)	>= 97% w in 1 hr			95.83%	48				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/LA(%)	>= 97% w in 1 hr								
B.1.4.10	O-8	2W Analog Loop w/INP Design/LA(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/LA(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/LA(%)	>= 97% w in 1 hr			100.00%	2				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/LA(%)	>= 97% w in 1 hr			100.00%	1				YES
B.1.4.14	O-8	Other Design/LA(%)	>= 97% w in 1 hr			88.46%	26				NO
B.1.4.15	O-8	Other Non-Design/LA(%)	>= 97% w in 1 hr			83.33%	30				NO
B.1.4.16	O-8	INP Standalone/LA(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/LA(%)	>= 97% w in 1 hr			100.00%	53				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/LA(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/LA(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/LA(%)	>= 85% w in 10 hrs			96.40%	417				YES
B.1.7.4	O-8	Combo Other/LA(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.7	O-8	Line Sharing/LA(%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.7.8	O-8	2W Analog Loop Design/LA(%)	>= 85% w in 10 hrs			94.59%	37				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/LA(%)	>= 85% w in 10 hrs								
B.1.7.10	O-8	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 10 hrs			100.00%	22				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/LA(%)	>= 85% w in 10 hrs			92.50%	40				YES
B.1.7.15	O-8	Other Non-Design/LA(%)	>= 85% w in 10 hrs			86.96%	23				YES
B.1.7.16	O-8	INP Standalone/LA(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/LA(%)	>= 85% w in 10 hrs			98.21%	56				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/LA(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/LA(%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/LA(%)	>= 85% w in 24 hrs			97.80%	91				YES
B.1.8.4	O-8	Combo Other/LA(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 24 hrs			100.00%	23				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 24 hrs			100.00%	15				YES
B.1.8.7	O-8	Line Sharing/LA(%)	>= 85% w in 24 hrs			100.00%	11				YES
B.1.8.8	O-8	2W Analog Loop Design/LA(%)	>= 85% w in 24 hrs			100.00%	24				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/LA(%)	>= 85% w in 24 hrs			100.00%	50				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 24 hrs			97.62%	42				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 24 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.8.14	O-8	Other Design/LA(%)	>= 85% w in 24 hrs			100.00%	75				YES
B.1.8.15	O-8	Other Non-Design/LA(%)	>= 85% w in 24 hrs			100.00%	170				YES
B.1.8.16	O-8	INP Standalone/LA(%)	>= 85% w in 24 hrs			100.00%	10				YES
B.1.8.17	O-14	LNP Standalone/LA(%)	>= 85% w in 24 hrs			100.00%	101				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/LA(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/LA(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/LA(%)	>= 95% w in 3 hrs			99.88%	1,731				YES
B.1.9.4	O-9	Combo Other/LA(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95% w in 3 hrs			96.20%	79				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/LA(%)	>= 95% w in 3 hrs			100.00%	11				YES
B.1.9.7	O-9	Line Sharing/LA(%)	>= 95% w in 3 hrs			100.00%	57				YES
B.1.9.8	O-9	2W Analog Loop Design/LA(%)	>= 95% w in 3 hrs			100.00%	100				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/LA(%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/LA(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/LA(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/LA(%)	>= 95% w in 3 hrs			100.00%	18				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/LA(%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.14	O-9	Other Design/LA(%)	>= 95% w in 3 hrs			100.00%	79				YES
B.1.9.15	O-9	Other Non-Design/LA(%)	>= 95% w in 3 hrs			100.00%	345				YES
B.1.9.16	O-9	INP Standalone/LA(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/LA(%)	>= 95% w in 3 hrs			100.00%	275				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/LA(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/LA(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/LA(%)	>= 85% w in 10 hrs			84.93%	876				NO
B.1.12.4	O-9	Combo Other/LA(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 10 hrs			94.74%	19				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 10 hrs			80.00%	5				NO
B.1.12.7	O-9	Line Sharing/LA(%)	>= 85% w in 10 hrs			100.00%	25				YES
B.1.12.8	O-9	2W Analog Loop Design/LA(%)	>= 85% w in 10 hrs			100.00%	42				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/LA(%)	>= 85% w in 10 hrs			50.00%	2				NO
B.1.12.10	O-9	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 10 hrs			100.00%	46				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 10 hrs			100.00%	6				YES
B.1.12.14	O-9	Other Design/LA(%)	>= 85% w in 10 hrs			74.29%	70				NO
B.1.12.15	O-9	Other Non-Design/LA(%)	>= 85% w in 10 hrs			96.25%	80				YES
B.1.12.16	O-9	INP Standalone/LA(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/LA(%)	>= 85% w in 10 hrs			100.00%	436				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/LA(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/LA(%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.3	O-9	Loop + Port Combinations/LA(%)	>= 85% w in 36 hrs			97.87%	94				YES
B.1.13.4	O-9	Combo Other/LA(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 85% w in 36 hrs			100.00%	54				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/LA(%)	>= 85% w in 36 hrs			100.00%	55				YES
B.1.13.7	O-9	Line Sharing/LA(%)	>= 85% w in 36 hrs			100.00%	46				YES
B.1.13.8	O-9	2W Analog Loop Design/LA(%)	>= 85% w in 36 hrs			100.00%	38				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/LA(%)	>= 85% w in 36 hrs			100.00%	58				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/LA(%)	>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/LA(%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/LA(%)	>= 85% w in 36 hrs			98.73%	79				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/LA(%)	>= 85% w in 36 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.13.14	O-9	Other Design/LA(%)	>= 85% w in 36 hrs			99.29%	141				YES
B.1.13.15	O-9	Other Non-Design/LA(%)	>= 85% w in 36 hrs			100.00%	240				YES
B.1.13.16	O-9	INP Standalone/LA(%)	>= 85% w in 36 hrs			100.00%	22				YES
B.1.13.17	O-15	LNP Standalone/LA(%)	>= 85% w in 36 hrs			100.00%	385				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			100.00%	325				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			100.00%	1,980				YES
B.1.14.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	78				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	36				YES
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%								
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			95.00%	20				YES
B.1.14.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%								
B.1.14.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			100.00%	62				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			100.00%	3				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			99.31%	145				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%			100.00%	2				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%								
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			100.00%	18				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%			100.00%	1				YES
B.1.14.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			100.00%	33				YES
B.1.14.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			100.00%	71				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	1				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			100.00%	369				YES
B.1.14.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			100.00%	55				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			100.00%	228				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			100.00%	198				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			99.89%	904				YES
B.1.15.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	14				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	5				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%								
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			100.00%	6				YES
B.1.15.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%								
B.1.15.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			100.00%	25				YES

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B.1.15.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			100.00%	2				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			100.00%	76				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%			100.00%	2				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%								
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			100.00%	48				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%			100.00%	6				YES
B.1.15.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			100.00%	13				YES
B.1.15.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			100.00%	106				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	2				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			99.02%	102				YES
B.1.15.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			100.00%	24				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			100.00%	437				YES
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/LA(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/LA(%)	>= 95%			100.00%	2				YES
B.1.16.3	O-11	Loop + Port Combinations/LA(%)	>= 95%			92.96%	199				NO
B.1.16.4	O-11	Combo Other/LA(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95%			100.00%	77				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/LA(%)	>= 95%			95.89%	73				YES
B.1.16.7	O-11	Line Sharing/LA(%)	>= 95%			93.22%	59				NO
B.1.16.8	O-11	2W Analog Loop Design/LA(%)	>= 95%			95.38%	65				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/LA(%)	>= 95%			96.46%	113				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/LA(%)	>= 95%			100.00%	5				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/LA(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/LA(%)	>= 95%			97.46%	118				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/LA(%)	>= 95%								
B.1.16.14	O-11	Other Design/LA(%)	>= 95%			92.76%	221				NO
B.1.16.15	O-11	Other Non-Design/LA(%)	>= 95%			95.32%	427				YES
B.1.16.16	O-11	INP Standalone/LA(%)	>= 95%			96.77%	31				YES
B.1.16.17	O-11	LNP Standalone/LA(%)	>= 95%			99.18%	488				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			80.92%	325				NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			78.69%	1,980				NO
B.1.17.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	78				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	36				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%								
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			57.89%	19				NO
B.1.17.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%								
B.1.17.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			95.16%	62				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			66.67%	3				NO

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B.1.17.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			67.36%	144				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%			100.00%	2				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%								
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			100.00%	18				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%			100.00%	1				YES
B.1.17.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			66.67%	33				NO
B.1.17.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			88.73%	71				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	1				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			92.95%	369				NO
B.1.17.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			100.00%	55				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			100.00%	228				YES
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/LA(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/LA(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/LA(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/LA(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/LA(%)	>= 95%			83.84%	198				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/LA(%)	>= 95%			83.61%	903				NO
B.1.18.4.1	O-11	Combo Other/EDI/LA(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/LA(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/LA(%)	>= 95%			100.00%	14				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/LA(%)	>= 95%			100.00%	5				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/LA(%)	>= 95%								
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/LA(%)	>= 95%			83.33%	6				NO
B.1.18.7.1	O-11	Line Sharing/EDI/LA(%)	>= 95%								
B.1.18.7.2	O-11	Line Sharing/TAG/LA(%)	>= 95%			88.00%	25				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/LA(%)	>= 95%			50.00%	2				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/LA(%)	>= 95%			96.05%	76				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/LA(%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/LA(%)	>= 95%			100.00%	2				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/LA(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/LA(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/LA(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/LA(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/LA(%)	>= 95%								
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/LA(%)	>= 95%			93.75%	48				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/LA(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/LA(%)	>= 95%			100.00%	6				YES
B.1.18.14.1	O-11	Other Design/EDI/LA(%)	>= 95%			100.00%	13				YES
B.1.18.14.2	O-11	Other Design/TAG/LA(%)	>= 95%			97.17%	106				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/LA(%)	>= 95%			100.00%	2				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/LA(%)	>= 95%			94.06%	101				NO
B.1.18.16.1	O-11	INP Standalone/EDI/LA(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/LA(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/LA(%)	>= 95%			95.83%	24				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/LA(%)	>= 95%			99.77%	437				YES

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		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B.1.19.1	O-11	Switch Ports/LA(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/LA(%)	>= 95%			100.00%	2				YES
B.1.19.3	O-11	Loop + Port Combinations/LA(%)	>= 95%			95.68%	185				YES
B.1.19.4	O-11	Combo Other/LA(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95%			97.40%	77				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/LA(%)	>= 95%			94.29%	70				NO
B.1.19.7	O-11	Line Sharing/LA(%)	>= 95%			94.55%	55				NO
B.1.19.8	O-11	2W Analog Loop Design/LA(%)	>= 95%			90.32%	62				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/LA(%)	>= 95%			100.00%	109				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/LA(%)	>= 95%			80.00%	5				NO
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/LA(%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/LA(%)	>= 95%			86.96%	115				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/LA(%)	>= 95%								
B.1.19.14	O-11	Other Design/LA(%)	>= 95%			88.29%	205				NO
B.1.19.15	O-11	Other Non-Design/LA(%)	>= 95%			97.05%	407				YES
B.1.19.16	O-11	INP Standalone/LA(%)	>= 95%			96.67%	30				YES
B.1.19.17	O-11	LNP Standalone/LA(%)	>= 95%			96.28%	484				YES
		Unbundled Network Elements - Provisioning									
		Order Completion Interval									
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/LA(days)	R&B (POTS)	3.53	24,050			5.470			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.78	268,269			1.692			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/LA(days)	R&B (POTS)	9.48	148			26.145			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.83	6			0.660			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	DS1/DS3	19.85	496	21.00	1	22.962	22.98472	-0.0502	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	R&B	3.66	24,942	3.08	108	5.713	0.55088	1.0479	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	R&B	0.78	269,363	0.46	1,921	1.693	0.03876	8.2568	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(days)	R&B	0.33	167,903	0.33	1,625	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/LA(days)	R&B	1.54	101,460	1.20	296	2.588	0.15063	2.2175	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	R&B	9.69	238	2.00	2	21.356	15.16423	0.5074	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	R&B	2.94	63	0.33	1	4.709	4.74638	0.5489	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(days)	R&B	0.33	24	0.33	1	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(days)	R&B	4.54	39			5.368			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/LA(days)	R&B&D - Disp	4.35	25,923	13.15	13	9.194	2.55072	-3.4507	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/LA(days)	R&B&D - Disp	4.35	25,923			66.375			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/LA(days)	R&B&D - Disp	9.84	240			21.277			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/LA(days)	R&B&D - Disp	9.84	240			1.622			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/LA(days)	ISDN - BRI	16.24	205	11.36	22	30.502	6.84315	0.7131	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/LA(days)	ISDN - BRI	2.18	78			3.572			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/LA(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/LA(days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/LA(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/LA(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/LA(days)	ADSL to Retail	4.54	1,308	3.67	3	3.723	2.15188	0.4043	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/LA(days)	ADSL to Retail	3.82	2,760	3.75	24	0.996	0.20421	0.3428	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/LA(days)	ADSL to Retail	5.83	18			4.541			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/LA(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/LA(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/LA(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	R&B - Disp	3.66	24,942	4.77	39	5.713	0.91545	-1.2117	YES

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B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	R&B - Disp	3.66	24,942			1.693			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	R&B - Disp	9.69	238			21.356			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	R&B - Disp	9.69	238			4.709			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	3.53	24,050	6.00	1	5.470	5.46979	-0.4521	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.53	100,957			2.588			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	9.48	148	1.00	1	26.145	26.23364	0.3233	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.33	3			5.368			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	R&B - Disp	3.66	24,942	4.00	3	5.713	3.29833	-0.1031	YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	R&B - Disp	3.66	24,942			1.693			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	R&B - Disp	9.69	238			21.356			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	R&B - Disp	9.69	238			4.709			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	3.53	24,050			5.470			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.53	100,957			2.588			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	9.48	148			26.145			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.33	3			5.368			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	R&B - Disp	3.66	24,942	5.31	67	5.713	0.69883	-2.3660	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	R&B - Disp	3.66	24,942			1.693			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	R&B - Disp	9.69	238	6.00	1	21.356	21.40074	0.1726	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	R&B - Disp	9.69	238			4.709			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	3.53	24,050			5.470			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.53	100,957			2.588			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	R&B (POTS) excl SB Or	9.48	148			26.145			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(days)	R&B (POTS) excl SB Or	1.33	3			5.368			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/LA(days)	Design	21.95	981			29.654			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/LA(days)	Design	9.98	229			66.375			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/LA(days)	Design	27.00	2			10.017			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Design	2.19	21			1.622			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/LA(days)	R&B	3.66	24,942			5.713			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	R&B	0.78	269,363	0.33	1	1.693	1.69296	0.2685	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/LA(days)	R&B	9.69	238			21.356			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	R&B	2.94	63			4.709			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/LA(days)	R&B (POTS)	3.53	24,050			5.470			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.78	268,269	0.33	1	1.692	1.69161	0.2674	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	R&B (POTS)	9.48	148			26.145			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.83	6			0.660			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	R&B (POTS)	3.53	24,050			5.470			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.78	268,269	0.51	857	1.692	0.05788	4.6781	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	R&B (POTS)	9.48	148			26.145			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	R&B (POTS)	0.83	6	0.33	1	0.660	0.71267	0.7039	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Digital Loop < DS1	7.06	1,648	7.55	65	14.194	1.79498	-0.2760	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Digital Loop < DS1	4.47	3,085			4.636			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Digital Loop < DS1	5.06	17			3.230			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Digital Loop < DS1	7.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Digital Loop >= DS1	25.42	167	6.95	84	27.047	3.61792	5.1058	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Digital Loop >= DS1	6.00	70			88.892			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Digital Loop >= DS1	2.19	21			1.622			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/LA(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/LA(days)	7 days			6.50	46				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/LA(days)	R&B (POTS)	30.10	84			66.555			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/LA(days)	R&B (POTS)	19.33	3			16.258			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/LA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/LA(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/LA(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/LA(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/LA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/LA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/LA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/LA(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/LA(days)	R&B	30.10	84	0.00	0	66.555			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/LA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/LA(days)	R&B	14.75	4	0.00	0	16.132			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/LA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/LA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/LA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/LA(days)	R&B&D - Disp	29.28	87	0.00	0	65.533			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/LA(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/LA(days)	R&B&D - Disp	13.40	5	0.00	0	14.293			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/LA(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/LA(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/LA(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/LA(days)	ADSL to Retail	24.81	48	0.00	0	31.399			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/LA(days)	ADSL to Retail	1.00	1	0.00	0	0.000			YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/LA(days)	ADSL to Retail	45.00	1	0.00	0	0.000			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/LA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/LA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/LA(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/LA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/LA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/LA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/LA(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/LA(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/LA(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/LA(days)	ADSL to Retail	24.81	48	0.00	0	31.399			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/LA(days)	ADSL to Retail	1.00	1	0.00	0	0.000			YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/LA(days)	ADSL to Retail	45.00	1	0.00	0	0.000			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/LA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/LA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/LA(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/LA(days)	R&B - Disp	30.10	84	0.00	0	66.555			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/LA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/LA(days)	R&B - Disp	14.75	4	0.00	0	16.132			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/LA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/LA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/LA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	30.10	84	0.00	0	66.555			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	19.33	3	0.00	0	16.258			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/LA(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/LA(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/LA(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/LA(days)	R&B - Disp	30.10	84	0.00	0	66.555			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/LA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/LA(days)	R&B - Disp	14.75	4	0.00	0	16.132			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/LA(days)	R&B - Disp	0.00	0						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/LA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/LA(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/LA(days)	R&B (POTS) excl SB Or	30.10	84			66.555			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	19.33	3			16.258			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/LA(days)	R&B - Disp	30.10	84	0.00	0	66.555			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/LA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/LA(days)	R&B - Disp	14.75	4	0.00	0	16.132			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/LA(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/LA(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/LA(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/LA(days)	R&B (POTS) excl SB Or	30.10	84	0.00	0	66.555			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	19.33	3	0.00	0	16.258			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/LA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/LA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/LA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/LA(days)	Design	6.33	3			5.033			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/LA(days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/LA(days)	Design	8.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/LA(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/LA(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/LA(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/LA(days)	R&B	30.10	84	0.00	0	66.555			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/LA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/LA(days)	R&B	14.75	4	0.00	0	16.132			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/LA(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/LA(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/LA(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/LA(days)	R&B (POTS)	30.10	84	0.00	0	66.555			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/LA(days)	R&B (POTS)	19.33	3	0.00	0	16.258			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/LA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/LA(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/LA(days)	R&B (POTS)	30.10	84	0.00	0	66.555			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/LA(days)	R&B (POTS)	19.33	3	0.00	0	16.258			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/LA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/LA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/LA(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/LA(days)	Digital Loop < DS1	23.92	50	0.00	0	31.067			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/LA(days)	Digital Loop < DS1	1.00	1	0.00	0	0.000			YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/LA(days)	Digital Loop < DS1	21.67	3	0.00	0	20.207			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/LA(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/LA(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/LA(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/LA(days)	Digital Loop >= DS1	2.50	2	0.00	0	2.121			YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/LA(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/LA(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/LA(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/LA(days)	Digital Loop >= DS1	0.00	0						

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B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/LA(days)	Digital Loop >= DS1	0.00	0						
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/LA(%)	R&B (POTS)	0.23%	305,649						
B.2.5.2	P-2	Local Interoffice Transport/LA(%)	DS1/ DS3 - Interoffice	30.80%	578						
B.2.5.3	P-2	Loop + Port Combinations/LA(%)	R&B	0.25%	307,870	0.17%	1,797		0.00119	0.7378	YES
B.2.5.4	P-2	Combo Other/LA(%)	R&B&D - Disp	3.01%	29,533						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	ADSL to Retail	9.02%	5,454	7.27%	55		0.03882	0.4503	YES
B.2.5.6	P-2	UNE ISDN/LA(%)	ISDN - BRI	8.22%	304	33.33%	3		0.15939	-1.5753	YES
B.2.5.7	P-2	Line Sharing/LA(%)	ADSL to Retail	9.02%	5,454	0.00%	2		0.20261	0.4452	YES
B.2.5.8	P-2	2W Analog Loop Design/LA(%)	R&B - Disp	0.25%	307,870	5.00%	20		0.01128	-4.2077	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/LA(%)	R&B (POTS) excl SB Or	0.50%	138,217	0.00%	1		0.07073	0.0711	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/LA(%)	R&B - Disp	0.25%	307,870						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	R&B (POTS) excl SB Or	0.50%	138,217						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/LA(%)	R&B - Disp	0.25%	307,870	8.00%	25		0.01009	-7.6785	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	R&B (POTS) excl SB Or	0.50%	138,217	0.00%	4		0.03537	0.1422	YES
B.2.5.14	P-2	Other Design/LA(%)	Design	7.11%	1,463						
B.2.5.15	P-2	Other Non-Design/LA(%)	R&B	0.25%	307,870	0.00%	1		0.05043	0.0506	YES
B.2.5.16	P-2	INP (Standalone)/LA(%)	R&B (POTS)	0.23%	305,649						
B.2.5.17	P-2	LNP (Standalone)/LA(%)	R&B (POTS)	0.23%	305,649	0.00%	438		0.00228	0.9984	YES
B.2.5.18	P-2	Digital Loop < DS1/LA(%)	Digital Loop < DS1	9.17%	6,184	8.62%	58		0.03807	0.1440	YES
B.2.5.19	P-2	Digital Loop >= DS1/LA(%)	Digital Loop >= DS1	10.34%	348	51.35%	74		0.03899	-10.5185	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/LA(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/LA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/LA(%)	Diagnostic			1.45%	69				Diagnostic
B.2.6.4	P-2	Combo Other/LA(%)	Diagnostic			64.29%	14				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			1.92%	52				Diagnostic
B.2.6.6	P-2	UNE ISDN/LA(%)	Diagnostic			18.52%	27				Diagnostic
B.2.6.7	P-2	Line Sharing/LA(%)	Diagnostic			0.00%	9				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/LA(%)	Diagnostic			3.45%	29				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/LA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/LA(%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/LA(%)	Diagnostic			0.00%	84				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.14	P-2	Other Design/LA(%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/LA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.16	P-2	INP (Standalone)/LA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/LA(%)	Diagnostic			0.00%	436				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/LA(%)	Diagnostic			7.69%	78				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/LA(%)	Diagnostic			28.43%	102				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/LA(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/LA(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/LA(hours)	>= 48 hrs			240.00	3				YES
B.2.8.4	P-2	Combo Other/LA(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(hours)	>= 48 hrs			192.00	4				YES
B.2.8.6	P-2	UNE ISDN/LA(hours)	>= 48 hrs			408.00	1				YES
B.2.8.7	P-2	Line Sharing/LA(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/LA(hours)	>= 48 hrs			144.00	1				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/LA(hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/LA(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/LA(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/LA(hours)	>= 48 hrs			156.00	2				YES

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B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/LA(hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/LA(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/LA(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/LA(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/LA(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/LA(hours)	>= 48 hrs			235.20	5				YES
B.2.8.19	P-2	Digital Loop >= DS1/LA(hours)	>= 48 hrs			236.84	38				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/LA(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/LA(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/LA(hours)	Diagnostic			216.00	1				Diagnostic
B.2.9.4	P-2	Combo Other/LA(hours)	Diagnostic			330.67	9				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(hours)	Diagnostic			96.00	1				Diagnostic
B.2.9.6	P-2	UNE ISDN/LA(hours)	Diagnostic			225.60	5				Diagnostic
B.2.9.7	P-2	Line Sharing/LA(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/LA(hours)	Diagnostic			144.00	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/LA(hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/LA(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/LA(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/LA(hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/LA(hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/LA(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/LA(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/LA(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/LA(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/LA(hours)	Diagnostic			204.00	6				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/LA(hours)	Diagnostic			207.72	29				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/LA(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/LA(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/LA(%)	95% >= 48 hrs			100.00%	3				YES
B.2.10.4	P-2	Combo Other/LA(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	95% >= 48 hrs			100.00%	4				YES
B.2.10.6	P-2	UNE ISDN/LA(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.7	P-2	Line Sharing/LA(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/LA(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/LA(%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/LA(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/LA(%)	95% >= 48 hrs			100.00%	2				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/LA(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/LA(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/LA(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/LA(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/LA(%)	95% >= 48 hrs			100.00%	5				YES
B.2.10.19	P-2	Digital Loop >= DS1/LA(%)	95% >= 48 hrs			100.00%	38				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/LA(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/LA(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/LA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.4	P-2	Combo Other/LA(%)	Diagnostic			100.00%	9				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/LA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.6	P-2	UNE ISDN/LA(%)	Diagnostic			100.00%	5				Diagnostic

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B.2.11.7	P-2	Line Sharing/LA(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/LA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/LA(%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/LA(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/LA(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/LA(%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/LA(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/LA(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/LA(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/LA(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/LA(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/LA(%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/LA(%)	Diagnostic			100.00%	29				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/LA(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/LA(%)	>= 95% w in 15 min			98.28%	349				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/LA(%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/LA(%)	<= 5%			0.00%	70				YES
B.2.13.3	P-7A	Non-Time Specific SL1/LA(%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/LA(%)	<= 5%			0.00%	38				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/LA(%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/LA(%)	>= 95% w in 15 min			100.00%	70				YES
B.2.14.3	P-7A	Non-Time Specific SL1/LA(%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/LA(%)	>= 95% w in 15 min			100.00%	38				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/LA(%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/LA(%)	<= 5%			0.00%	70				YES
B.2.15.3	P-7A	Non-Time Specific SL1/LA(%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/LA(%)	<= 5%			0.00%	38				YES
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/LA(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/LA(minutes)	Diagnostic								Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/LA(%)	<= 5%			0.00%	248				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/LA(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/LA(%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/LA(%)	<= 5%								
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/LA(%)	R&B (POTS)	3.98%	26,268						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.14%	278,265						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	12.14%	173						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	7						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/LA(%)	DS1/DS3	0.97%	516	0.00%	1		0.09805	0.0988	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/LA(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/LA(%)	R&B	4.07%	27,304	6.55%	168		0.01530	-1.6180	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(%)	R&B	0.14%	279,365	0.12%	2,523		0.00074	0.2548	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(%)	R&B	0.00%	167,993	0.00%	1,635		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/LA(%)	R&B	0.35%	111,372	0.34%	888		0.00198	0.0397	YES

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B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/LA(%)	R&B	12.77%	282	0.00%	3		0.19369	0.6591	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	65	0.00%	3		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(%)	R&B	0.00%	24	0.00%	2		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(%)	R&B	0.00%	41	0.00%	1		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/LA(%)	R&B&D - Disp	4.18%	28,384	6.25%	16		0.05006	-0.4131	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/LA(%)	R&B&D - Disp	4.18%	28,384						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/LA(%)	R&B&D - Disp	12.63%	285						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/LA(%)	R&B&D - Disp	12.63%	285						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(%)	ADSL to Retail	9.57%	1,923	0.98%	102		0.02989	2.8734	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	2.75%	3,342						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	6.45%	31						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/LA(%)	ISDN - BRI	13.49%	215	6.45%	31		0.06563	1.0722	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN - BRI	1.28%	78						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/LA(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/LA(%)	ADSL to Retail	9.57%	1,923	0.00%	3		0.16996	0.5630	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	2.75%	3,342	0.00%	25		0.03285	0.8381	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	6.45%	31						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	4.07%	27,304	1.67%	60		0.02555	0.9419	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	4.07%	27,304						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	12.77%	282	0.00%	1		0.33430	0.3819	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	12.77%	282						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	3.98%	26,268	0.00%	2		0.13821	0.2878	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.35%	110,864						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	12.14%	173	0.00%	1		0.32752	0.3706	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	4						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	4.07%	27,304	0.00%	3		0.11412	0.3569	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	4.07%	27,304						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	12.77%	282						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	12.77%	282						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	3.98%	26,268						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.35%	110,864						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	12.14%	173						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	4						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	4.07%	27,304	0.00%	109		0.01897	2.1469	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	4.07%	27,304						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	12.77%	282	0.00%	1		0.33430	0.3819	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	12.77%	282						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	3.98%	26,268	0.00%	3		0.11285	0.3525	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.35%	110,864	0.00%	2		0.04154	0.0834	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	12.14%	173						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	4						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/LA(%)	Design	6.94%	1,080						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/LA(%)	Design	1.08%	278						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/LA(%)	Design	0.00%	3						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/LA(%)	Design	0.00%	22						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/LA(%)	R&B	4.07%	27,304	0.00%	1		0.19766	0.2060	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/LA(%)	R&B	0.14%	279,365	0.00%	1		0.03710	0.0371	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/LA(%)	R&B	12.77%	282						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	65						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	3.98%	26,268						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.14%	278,265	0.00%	1		0.03712	0.0372	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	12.14%	173						

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B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	7						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	3.98%	26,268						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.14%	278,265	0.00%	867		0.00126	1.0929	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	12.14%	173						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	7	0.00%	8		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/LA(%)	Digital Loop < DS1	10.51%	2,294	2.27%	132		0.02745	2.9997	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1	2.59%	3,670						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop < DS1	6.45%	31						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1	0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	2.16%	185	6.21%	177		0.01529	-2.6500	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.85%	118						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	0.00%	1						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.00%	22						
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/LA(%)	R&B (POTS)	5.62%	24,205						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	3.18%	231,370						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	9.09%	143						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	3						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/LA(%)	DS1/DS3	3.24%	339	0.00%	1		0.17745	0.1829	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/LA(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/LA(%)	R&B	5.54%	24,696	11.17%	188		0.01674	-3.3660	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(%)	R&B	3.17%	231,966	3.03%	5,480		0.00240	0.6068	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(%)	R&B	3.40%	134,305	2.96%	3,921		0.00294	1.5197	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/LA(%)	R&B	2.86%	97,661	3.21%	1,559		0.00425	-0.8213	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/LA(%)	R&B	8.75%	160	0.00%	3		0.16466	0.5314	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	43	0.00%	2		0.00000		YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(%)	R&B	0.00%	15	0.00%	2		0.00000		YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(%)	R&B	0.00%	28						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/LA(%)	R&B&D - Disp	5.46%	25,729	16.67%	12		0.06561	-1.7081	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/LA(%)	R&B&D - Disp	5.46%	25,729						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/LA(%)	R&B&D - Disp	8.64%	162						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/LA(%)	R&B&D - Disp	8.64%	162						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(%)	ADSL to Retail	10.14%	2,208	9.52%	84		0.03356	0.1851	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	8.54%	3,477						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	7.14%	28						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/LA(%)	ISDN - BRI	3.33%	120	3.13%	32		0.03571	0.0583	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/LA(%)	ISDN - BRI	1.04%	96						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/LA(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/LA(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/LA(%)	ADSL to Retail	10.14%	2,208						
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/LA(%)	ADSL to Retail	8.54%	3,477	9.84%	61		0.03610	-0.3585	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/LA(%)	ADSL to Retail	7.14%	28						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/LA(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	5.54%	24,696	6.67%	60		0.02956	-0.3828	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.54%	24,696						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	8.75%	160	0.00%	1		0.28345	0.3087	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	8.75%	160						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	5.62%	24,205						
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	2.87%	97,327						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	9.09%	143						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	5.54%	24,696						

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B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.54%	24,696						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	8.75%	160						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	8.75%	160						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	5.62%	24,205						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	2.87%	97,327						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	9.09%	143						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(%)	R&B - Disp	5.54%	24,696	0.95%	105		0.02236	2.0493	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(%)	R&B - Disp	5.54%	24,696						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(%)	R&B - Disp	8.75%	160	0.00%	1		0.28345	0.3087	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(%)	R&B - Disp	8.75%	160						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	5.62%	24,205						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	2.87%	97,327						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(%)	R&B (POTS) excl SB Or	9.09%	143						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/LA(%)	Design	3.68%	1,033	16.67%	6		0.07707	-1.6852	NO
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/LA(%)	Design	0.00%	67						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/LA(%)	Design	0.00%	2						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/LA(%)	Design	0.00%	9						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/LA(%)	R&B	5.54%	24,696						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/LA(%)	R&B	3.17%	231,966	0.00%	1		0.17532	0.1811	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/LA(%)	R&B	8.75%	160						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/LA(%)	R&B	0.00%	43						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	5.62%	24,205						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	3.18%	231,370						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	9.09%	143						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	3						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/LA(%)	R&B (POTS)	5.62%	24,205						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	3.18%	231,370	0.00%	384		0.00896	3.5493	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/LA(%)	R&B (POTS)	9.09%	143						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(%)	R&B (POTS)	0.00%	3	0.00%	8		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/LA(%)	Digital Loop < DS1	9.17%	2,498	6.19%	113		0.02775	1.0711	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1	8.13%	3,678						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop < DS1	7.14%	28						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	0.80%	250	6.04%	149		0.00922	-5.6837	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.00%	45						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(%)	Digital Loop >= DS1	0.00%	1						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(%)	Digital Loop >= DS1	0.00%	9						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/LA(hours)	R&B (POTS)	0.87	23,715			11.000			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	1.01	265,961			4.978			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/LA(hours)	R&B (POTS)	9.38	140			38.065			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.55	6			0.353			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/LA(hours)	DS1/ DS3 - Interoffice	161.28	434			484.877			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/LA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/LA(hours)	R&B	1.30	24,638	0.03	139	12.939	1.10053	1.1534	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(hours)	R&B	1.01	266,976	0.74	2,275	5.015	0.10560	2.5747	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(hours)	R&B	1.13	160,762	0.70	1,467	4.966	0.13024	3.2341	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/LA(hours)	R&B	0.83	106,214	0.80	808	5.085	0.17957	0.1992	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/LA(hours)	R&B	12.02	239	0.02	2	39.138	27.79046	0.4319	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(hours)	R&B	2.35	60			13.672			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(hours)	R&B	0.56	22			0.273			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(hours)	R&B	3.39	38			17.176			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/LA(hours)	R&B&D - Disp	6.19	25,368			117.790			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/LA(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/LA(hours)	R&B&D - Disp	11.94	241			38.986			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/LA(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(hours)	ADSL to Retail	1.56	1,743			14.593			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail	0.71	3,172			2.344			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(hours)	ADSL to Retail	4.52	26			22.902			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/LA(hours)	ISDN - BRI	112.65	169	41.61	5	773.869	351.16719	0.2023	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/LA(hours)	ISDN - BRI	9.14	73			30.753			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/LA(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/LA(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/LA(hours)	ADSL to Retail	1.56	1,743	0.03	2	14.593	10.32464	0.1486	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail	0.71	3,172	0.57	15	2.344	0.60655	0.2363	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/LA(hours)	ADSL to Retail	4.52	26			22.902			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/LA(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/LA(hours)	R&B - Disp	1.30	24,638	15.09	27	12.939	2.49140	-5.5342	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	1.30	24,638			5.015			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/LA(hours)	R&B - Disp	12.02	239	3.12	1	39.138	39.22003	0.2270	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	12.02	239			13.672			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	0.87	23,715	0.03	2	11.000	7.77852	0.1087	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.83	105,741			5.085			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	9.38	140			38.065			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.51	3			17.176			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(hours)	R&B - Disp	1.30	24,638			12.939			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	1.30	24,638			5.015			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(hours)	R&B - Disp	12.02	239			39.138			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	12.02	239			13.672			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	0.87	23,715			11.000			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.83	105,741			5.085			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	9.38	140			38.065			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.51	3			17.176			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(hours)	R&B - Disp	1.30	24,638	28.36	22	12.939	2.75975	-9.8020	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	1.30	24,638			5.015			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(hours)	R&B - Disp	12.02	239			39.138			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B - Disp	12.02	239			13.672			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	0.87	23,715	0.02	3	11.000	6.35127	0.1339	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.83	105,741	0.02	2	5.085	3.59560	0.2241	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B (POTS) excl SB Or	9.38	140			38.065			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(hours)	R&B (POTS) excl SB Or	0.51	3			17.176			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/LA(hours)	Design	171.16	730			670.130			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/LA(hours)	Design	162.85	134			753.017			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/LA(hours)	Design	1.99	2			2.779			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/LA(hours)	Design	0.60	20			0.267			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/LA(hours)	R&B	1.30	24,638			12.939			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/LA(hours)	R&B	1.01	266,976			5.015			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/LA(hours)	R&B	12.02	239			39.138			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/LA(hours)	R&B	2.35	60			13.672			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/LA(hours)	R&B (POTS)	0.87	23,715			11.000			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	1.01	265,961			4.978			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/LA(hours)	R&B (POTS)	9.38	140			38.065			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.55	6			0.353			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/LA(hours)	R&B (POTS)	0.87	23,715			11.000			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	1.01	265,961	0.58	517	4.978	0.21915	1.9374	YES

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B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/LA(hours)	R&B (POTS)	9.38	140			38.065			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	R&B (POTS)	0.55	6			0.353			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/LA(hours)	Digital Loop < DS1	15.79	2,027	41.61	5	235.201	105.31477	-0.2452	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(hours)	Digital Loop < DS1	0.98	3,485			5.754			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/LA(hours)	Digital Loop < DS1	4.52	26			22.902			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(hours)	Digital Loop < DS1	0.78	1			0.000			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/LA(hours)	Digital Loop >= DS1	190.29	111	47.32	74	259.144	38.89101	3.6760	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(hours)	Digital Loop >= DS1	206.24	87			922.728			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(hours)	Digital Loop >= DS1	0.60	20			0.267			
	Average Completion Notice Interval - Non-Mechanized										
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/LA(hours)	Diagnostic			36.50	1				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/LA(hours)	Diagnostic			20.12	21				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			13.85	174				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/LA(hours)	Diagnostic			12.90	128				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/LA(hours)	Diagnostic			16.52	46				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic			26.00	2				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/LA(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/LA(hours)	Diagnostic			38.00	1				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/LA(hours)	Diagnostic			27.04	15				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(hours)	Diagnostic			31.42	96				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/LA(hours)	Diagnostic			24.98	24				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/LA(hours)	Diagnostic			19.40	1				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			22.00	9				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			30.22	29				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic			41.40	1				Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			18.56	3				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic

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B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(hours)	Diagnostic			29.56	75				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic			10.63	1				Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/LA(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic			3.68	292				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic			6.89	8				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/LA(hours)	Diagnostic			30.17	119				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/LA(hours)	Diagnostic			38.08	88				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			4.78	40				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			6.79	1,137				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic

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B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			13.67	3				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.43	7				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.40	5				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.57	152				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			13.67	3				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			7.88	16				Diagnostic

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B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			3.14	42				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			6.87	596				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			8.00	1				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			4.29	14				Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.30	10				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.86	14				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic

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B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.76	358				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			8.00	1				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			10.60	5				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic			31.00	1				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			3.70	10				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.63	19				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic			8.62	13				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic			6.04	25				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			11.17	18				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic			5.00	1				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			5.75	8				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.14	21				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic			2.00	1				Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.49	43				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic			8.00	1				Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	1				Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	1				Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.02	266				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			8.21	42				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			6.43	49				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic

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B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			4.39	38				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			8.12	938				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			13.67	3				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.43	7				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			5.40	5				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic

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B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.57	152				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			13.67	3				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			7.88	16				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			3.27	40				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			6.99	540				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			8.00	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic			4.00	1				Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			4.29	14				Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.30	10				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.15	13				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.76	357				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			8.00	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			7.25	4				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			3.70	10				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.33	18				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic			8.62	13				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic			6.00	20				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.15	13				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			0.76	357				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			8.00	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			7.25	4				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/LA(days)	Diagnostic			3.70	10				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			2.33	18				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.00	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/LA(days)	Diagnostic			8.62	13				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/LA(days)	Diagnostic			6.00	20				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/LA(days)	Diagnostic			13.36	11				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/LA(days)	Diagnostic			5.00	1				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			5.75	8				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.39	18				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			6.00	2				Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/LA(days)	Diagnostic			7.52	42				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/LA(days)	Diagnostic			8.00	1				Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/LA(days)	Diagnostic			1.02	265				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic			3.00	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			8.67	30				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/LA(days)	Diagnostic			6.18	45				Diagnostic

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B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/LA(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/LA(days)	Diagnostic								Diagnostic
		Disconnect Timeliness									
B.2.31	P-13	LNP/LA(%)	>= 95% w in 15 min			68.76%	1,194				NO
		% Completions w/o Notice or < 24 hours									
B.2.32.1.1	P	Switch Ports/Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.1.2	P	Switch Ports/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.2.1	P	Local Interoffice Transport/Dispatch/LA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.2.2	P	Local Interoffice Transport/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.3.1	P	Loop + Port Combinations/Dispatch/LA(%)	Diagnostic			22.73%	110				Diagnostic
B.2.32.3.2	P	Loop + Port Combinations/Non-Dispatch/LA(%)	Diagnostic			57.96%	1,922				Diagnostic
B.2.32.4.1	P	Combo Other/Dispatch/LA(%)	Diagnostic			84.62%	13				Diagnostic
B.2.32.4.2	P	Combo Other/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.5.1	P	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	Diagnostic			81.82%	44				Diagnostic
B.2.32.5.2	P	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.6.1	P	UNE ISDN/Dispatch/LA(%)	Diagnostic			77.27%	22				Diagnostic
B.2.32.6.2	P	UNE ISDN/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.7.1	P	Line Sharing/Dispatch/LA(%)	Diagnostic			100.00%	3				Diagnostic
B.2.32.7.2	P	Line Sharing/Non-Dispatch/LA(%)	Diagnostic			100.00%	24				Diagnostic
B.2.32.8.1	P	2W Analog Loop Design/Dispatch/LA(%)	Diagnostic			43.59%	39				Diagnostic
B.2.32.8.2	P	2W Analog Loop Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.9.1	P	2W Analog Loop Non-Design/Dispatch/LA(%)	Diagnostic			50.00%	2				Diagnostic
B.2.32.9.2	P	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.10.1	P	2W Analog Loop w/INP Design/Dispatch/LA(%)	Diagnostic			100.00%	3				Diagnostic
B.2.32.10.2	P	2W Analog Loop w/INP Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.11.1	P	2W Analog Loop w/INP Non-Design/Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.11.2	P	2W Analog Loop w/INP Non-Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.12.1	P	2W Analog Loop w/LNP Design/Dispatch/LA(%)	Diagnostic			72.06%	68				Diagnostic
B.2.32.12.2	P	2W Analog Loop w/LNP Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.13.1	P	2W Analog Loop w/LNP Non-Design/Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.13.2	P	2W Analog Loop w/LNP Non-Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.14.1	P	Other Design/Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.14.2	P	Other Design/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.15.1	P	Other Non-Design/Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.15.2	P	Other Non-Design/Non-Dispatch/LA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.16.1	P	INP (Standalone)/Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.16.2	P	INP (Standalone)/Non-Dispatch/LA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.17.1	P	LNP (Standalone)/Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.17.2	P	LNP (Standalone)/Non-Dispatch/LA(%)	Diagnostic			99.53%	857				Diagnostic
B.2.32.18.1	P	Digital Loop < DS1/Dispatch/LA(%)	Diagnostic			80.00%	65				Diagnostic
B.2.32.18.2	P	Digital Loop < DS1/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
B.2.32.19.1	P	Digital Loop >= DS1/Dispatch/LA(%)	Diagnostic			63.10%	84				Diagnostic
B.2.32.19.2	P	Digital Loop >= DS1/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL									
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95% of requests			100.00%	81				YES
B.2.33.2	P-8	xDSL Other/LA(%)	>= 95% of requests								
		Service Order Accuracy									
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/LA(%)	>= 95%			100.00%	75				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/LA(%)	>= 95%			100.00%	75				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/LA(%)	>= 95%			100.00%	13				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/LA(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/LA(%)	>= 95%			97.33%	75				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/LA(%)	>= 95%			98.67%	75				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/LA(%)	>= 95%			98.26%	115				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/LA(%)	>= 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/LA(%)	R&B (POTS)	7.19%	38,262						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/LA(%)	R&B (POTS)	1.42%	23,963						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/LA(%)	DS1/DS3	0.00%	270	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/LA(%)	DS1/DS3	0.00%	198	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/LA(%)	R&B	7.26%	38,970	8.03%	473		0.01201	-0.6407	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/LA(%)	R&B	1.49%	24,361	3.17%	315		0.00688	-2.4426	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/LA(%)	R&B&D - Disp	7.14%	39,626	0.00%	8		0.09106	0.7843	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/LA(%)	R&B&D - Disp	7.14%	39,626	0.00%	10		0.08145	0.8769	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	ADSL to Retail	67.69%	588	0.00%	20		0.10634	6.3653	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	ADSL to Retail	6.26%	831	0.00%	7		0.09193	0.6807	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/LA(%)	ISDN - BRI	2.22%	45	6.67%	15		0.04395	-1.0113	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/LA(%)	ISDN - BRI	0.00%	114	0.00%	15		0.00000		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/LA(%)	ADSL to Retail	67.69%	588	0.00%	2		0.33126	2.0433	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/LA(%)	ADSL to Retail	6.26%	831	3.77%	53		0.03431	0.7239	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/LA(%)	R&B - Disp	7.26%	38,970	0.00%	110		0.02478	2.9313	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/LA(%)	R&B - Disp	7.26%	38,970	0.00%	19		0.05956	1.2197	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/LA(%)	R&B (POTS) excl SB FT	7.15%	38,194	0.00%	0				YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	R&B (POTS) excl SB FT	1.33%	21,202	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/LA(%)	Design	1.64%	1,217	0.00%	3		0.07349	0.2236	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/LA(%)	Design	0.74%	1,760	0.00%	1		0.08565	0.0862	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/LA(%)	R&B	7.26%	38,970	0.00%	6		0.10597	0.6855	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/LA(%)	R&B	1.49%	24,361	0.00%	7		0.04586	0.3258	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/LA(%)	R&B (POTS)	7.19%	38,262						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/LA(%)	R&B (POTS)	1.42%	23,963						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/LA(%)	R&B (POTS)	1.91%	2,005,806						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/LA(%)	R&B (POTS)	1.19%	2,005,806						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/LA(%)	DS1/DS3	2.44%	11,076	0.00%	83		0.01720	1.4171	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/LA(%)	DS1/DS3	1.79%	11,076	0.00%	83		0.01473	1.2136	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/LA(%)	R&B	1.78%	2,184,556	1.37%	34,580		0.00072	5.7472	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/LA(%)	R&B	1.12%	2,184,556	0.91%	34,580		0.00057	3.5680	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/LA(%)	R&B&D - Disp	1.64%	2,419,968	4.02%	199		0.00907	-2.6265	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/LA(%)	R&B&D - Disp	1.64%	2,419,968	5.03%	199		0.00907	-3.7344	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	ADSL to Retail	1.05%	55,743	0.68%	2,950		0.00194	1.9423	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	ADSL to Retail	1.49%	55,743	0.24%	2,950		0.00231	5.4341	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/LA(%)	ISDN - BRI	0.45%	10,044	1.02%	1,467		0.00187	-3.0706	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/LA(%)	ISDN - BRI	1.14%	10,044	1.02%	1,467		0.00298	0.3778	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/LA(%)	ADSL to Retail	1.05%	55,743	0.36%	552		0.00439	1.5764	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/LA(%)	ADSL to Retail	1.49%	55,743	9.60%	552		0.00522	-15.5304	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/LA(%)	R&B - Disp	1.78%	2,184,556	0.95%	11,543		0.00125	6.6665	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/LA(%)	R&B - Disp	1.78%	2,184,556	0.16%	11,543		0.00125	12.9914	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/LA(%)	R&B (POTS) excl SB FT	1.90%	2,005,806	0.00%	147		0.01138	1.6730	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	R&B (POTS) excl SB FT	1.06%	2,005,806	0.00%	147		0.00848	1.2465	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/LA(%)	Design	0.33%	363,646	1.60%	187		0.00423	-3.0004	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/LA(%)	Design	0.48%	363,646	0.53%	187		0.00509	-0.0998	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/LA(%)	R&B	1.78%	2,184,556	1.08%	556		0.00567	1.2440	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/LA(%)	R&B	1.12%	2,184,556	1.26%	556		0.00448	-0.3212	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/LA(%)	R&B (POTS)	1.91%	2,005,806						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/LA(%)	R&B (POTS)	1.19%	2,005,806						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/LA(hours)	R&B (POTS)	24.64	38,262			27.764			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/LA(hours)	R&B (POTS)	8.94	23,963			15.950			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/LA(hours)	DS1/DS3	3.56	270	0.00	0	2.537			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/LA(hours)	DS1/DS3	2.06	198	0.00	0	5.093			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/LA(hours)	R&B	24.45	38,970	14.34	473	27.660	1.27951	7.9066	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/LA(hours)	R&B	8.92	24,361	4.59	315	16.169	0.91686	4.7275	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/LA(hours)	R&B&D - Disp	24.11	39,626	4.05	8	27.473	9.71408	2.0646	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/LA(hours)	R&B&D - Disp	24.11	39,626	3.20	10	16.367	5.17632	4.0386	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(hours)	ADSL to Retail	69.56	588	3.64	20	168.065	38.21427	1.7250	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(hours)	ADSL to Retail	6.40	831	1.81	7	26.846	10.18940	0.4510	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/LA(hours)	ISDN - BRI	5.82	45	5.69	15	5.807	1.73123	0.0768	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/LA(hours)	ISDN - BRI	3.20	114	3.93	15	3.172	0.87115	-0.8434	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/LA(hours)	ADSL to Retail	69.56	588	75.26	2	168.065	119.04187	-0.0479	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/LA(hours)	ADSL to Retail	6.40	831	9.01	53	26.846	3.80333	-0.6858	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/LA(hours)	R&B - Disp	24.45	38,970	4.86	110	27.660	2.64102	7.4202	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/LA(hours)	R&B - Disp	24.45	38,970	2.29	19	16.169	3.71022	5.9726	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/LA(hours)	R&B (POTS) excl SB FT	24.63	38,194	0.00	0	23.922			YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/LA(hours)	R&B (POTS) excl SB FT	9.42	21,202	0.00	0	14.512			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/LA(hours)	Design	5.40	1,217	5.16	3	7.132	4.12279	0.0596	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/LA(hours)	Design	2.58	1,760	17.42	1	4.653	4.65392	-3.1882	NO
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/LA(hours)	R&B	24.45	38,970	19.99	6	23.864	9.74306	0.4584	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/LA(hours)	R&B	8.92	24,361	1.59	7	14.017	5.29861	1.3847	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/LA(hours)	R&B (POTS)	24.64	38,262			27.764			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/LA(hours)	R&B (POTS)	8.94	23,963			15.950			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/LA(%)	R&B (POTS)	17.84%	38,262						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/LA(%)	R&B (POTS)	15.28%	23,963						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/LA(%)	DS1/DS3	23.70%	270	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/LA(%)	DS1/DS3	23.74%	198	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/LA(%)	R&B	17.72%	38,970	12.90%	473		0.01766	2.7290	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/LA(%)	R&B	15.25%	24,361	14.29%	315		0.02038	0.4709	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/LA(%)	R&B&D - Disp	17.74%	39,626	37.50%	8		0.13508	-1.4628	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/LA(%)	R&B&D - Disp	17.74%	39,626	40.00%	10		0.12082	-1.8424	NO
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	ADSL to Retail	14.80%	588	15.00%	20		0.08073	-0.0253	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	ADSL to Retail	13.84%	831	14.29%	7		0.13106	-0.0341	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/LA(%)	ISDN - BRI	8.89%	45	33.33%	15		0.08485	-2.8810	NO
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/LA(%)	ISDN - BRI	5.26%	114	20.00%	15		0.06133	-2.4028	NO
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/LA(%)	ADSL to Retail	14.80%	588	50.00%	2		0.25149	-1.3998	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/LA(%)	ADSL to Retail	13.84%	831	30.19%	53		0.04892	-3.3421	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/LA(%)	R&B - Disp	17.72%	38,970	10.00%	110		0.03646	2.1166	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/LA(%)	R&B - Disp	17.72%	38,970	5.26%	19		0.08761	1.4214	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/LA(%)	R&B (POTS) excl SB FT	17.84%	38,194	0.00%	0				YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	R&B (POTS) excl SB FT	15.24%	21,202	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/LA(%)	Design	23.01%	1,217	0.00%	3		0.24329	0.9457	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/LA(%)	Design	20.80%	1,760	100.00%	1		0.40596	-1.9510	NO
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/LA(%)	R&B	17.72%	38,970	0.00%	6		0.15588	1.1365	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/LA(%)	R&B	15.25%	24,361	28.57%	7		0.13588	-0.9807	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/LA(%)	R&B (POTS)	17.84%	38,262						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/LA(%)	R&B (POTS)	15.28%	23,963						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/LA(%)	R&B (POTS)	29.75%	24,452						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/LA(%)	R&B (POTS)	14.64%	8,506						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/LA(%)	DS1/DS3	0.00%	270	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/LA(%)	DS1/DS3	0.00%	198	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/LA(%)	R&B	29.50%	24,959	18.47%	287		0.02707	4.0753	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/LA(%)	R&B	14.46%	8,680	1.39%	144		0.02955	4.4230	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/LA(%)	R&B&D - Disp	28.75%	25,677	0.00%	8		0.16003	1.7962	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/LA(%)	R&B&D - Disp	28.75%	25,677	0.00%	10		0.14314	2.0081	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/LA(%)	ADSL to Retail	67.69%	588	0.00%	20		0.10634	6.3653	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/LA(%)	ADSL to Retail	6.26%	831	0.00%	7		0.09193	0.6807	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/LA(%)	ISDN - BRI	2.22%	45	6.67%	15		0.04395	-1.0113	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/LA(%)	ISDN - BRI	0.00%	114	0.00%	15		0.00000		YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/LA(%)	ADSL to Retail	67.69%	588	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/LA(%)	ADSL to Retail	6.26%	831	50.00%	2		0.17147	-2.5511	NO
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/LA(%)	R&B - Disp	29.50%	24,959	0.00%	110		0.04358	6.7696	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/LA(%)	R&B - Disp	29.50%	24,959	0.00%	19		0.10466	2.8186	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/LA(%)	R&B (POTS) excl SB FT	29.76%	24,446	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/LA(%)	R&B (POTS) excl SB FT	14.61%	8,467	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/LA(%)	Design	1.64%	1,217	0.00%	3		0.07349	0.2236	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/LA(%)	Design	0.74%	1,760	0.00%	1		0.08565	0.0862	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/LA(%)	R&B	29.50%	24,959	40.00%	5		0.20397	-0.5148	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/LA(%)	R&B	14.46%	8,680	0.00%	2		0.24871	0.5814	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/LA(%)	R&B (POTS)	29.75%	24,452						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/LA(%)	R&B (POTS)	14.64%	8,506						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	LA(%)	BST - State	98.80%	$175,252,329	99.92%	$1,044,776		0.00011	-104.4299	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/LA(%)	Diagnostic			55.32%	47				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/LA(%)	>= 85% w in 4 days			96.15%	25				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/LA(%)	>= 95% w in 10 days			97.50%	40				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/LA(%)	>= 95%			100.00%	44				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/LA(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/LA(days)	Parity w Retail	24.78	49	17.33	3	9.446	5.61788	1.3247	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/LA(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/LA(%)	Parity w Retail	0.00%	56	0.00%	3		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/LA(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/LA(%)	Parity w Retail	0.00%	49	0.00%	3		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/LA(%)	Parity w Retail	0.47%	1,056	0.00%	50		0.00994	0.4766	YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/LA(hours)	Parity w Retail	30.07	37	3.72	3	134.371	80.66282	0.3267	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/LA(days)	Diagnostic			18.00	2				Diagnostic
	Total Service Order Cycle Time (offered)										
C.2.9	P-10	Local Interconnection Trunks/LA(days)	Diagnostic	Under development							
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P	Local Interconnection Trunks/Dispatch/LA(%)	Diagnostic			100.00%	3				Diagnostic
C.2.10.2	P	Local Interconnection Trunks/Non-Dispatch/LA(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/LA(%)	>= 95%			100.00%	29				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/LA(%)	>= 95%			100.00%	48				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/LA(%)	>= 95%			100.00%	3				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/LA(%)	>= 95%			100.00%	11				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	0	0.00%	2				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	7.37%	95	0.00%	4		0.13335	0.5526	YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	141,768	0.01%	24,311		0.00000		NO
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	0.07%	141,768	0.02%	24,311		0.00018	2.8135	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/LA(hours)	Parity w Retail	0.00	0	1.30	2				NO
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/LA(hours)	Parity w Retail	5.99	95	4.27	4	16.711	8.52967	0.2022	YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	0	0.00%	2				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	12.63%	95	0.00%	4		0.16956	0.7449	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/LA(%)	Parity w Retail	0.00%	0	0.00%	2				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/LA(%)	Parity w Retail	7.37%	95	0.00%	4		0.13335	0.5526	YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	LA(%)	BST - State	98.80%	$175,252,329	99.75%	$1,523,430		0.00009	-107.4757	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	LA	>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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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 8-1-2001; 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 8-1-2001; see D.1.4.7.1							
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.1.4.7.1							
	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

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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/LA(calendar days)	<= 30 days								
E.1.1.2	C-1	Physical Caged/LA(calendar days)	<= 30 days			20	10				YES
E.1.1.3	C-1	Physical Cageless/LA(calendar days)	<= 30 days			9	24				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/LA(calendar days)	<= 50 days			31	2				YES
E.1.2.2	C-2	Physical Caged-Ordinary/LA(calendar days)	<= 90 days								
E.1.2.3	C-2	Physical Caged-Extraordinary/LA(calendar days)	<= 120 days								
E.1.2.4	C-2	Physical Caged-Augments - No Additional Space Req./LA(calendar days)	<= 60 days			15	8				YES
E.1.2.5	C-2	Physical Cageless-Ordinary/LA(calendar days)	<= 60 days			33	1				YES
E.1.2.6	C-2	Physical Cageless-Extraordinary/LA(calendar days)	<= 90 days								
E.1.2.7	C-2	Physical Cageless-Augments - No Additional Space Req./LA(calendar days)	<= 60 days			19	10				YES
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/LA(%)	< 5% missed			0.00%	2				YES
E.1.3.2	C-3	Physical Caged/LA(%)	< 5% missed			0.00%	8				YES
E.1.3.3	C-3	Physical Cageless/LA(%)	< 5% missed			0.00%	11				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/LA(%)	>= 95% w in 3 bus days			100.00%	1				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/LA(%)	>= 95% w in 1 min			99.51%	405				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/LA(%)	>= 95% w in 5 bus days			100.00%	36				YES
F.3.1.2	O-10	Local Interoffice Transport/LA(%)	>= 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	LA(seconds)	PBD			5.45					PBD
	% Answered in 30 seconds										
F.6.2	OS-2	LA(%)	PBD			96.10%					PBD

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	LA(seconds)	PBD			4.39					PBD
	% Answered in 20 seconds										
F.7.2	DA-2	LA(%)	PBD			97.10%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	LA(hours)	PBD			2.40	1,770				PBD
	% Accuracy										
F.8.2	E-2	LA(%)	PBD			97.70%	187,905				PBD
	% Timeliness										
F.8.3	E-1	LA(%)	PBD			100.00%	1,770				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/LA(%)	Parity w Retail	88.16%	$5,220,944	99.14%	$323,679		0.00170	-64.5363	YES
F.9.5.2	B-7	UNE/LA(%)	>= 90%			99.51%	$83,679				YES
F.9.5.3	B-7	Interconnection/LA(%)	>= 90%			97.24%	$976				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/LA(%)	Parity w Retail	93.62%	$8,706,322	83.24%	$500,925		0.00141	73.8108	NO
F.9.6.2	B-8	UNE/LA(%)	>= 90%			97.12%	$247,124				YES
F.9.6.3	B-8	Interconnection/LA(%)	>= 90%			82.44%	$23,110				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	LA(%)	>= 95% w in 30 days			50.00%	2				NO
	Average Software Release Notice Delay Days										
F.10.2	CM-2	LA(average)	>= 22 days prior to release			26	1				YES
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	LA(%)	>= 95% w in 30 days			100.00%	2				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	LA(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	LA(average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.10.6	CM-5	LA(%)	>= 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								
	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/LA(hours)	PBD	3.40	24	3.40	24				PBD
F.13.1.2	D-1	Directory Listings/LA(hours)	PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/LA(hours)	PBD	4.14	27	3.66	27				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/LA(%)	>= 95%			100.00%	233				YES
F.13.2.2	D-2	Directory Listings/LA(%)	>= 95%			100.00%	212				YES
F.13.2.3	D-2	Directory Assistance/LA(%)	>= 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