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

July 3, 2002

WRITTEN EX PARTE

Ms Marlene H. Dortch
Secretary
Federal Communications Commission
The Portals
445 12th Street, S.W.
Washington, D.C. 20554

Re: CC Docket No. 02-150

Dear Ms Dortch:

BellSouth submits the attached Monthly State Summary of BellSouth's OSS performance for the month of March 2002 in North Carolina. The staff reviewing BellSouth's pending 271 application for this state had requested that BellSouth generate this summary using its new Performance Measurement Analysis Platform, PMAP 4.0 and then file the summary for staff review. We note that a corrupt file has prevented BellSouth from generating accurate data for the Mean Held Orders submetrics and the % Jeopardies submetrics. For this reason the entries appearing in the Mean Held Orders and the % Jeopardies segments of the MSS should be ignored. I have sent the attached MSS electronically to the following FCC staff: Aaron Goldberger; Heidi Kroll; Pam Slipakoff; and Gina Spade.

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: Aaron Goldberger (w/o attachment)
Heidi Kroll (w/o attachment)
Pam Slipakoff (w/o attachment)
Gina Spade (w/o attachment)
Susan Pié
James Davis-Smith

BellSouth Monthly State Summary
North Carolina, March 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/NC(%)	Diagnostic			8.64%	10,338				Diagnostic
A.1.1.2	O-7	Business/NC(%)	Diagnostic			24.61%	386				Diagnostic
A.1.1.3	O-7	Design (Specials)/NC(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/NC(%)	Diagnostic			0.00%	1				Diagnostic
A.1.1.5	O-7	Centrex/NC(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/NC(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/NC(%)	Diagnostic			18.67%	2,308				Diagnostic
A.1.2.2	O-7	Business/NC(%)	Diagnostic			41.78%	213				Diagnostic
A.1.2.3	O-7	Design (Specials)/NC(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/NC(%)	Diagnostic			50.00%	2				Diagnostic
A.1.2.5	O-7	Centrex/NC(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/NC(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/NC(%)	Diagnostic			50.50%	101				Diagnostic
A.1.3.2	O-7	Business/NC(%)	Diagnostic			50.65%	154				Diagnostic
A.1.3.3	O-7	Design (Specials)/NC(%)	Diagnostic			22.22%	90				Diagnostic
A.1.3.4	O-7	PBX/NC(%)	Diagnostic			23.53%	17				Diagnostic
A.1.3.5	O-7	Centrex/NC(%)	Diagnostic			100.00%	1				Diagnostic
A.1.3.6	O-7	ISDN/NC(%)	Diagnostic			26.09%	23				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/NC(%)	>= 97% w in 1 hr			92.67%	901				NO
A.1.4.2	O-8	Business/NC(%)	>= 97% w in 1 hr			89.47%	95				NO
A.1.4.3	O-8	Design (Specials)/NC(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/NC(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/NC(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/NC(%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/NC(%)	>= 85% w in 10 hrs			88.58%	438				YES
A.1.7.2	O-8	Business/NC(%)	>= 85% w in 10 hrs			97.78%	90				YES
A.1.7.3	O-8	Design (Specials)/NC(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/NC(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.7.5	O-8	Centrex/NC(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/NC(%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/NC(%)	>= 85% w in 24 hrs			98.08%	52				YES
A.1.8.2	O-8	Business/NC(%)	>= 85% w in 24 hrs			100.00%	79				YES
A.1.8.3	O-8	Design (Specials)/NC(%)	>= 85% w in 24 hrs			100.00%	22				YES
A.1.8.4	O-8	PBX/NC(%)	>= 85% w in 24 hrs			100.00%	5				YES
A.1.8.5	O-8	Centrex/NC(%)	>= 85% w in 24 hrs			100.00%	1				YES
A.1.8.6	O-8	ISDN/NC(%)	>= 85% w in 24 hrs			100.00%	6				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/NC(%)	>= 95% w in 3 hrs			99.84%	9,443				YES
A.1.9.2	O-9	Business/NC(%)	>= 95% w in 3 hrs			100.00%	283				YES
A.1.9.3	O-9	Design (Specials)/NC(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/NC(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/NC(%)	>= 95% w in 3 hrs								

BellSouth Monthly State Summary
North Carolina, March 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.9.6	O-9	ISDN/NC(%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/NC(%)	>= 85% w in 10 hrs			90.32%	1,974				YES
A.1.12.2	O-9	Business/NC(%)	>= 85% w in 10 hrs			93.33%	135				YES
A.1.12.3	O-9	Design (Specials)/NC(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/NC(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/NC(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/NC(%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/NC(%)	>= 85% w in 36 hrs			98.25%	57				YES
A.1.13.2	O-9	Business/NC(%)	>= 85% w in 36 hrs			100.00%	63				YES
A.1.13.3	O-9	Design (Specials)/NC(%)	>= 85% w in 36 hrs			95.83%	72				YES
A.1.13.4	O-9	PBX/NC(%)	>= 85% w in 36 hrs			100.00%	9				YES
A.1.13.5	O-9	Centrex/NC(%)	>= 85% w in 36 hrs								
A.1.13.6	O-9	ISDN/NC(%)	>= 85% w in 36 hrs			100.00%	11				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/NC(%)	>= 95%			99.33%	1,502				YES
A.1.14.1.2	O-11	Residence/TAG/NC(%)	>= 95%			99.63%	8,836				YES
A.1.14.2.1	O-11	Business/EDI/NC(%)	>= 95%			100.00%	6				YES
A.1.14.2.2	O-11	Business/TAG/NC(%)	>= 95%			95.53%	380				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/NC(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/NC(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/NC(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/NC(%)	>= 95%			0.00%	1				NO
A.1.14.5.1	O-11	Centrex/EDI/NC(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/NC(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/NC(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/NC(%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/NC(%)	>= 95%			99.08%	218				YES
A.1.15.1.2	O-11	Residence/TAG/NC(%)	>= 95%			99.62%	2,090				YES
A.1.15.2.1	O-11	Business/EDI/NC(%)	>= 95%			100.00%	8				YES
A.1.15.2.2	O-11	Business/TAG/NC(%)	>= 95%			100.00%	205				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/NC(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/NC(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/NC(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/NC(%)	>= 95%			100.00%	2				YES
A.1.15.5.1	O-11	Centrex/EDI/NC(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/NC(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/NC(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/NC(%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/NC(%)	>= 95%			98.02%	101				YES
A.1.16.2	O-11	Business/NC(%)	>= 95%			95.45%	154				YES
A.1.16.3	O-11	Design (Specials)/NC(%)	>= 95%			91.11%	90				NO
A.1.16.4	O-11	PBX/NC(%)	>= 95%			82.35%	17				NO
A.1.16.5	O-11	Centrex/NC(%)	>= 95%			100.00%	1				YES
A.1.16.6	O-11	ISDN/NC(%)	>= 95%			73.91%	23				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/NC(%)	>= 95%			99.87%	1,492				YES
A.1.17.1.2	O-11	Residence/TAG/NC(%)	>= 95%			99.53%	8,803				YES
A.1.17.2.1	O-11	Business/EDI/NC(%)	>= 95%			83.33%	6				NO

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A.1.17.2.2	O-11	Business/TAG/NC(%)	>= 95%			97.25%	363				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/NC(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/NC(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/NC(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/NC(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/NC(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/NC(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/NC(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/NC(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/NC(%)	>= 95%			95.37%	216				YES
A.1.18.1.2	O-11	Residence/TAG/NC(%)	>= 95%			91.74%	2,082				NO
A.1.18.2.1	O-11	Business/EDI/NC(%)	>= 95%			62.50%	8				NO
A.1.18.2.2	O-11	Business/TAG/NC(%)	>= 95%			91.71%	205				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/NC(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/NC(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/NC(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/NC(%)	>= 95%			100.00%	2				YES
A.1.18.5.1	O-11	Centrex/EDI/NC(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/NC(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/NC(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/NC(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/NC(%)	>= 95%			87.88%	99				NO
A.1.19.2	O-11	Business/NC(%)	>= 95%			95.24%	147				YES
A.1.19.3	O-11	Design (Specials)/NC(%)	>= 95%			93.90%	82				NO
A.1.19.4	O-11	PBX/NC(%)	>= 95%			100.00%	14				YES
A.1.19.5	O-11	Centrex/NC(%)	>= 95%			100.00%	1				YES
A.1.19.6	O-11	ISDN/NC(%)	>= 95%			100.00%	17				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/NC(days)	Res	5.22	9,891	4.74	601	3.359	0.14111	3.4049	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/NC(days)	Res	0.85	242,076	0.63	6,681	1.646	0.02042	11.2182	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/NC(days)	Res	5.74	34	4.00	2	2.853	2.07590	0.8359	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/NC(days)	Res	0.33	1			0.000			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/NC(days)	Bus	2.58	11,105	4.70	70	5.207	0.62435	-3.3815	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/NC(days)	Bus	1.18	11,770	1.51	320	4.335	0.24560	-1.3299	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/NC(days)	Bus	14.93	52	12.00	1	23.690	23.91663	0.1225	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/NC(days)	Bus	1.88	14			0.445			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/NC(days)	Design	20.30	993	10.27	22	26.996	5.81890	1.7225	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Design	17.19	431	9.00	12	12.490	3.65528	2.2415	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Design	59.50	4			81.717			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Design	10.40	5			5.128			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/NC(days)	PBX	14.85	48	6.00	2	19.985	14.42317	0.6134	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/NC(days)	PBX	3.17	79	1.44	3	4.958	2.91646	0.5912	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/NC(days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/NC(days)	PBX	2.33	29			1.291			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/NC(days)	Centrex	9.47	826			15.703			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/NC(days)	Centrex	2.58	732	2.33	6	8.670	3.55406	0.0693	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/NC(days)	Centrex	28.94	17			34.535			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Centrex	2.90	49			3.893			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/NC(days)	ISDN	29.21	235			66.039			

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North Carolina, March 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/NC(days)	ISDN	1.83	663	2.50	2	3.711	2.62772	-0.2532	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/NC(days)	ISDN	207.53	19			155.294			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/NC(days)	ISDN	8.85	11			13.423			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/NC(days)	Res	12.00	2	0.00	0	7.071			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/NC(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/NC(days)	Res	19.33	3	0.00	0	21.939			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/NC(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/NC(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/NC(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/NC(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/NC(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/NC(days)	Bus	77.00	1	0.00	0	0.000			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/NC(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/NC(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/NC(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/NC(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/NC(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/NC(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/NC(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/NC(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/NC(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/NC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/NC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/NC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/NC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/NC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/NC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/NC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/NC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/NC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/NC(days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/NC(days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/NC(days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/NC(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/NC(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/NC(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/NC(days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/NC(days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/NC(days)	ISDN	0.00	0						
	% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/NC(%)	Res	0.38%	268,734	0.55%	8,395		0.00069	-2.3847	NO
A.2.4.2	P-2	Business/NC(%)	Bus	1.44%	23,190	1.24%	402		0.00599	0.3278	YES
A.2.4.3	P-2	Design (Specials)/NC(%)	Design	9.36%	1,335						
A.2.4.4	P-2	PBX/NC(%)	PBX	3.33%	150	0.00%	2		0.12777	0.2609	YES
A.2.4.5	P-2	Centrex/NC(%)	Centrex	2.41%	1,659	0.00%	3		0.08864	0.2720	YES
A.2.4.6	P-2	ISDN/NC(%)	ISDN	3.87%	878						
	% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/NC(%)	Diagnostic			0.94%	213				Diagnostic
A.2.5.2	P-2	Business/NC(%)	Diagnostic			0.00%	109				Diagnostic
A.2.5.3	P-2	Design (Specials)/NC(%)	Diagnostic			15.69%	51				Diagnostic
A.2.5.4	P-2	PBX/NC(%)	Diagnostic			0.00%	9				Diagnostic
A.2.5.5	P-2	Centrex/NC(%)	Diagnostic			0.00%	6				Diagnostic
A.2.5.6	P-2	ISDN/NC(%)	Diagnostic			0.00%	7				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/NC(hours)	>= 48 hrs			131.83	42				YES
A.2.7.2	P-2	Business/NC(hours)	>= 48 hrs			168.37	5				YES
A.2.7.3	P-2	Design (Specials)/NC(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/NC(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/NC(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/NC(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/NC(hours)	Diagnostic			151.22	2				Diagnostic
A.2.8.2	P-2	Business/NC(hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/NC(hours)	Diagnostic			306.33	8				Diagnostic
A.2.8.4	P-2	PBX/NC(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/NC(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/NC(hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/NC(%)	95% >= 48 hrs			100.00%	42				YES
A.2.9.2	P-2	Business/NC(%)	95% >= 48 hrs			100.00%	5				YES
A.2.9.3	P-2	Design (Specials)/NC(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/NC(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/NC(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/NC(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/NC(%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/NC(%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/NC(%)	Diagnostic			100.00%	8				Diagnostic
A.2.10.4	P-2	PBX/NC(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/NC(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/NC(%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/NC(%)	Res	3.70%	12,616	0.15%	673		0.00747	4.7568	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/NC(%)	Res	0.15%	256,813	0.21%	7,962		0.00044	-1.4877	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/NC(%)	Res	4.65%	43	0.00%	3		0.12575	0.3699	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/NC(%)	Res	0.00%	1						
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/NC(%)	Bus	1.14%	11,399	0.00%	139		0.00906	1.2586	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	11,905	0.00%	377		0.00000		YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/NC(%)	Bus	1.69%	59	0.00%	1		0.13017	0.1302	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	14	0.00%	2		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/NC(%)	Design	5.95%	1,008	0.00%	40		0.03815	1.5605	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	Design	0.23%	436	0.00%	13		0.01346	0.1704	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/NC(%)	Design	0.00%	4						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)	Design	0.00%	5						
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/NC(%)	PBX	3.64%	55	0.00%	2		0.13475	0.2699	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/NC(%)	PBX	1.22%	82	0.00%	8		0.04065	0.3000	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/NC(%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/NC(%)	PBX	0.00%	29	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/NC(%)	Centrex	1.39%	865						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/NC(%)	Centrex	0.35%	849	0.00%	9		0.01988	0.1777	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/NC(%)	Centrex	16.67%	18						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/NC(%)	Centrex	0.00%	60						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/NC(%)	ISDN	0.82%	244	0.00%	3		0.05238	0.1565	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN	0.75%	666	0.00%	5		0.03875	0.1938	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/NC(%)	ISDN	0.00%	20						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN	0.00%	13						

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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/NC(%)	Res	9.52%	11,982	7.09%	888		0.01021	2.3784	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/NC(%)	Res	2.37%	255,629	5.57%	8,212		0.00171	-18.6878	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/NC(%)	Res	3.23%	31	0.00%	2		0.12890	0.2503	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/NC(%)	Res	3.13%	32						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/NC(%)	Bus	9.84%	9,402	6.78%	118		0.02759	1.1086	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/NC(%)	Bus	5.55%	11,902	3.57%	364		0.01218	1.6209	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/NC(%)	Bus	21.43%	42	0.00%	2		0.29697	0.7216	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	7	0.00%	2		0.00000		YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/NC(%)	Design	5.98%	970	14.29%	7		0.08994	-0.9235	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	Design	3.21%	249	16.67%	6		0.07285	-1.8467	NO
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/NC(%)	Design	0.00%	5						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/NC(%)	PBX	15.38%	26	0.00%	1		0.36767	0.4184	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/NC(%)	PBX	5.48%	73	0.00%	6		0.09665	0.5669	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/NC(%)	PBX								
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/NC(%)	PBX	11.76%	17	100.00%	1		0.33153	-2.6615	NO
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/NC(%)	Centrex	5.85%	940						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/NC(%)	Centrex	3.78%	1,905	0.00%	9		0.06372	0.5932	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/NC(%)	Centrex	18.52%	27						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/NC(%)	Centrex	7.84%	204	0.00%	1		0.26951	0.2910	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/NC(%)	ISDN	6.96%	230						
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN	0.79%	253	0.00%	1		0.08873	0.0891	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/NC(%)	ISDN	0.00%	2						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN	0.00%	26						
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC(hours)	Res	1.79	12,551	0.11	641	11.218	0.45427	3.6957	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC(hours)	Res	0.73	256,508	0.78	7,776	19.412	0.22345	-0.2426	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/NC(hours)	Res	3.22	43	0.02	3	15.174	9.06097	0.3533	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/NC(hours)	Res	0.85	1			0.000			
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/NC(hours)	Bus	1.09	11,297	0.63	79	9.036	1.02022	0.4508	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC(hours)	Bus	2.07	11,764	0.55	324	13.500	0.76027	1.9947	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/NC(hours)	Bus	2.26	57	0.02	1	10.817	10.91164	0.2057	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC(hours)	Bus	0.82	3			0.096			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC(hours)	Design	266.02	939			583.729			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC(hours)	Design	4.99	436			32.803			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/NC(hours)	Design	82.02	2			87.516			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/NC(hours)	Design	0.50	5			0.233			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC(hours)	PBX	215.77	54			553.873			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC(hours)	PBX	25.52	80	0.43	1	107.627	108.29722	0.2316	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/NC(hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC(hours)	PBX	0.79	29			0.339			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/NC(hours)	Centrex	29.78	862			67.088			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC(hours)	Centrex	5.07	845	0.47	3	46.014	26.61329	0.1729	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/NC(hours)	Centrex	0.08	17			0.201			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/NC(hours)	Centrex	0.64	60			0.269			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/NC(hours)	ISDN	552.33	229			1812.353			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC(hours)	ISDN	2.45	658			18.929			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/NC(hours)	ISDN	5123.77	20			4455.334			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/NC(hours)	ISDN	0.61	13			0.261			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC(hours)	Diagnostic			14.06	31				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			4.05	185				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic

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A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/NC(hours)	Diagnostic			34.65	61				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			10.99	52				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic			0.38	2				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC(hours)	Diagnostic			115.36	37				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			141.40	13				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC(hours)	Diagnostic			32.23	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			10.19	7				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic			0.40	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			14.32	6				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/NC(hours)	Diagnostic			155.38	3				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			20.38	5				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.90	475				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.66	5,096				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.39	26				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.63	92				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic			11.92	1				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			3.65	63				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.19	1,295				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic			3.94	1				Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.65	10				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.11	104				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1				Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.42	20				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.74	15				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			8.06	17				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.60	24				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic			8.33	13				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			7.57	9				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic			5.09	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			4.92	4				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.86	2				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.91	468				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.88	2,775				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.39	26				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.63	88				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic			11.92	1				Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic

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A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			3.68	61				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.19	1,116				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic			3.94	1				Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.65	10				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.04	87				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1				Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.42	20				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.79	14				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			8.40	14				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.66	18				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic			8.33	13				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			7.57	9				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic			5.09	1				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic

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A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			4.92	4				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.86	2				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/NC(%)	Diagnostic			3.59%	613				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/NC(%)	Diagnostic			6.10%	6,718				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/NC(%)	Diagnostic			11.27%	71				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/NC(%)	Diagnostic			5.57%	323				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/NC(%)	Diagnostic			0.00%	20				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/NC(%)	Diagnostic			25.00%	12				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/NC(%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/NC(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/NC(%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/NC(%)	Diagnostic			0.00%	6				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/NC(%)	Diagnostic								Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/NC(%)	Diagnostic			0.00%	2				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/NC(%)	>= 95%			92.14%	140				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/NC(%)	>= 95%			95.38%	130				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/NC(%)	>= 95%			100.00%	19				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/NC(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/NC(%)	>= 95%			91.33%	150				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/NC(%)	>= 95%			93.85%	130				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/NC(%)	>= 95%			100.00%	10				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/NC(%)	>= 95%			84.62%	13				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/NC(%)	>= 95%			81.08%	37				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	>= 95%			91.84%	98				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/NC(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)	>= 95%			100.00%	6				YES
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/NC(%)	Res	3.97%	28,176	0.74%	673		0.00761	4.2356	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/NC(%)	Res	0.61%	14,131	0.00%	168		0.00604	1.0083	YES
A.3.1.2.1	M&R-1	Business/Dispatch/NC(%)	Bus	4.14%	4,419	1.25%	160		0.01603	1.8032	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/NC(%)	Bus	0.97%	2,581	0.00%	55		0.01335	0.7258	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/NC(%)	Design	0.00%	552	0.00%	14		0.00000		YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/NC(%)	Design	0.49%	1,015	0.00%	12		0.02033	0.2423	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/NC(%)	PBX	6.94%	144	0.00%	7		0.09839	0.7058	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/NC(%)	PBX	6.21%	161	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/NC(%)	Centrex	8.14%	860	0.00%	10		0.08697	0.9359	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/NC(%)	Centrex	2.70%	705	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/NC(%)	ISDN	0.00%	91	0.00%	3		0.00000		YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/NC(%)	ISDN	0.00%	178	0.00%	3		0.00000		YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/NC(%)	Res	1.73%	1,624,699	1.61%	41,875		0.00065	1.9495	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/NC(%)	Res	0.87%	1,624,699	0.40%	41,875		0.00046	10.1513	YES

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A.3.2.2.1	M&R-2	Business/Dispatch/NC(%)	Bus	1.02%	432,157	0.95%	16,879		0.00079	0.9405	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/NC(%)	Bus	0.60%	432,157	0.33%	16,879		0.00061	4.4758	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/NC(%)	Design	0.70%	78,658	0.99%	1,417		0.00225	-1.2748	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/NC(%)	Design	1.29%	78,658	0.85%	1,417		0.00304	1.4567	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/NC(%)	PBX	0.18%	80,582	1.08%	650		0.00166	-5.3955	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/NC(%)	PBX	0.20%	80,582	0.00%	650		0.00176	1.1350	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/NC(%)	Centrex	0.44%	194,953	0.98%	1,023		0.00208	-2.5763	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/NC(%)	Centrex	0.36%	194,953	0.00%	1,023		0.00189	1.9184	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/NC(%)	ISDN	0.05%	167,821	0.51%	584		0.00097	-4.7601	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/NC(%)	ISDN	0.11%	167,821	0.51%	584		0.00135	-3.0195	NO
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/NC(hours)	Res	15.66	28,176	10.06	673	18.524	0.72251	7.7500	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/NC(hours)	Res	5.05	14,131	3.01	168	10.151	0.78782	2.5952	YES
A.3.3.2.1	M&R-3	Business/Dispatch/NC(hours)	Bus	11.37	4,419	10.71	160	14.772	1.18879	0.5581	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/NC(hours)	Bus	3.05	2,581	3.97	55	7.142	0.97322	-0.9475	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/NC(hours)	Design	4.25	552	3.21	14	2.929	0.79265	1.3114	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/NC(hours)	Design	2.24	1,015	2.16	12	3.816	1.10799	0.0718	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/NC(hours)	PBX	13.28	144	11.12	7	14.532	5.62458	0.3837	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/NC(hours)	PBX	4.63	161	0.00	0	8.687			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/NC(hours)	Centrex	12.36	860	3.97	10	19.143	6.08876	1.3784	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/NC(hours)	Centrex	3.03	705	0.00	0	5.864			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/NC(hours)	ISDN	3.76	91	3.22	3	2.870	1.68387	0.3192	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/NC(hours)	ISDN	1.77	178	2.00	3	2.730	1.58952	-0.1450	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/NC(%)	Res	14.77%	28,176	7.58%	673		0.01384	5.1957	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/NC(%)	Res	13.19%	14,131	14.29%	168		0.02626	-0.4169	YES
A.3.4.2.1	M&R-4	Business/Dispatch/NC(%)	Bus	11.25%	4,419	6.25%	160		0.02543	1.9653	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/NC(%)	Bus	10.77%	2,581	3.64%	55		0.04225	1.6889	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/NC(%)	Design	16.49%	552	21.43%	14		0.10042	-0.4923	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/NC(%)	Design	15.67%	1,015	0.00%	12		0.10554	1.4842	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/NC(%)	PBX	9.03%	144	28.57%	7		0.11092	-1.7620	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/NC(%)	PBX	8.70%	161	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/NC(%)	Centrex	12.67%	860	0.00%	10		0.10581	1.1978	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/NC(%)	Centrex	11.91%	705	0.00%	0				YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/NC(%)	ISDN	8.79%	91	33.33%	3		0.16616	-1.4770	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/NC(%)	ISDN	11.24%	178	33.33%	3		0.18386	-1.2018	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/NC(%)	Res	5.30%	18,966	2.53%	513		0.01003	2.7624	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/NC(%)	Res	2.04%	4,219	0.00%	80		0.01595	1.2782	YES
A.3.5.2.1	M&R-5	Business/Dispatch/NC(%)	Bus	4.50%	2,578	1.77%	113		0.01992	1.3701	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/NC(%)	Bus	1.66%	962	0.00%	39		0.02089	0.7962	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/NC(%)	Design	0.00%	552	0.00%	14		0.00000		YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/NC(%)	Design	0.49%	1,015	0.00%	12		0.02033	0.2423	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/NC(%)	PBX	9.52%	105	0.00%	3		0.17188	0.5541	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/NC(%)	PBX	7.46%	134	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/NC(%)	Centrex	8.40%	488	0.00%	3		0.16066	0.5230	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/NC(%)	Centrex	1.55%	323	0.00%	0				YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/NC(%)	ISDN	0.00%	90	0.00%	3		0.00000		YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/NC(%)	ISDN	0.00%	176	0.00%	3		0.00000		YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	NC(%)	BST - State	98.45%	$190,307,469	99.56%	$2,328,807		0.00008	-136.3421	YES

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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	3.68	1	3.56	1,845				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/NC(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/NC(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			19.81%	3,765				Diagnostic
B.1.1.4	O-7	Combo Other/NC(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			42.66%	218				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			41.67%	36				Diagnostic
B.1.1.7	O-7	Line Sharing/NC(%)	Diagnostic			20.59%	34				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			25.35%	430				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/NC(%)	Diagnostic			2.78%	72				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/NC(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/NC(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			23.53%	51				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/NC(%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/NC(%)	Diagnostic			7.48%	214				Diagnostic
B.1.1.15	O-7	Other Non-Design/NC(%)	Diagnostic			21.05%	152				Diagnostic
B.1.1.16	O-7	INP Standalone/NC(%)	Diagnostic			0.00%	1				Diagnostic
B.1.1.17	O-13	LNP Standalone/NC(%)	Diagnostic			12.69%	134				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/NC(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/NC(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			25.43%	2,147				Diagnostic
B.1.2.4	O-7	Combo Other/NC(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			0.00%	25				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			5.26%	95				Diagnostic
B.1.2.7	O-7	Line Sharing/NC(%)	Diagnostic			53.06%	49				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			26.18%	275				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/NC(%)	Diagnostic			50.00%	4				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/NC(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/NC(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			24.50%	298				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/NC(%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/NC(%)	Diagnostic			19.85%	131				Diagnostic
B.1.2.15	O-7	Other Non-Design/NC(%)	Diagnostic			25.93%	81				Diagnostic
B.1.2.16	O-7	INP Standalone/NC(%)	Diagnostic			100.00%	3				Diagnostic
B.1.2.17	O-13	LNP Standalone/NC(%)	Diagnostic			36.26%	171				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/NC(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/NC(%)	Diagnostic			61.11%	18				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			61.25%	271				Diagnostic
B.1.3.4	O-7	Combo Other/NC(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			33.85%	130				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			22.88%	271				Diagnostic
B.1.3.7	O-7	Line Sharing/NC(%)	Diagnostic			23.81%	21				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			23.64%	110				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/NC(%)	Diagnostic			25.00%	8				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/NC(%)	Diagnostic			26.67%	15				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/NC(%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			34.34%	198				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/NC(%)	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/NC(%)	Diagnostic			33.67%	199				Diagnostic
B.1.3.15	O-7	Other Non-Design/NC(%)	Diagnostic			27.08%	853				Diagnostic
B.1.3.16	O-7	INP Standalone/NC(%)	Diagnostic			50.00%	24				Diagnostic
B.1.3.17	O-13	LNP Standalone/NC(%)	Diagnostic			35.45%	378				Diagnostic
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/NC(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/NC(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/NC(%)	>= 97% w in 1 hr			95.85%	747				NO
B.1.4.4	O-8	Combo Other/NC(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 97% w in 1 hr			98.92%	93				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/NC(%)	>= 97% w in 1 hr			66.67%	15				NO
B.1.4.7	O-8	Line Sharing/NC(%)	>= 97% w in 1 hr			42.86%	7				NO
B.1.4.8	O-8	2W Analog Loop Design/NC(%)	>= 97% w in 1 hr			90.00%	110				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/NC(%)	>= 97% w in 1 hr			100.00%	2				YES
B.1.4.10	O-8	2W Analog Loop w/INP Design/NC(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/NC(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/NC(%)	>= 97% w in 1 hr			100.00%	12				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/NC(%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/NC(%)	>= 97% w in 1 hr			81.25%	16				NO
B.1.4.15	O-8	Other Non-Design/NC(%)	>= 97% w in 1 hr			93.75%	32				NO
B.1.4.16	O-8	INP Standalone/NC(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/NC(%)	>= 97% w in 1 hr			100.00%	17				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/NC(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/NC(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/NC(%)	>= 85% w in 10 hrs			94.95%	555				YES
B.1.7.4	O-8	Combo Other/NC(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 10 hrs			100.00%	6				YES
B.1.7.7	O-8	Line Sharing/NC(%)	>= 85% w in 10 hrs			88.46%	26				YES
B.1.7.8	O-8	2W Analog Loop Design/NC(%)	>= 85% w in 10 hrs			79.22%	77				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/NC(%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/NC(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 10 hrs			98.75%	80				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/NC(%)	>= 85% w in 10 hrs			0.00%	1				NO
B.1.7.14	O-8	Other Design/NC(%)	>= 85% w in 10 hrs			100.00%	27				YES
B.1.7.15	O-8	Other Non-Design/NC(%)	>= 85% w in 10 hrs			95.45%	22				YES
B.1.7.16	O-8	INP Standalone/NC(%)	>= 85% w in 10 hrs			66.67%	3				NO
B.1.7.17	O-14	LNP Standalone/NC(%)	>= 85% w in 10 hrs			73.44%	64				NO
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/NC(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/NC(%)	>= 85% w in 24 hrs			100.00%	11				YES
B.1.8.3	O-8	Loop + Port Combinations/NC(%)	>= 85% w in 24 hrs			98.83%	171				YES
B.1.8.4	O-8	Combo Other/NC(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 24 hrs			100.00%	46				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 24 hrs			100.00%	63				YES
B.1.8.7	O-8	Line Sharing/NC(%)	>= 85% w in 24 hrs			100.00%	5				YES
B.1.8.8	O-8	2W Analog Loop Design/NC(%)	>= 85% w in 24 hrs			96.43%	28				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/NC(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 24 hrs			75.00%	4				NO
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/NC(%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 24 hrs			100.00%	68				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/NC(%)	>= 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/NC(%)	>= 85% w in 24 hrs			100.00%	67				YES
B.1.8.15	O-8	Other Non-Design/NC(%)	>= 85% w in 24 hrs			100.00%	238				YES
B.1.8.16	O-8	INP Standalone/NC(%)	>= 85% w in 24 hrs			83.33%	12				NO
B.1.8.17	O-14	LNP Standalone/NC(%)	>= 85% w in 24 hrs			98.52%	135				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/NC(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/NC(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/NC(%)	>= 95% w in 3 hrs			99.33%	3,005				YES
B.1.9.4	O-9	Combo Other/NC(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95% w in 3 hrs			98.00%	100				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/NC(%)	>= 95% w in 3 hrs			95.24%	21				YES
B.1.9.7	O-9	Line Sharing/NC(%)	>= 95% w in 3 hrs			100.00%	27				YES
B.1.9.8	O-9	2W Analog Loop Design/NC(%)	>= 95% w in 3 hrs			100.00%	325				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/NC(%)	>= 95% w in 3 hrs			100.00%	69				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/NC(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/NC(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 95% w in 3 hrs			94.87%	39				NO
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/NC(%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/NC(%)	>= 95% w in 3 hrs			100.00%	199				YES
B.1.9.15	O-9	Other Non-Design/NC(%)	>= 95% w in 3 hrs			69.89%	93				NO
B.1.9.16	O-9	INP Standalone/NC(%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.17	O-15	LNP Standalone/NC(%)	>= 95% w in 3 hrs			100.00%	115				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/NC(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/NC(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/NC(%)	>= 85% w in 10 hrs			93.11%	1,713				YES
B.1.12.4	O-9	Combo Other/NC(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 10 hrs			88.89%	9				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 10 hrs			94.51%	91				YES
B.1.12.7	O-9	Line Sharing/NC(%)	>= 85% w in 10 hrs			83.33%	24				NO
B.1.12.8	O-9	2W Analog Loop Design/NC(%)	>= 85% w in 10 hrs			91.28%	218				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/NC(%)	>= 85% w in 10 hrs			50.00%	2				NO
B.1.12.10	O-9	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/NC(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 10 hrs			96.14%	233				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/NC(%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/NC(%)	>= 85% w in 10 hrs			87.72%	114				YES
B.1.12.15	O-9	Other Non-Design/NC(%)	>= 85% w in 10 hrs			68.75%	48				NO
B.1.12.16	O-9	INP Standalone/NC(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/NC(%)	>= 85% w in 10 hrs			86.11%	108				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/NC(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/NC(%)	>= 85% w in 36 hrs			100.00%	7				YES
B.1.13.3	O-9	Loop + Port Combinations/NC(%)	>= 85% w in 36 hrs			98.85%	87				YES
B.1.13.4	O-9	Combo Other/NC(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 36 hrs			100.00%	88				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 36 hrs			100.00%	202				YES
B.1.13.7	O-9	Line Sharing/NC(%)	>= 85% w in 36 hrs			100.00%	16				YES
B.1.13.8	O-9	2W Analog Loop Design/NC(%)	>= 85% w in 36 hrs			100.00%	77				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/NC(%)	>= 85% w in 36 hrs			100.00%	5				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 36 hrs			100.00%	11				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/NC(%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 36 hrs			97.35%	113				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/NC(%)	>= 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/NC(%)	>= 85% w in 36 hrs			99.23%	130				YES
B.1.13.15	O-9	Other Non-Design/NC(%)	>= 85% w in 36 hrs			99.39%	655				YES
B.1.13.16	O-9	INP Standalone/NC(%)	>= 85% w in 36 hrs			100.00%	10				YES
B.1.13.17	O-15	LNP Standalone/NC(%)	>= 85% w in 36 hrs			100.00%	226				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/NC(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/NC(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/NC(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/NC(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%			98.64%	147				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%			99.23%	3,618				YES
B.1.14.4.1	O-11	Combo Other/EDI/NC(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/NC(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%			97.56%	123				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%			73.68%	95				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC(%)	>= 95%			100.00%	1				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%			97.14%	35				YES
B.1.14.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%			100.00%	23				YES
B.1.14.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%			90.91%	11				NO
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%			98.83%	343				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%			100.00%	87				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/NC(%)	>= 95%			100.00%	60				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/NC(%)	>= 95%			91.67%	12				NO
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%			100.00%	45				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%			100.00%	6				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC(%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/NC(%)	>= 95%			99.35%	154				YES
B.1.14.14.2	O-11	Other Design/TAG/NC(%)	>= 95%			98.33%	60				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/NC(%)	>= 95%			100.00%	58				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%			77.66%	94				NO
B.1.14.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%			100.00%	1				YES
B.1.14.16.2	O-11	INP Standalone/TAG/NC(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%			98.35%	121				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%			100.00%	13				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/NC(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/NC(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/NC(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/NC(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%			100.00%	120				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%			99.06%	2,027				YES
B.1.15.4.1	O-11	Combo Other/EDI/NC(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/NC(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%			54.55%	11				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%			28.57%	14				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC(%)	>= 95%			100.00%	11				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%			100.00%	84				YES
B.1.15.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%			100.00%	20				YES
B.1.15.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%			100.00%	29				YES

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B.1.15.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%			100.00%	202				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%			97.26%	73				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/NC(%)	>= 95%			100.00%	2				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/NC(%)	>= 95%			100.00%	2				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%			99.64%	274				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%			100.00%	24				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC(%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/NC(%)	>= 95%			100.00%	95				YES
B.1.15.14.2	O-11	Other Design/TAG/NC(%)	>= 95%			100.00%	36				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/NC(%)	>= 95%			100.00%	27				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%			94.44%	54				NO
B.1.15.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%			100.00%	3				YES
B.1.15.16.2	O-11	INP Standalone/TAG/NC(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%			100.00%	146				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%			100.00%	25				YES
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/NC(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/NC(%)	>= 95%			100.00%	18				YES
B.1.16.3	O-11	Loop + Port Combinations/NC(%)	>= 95%			92.25%	271				NO
B.1.16.4	O-11	Combo Other/NC(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95%			99.23%	130				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/NC(%)	>= 95%			99.26%	271				YES
B.1.16.7	O-11	Line Sharing/NC(%)	>= 95%			100.00%	21				YES
B.1.16.8	O-11	2W Analog Loop Design/NC(%)	>= 95%			94.55%	110				NO
B.1.16.9	O-11	2W Analog Loop Non-Design/NC(%)	>= 95%			87.50%	8				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/NC(%)	>= 95%			100.00%	15				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/NC(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/NC(%)	>= 95%			94.44%	198				NO
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/NC(%)	>= 95%								
B.1.16.14	O-11	Other Design/NC(%)	>= 95%			98.99%	199				YES
B.1.16.15	O-11	Other Non-Design/NC(%)	>= 95%			97.77%	853				YES
B.1.16.16	O-11	INP Standalone/NC(%)	>= 95%			87.50%	24				NO
B.1.16.17	O-11	LNP Standalone/NC(%)	>= 95%			97.09%	378				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/NC(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/NC(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/NC(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/NC(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%			98.62%	145				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%			99.55%	3,590				YES
B.1.17.4.1	O-11	Combo Other/EDI/NC(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/NC(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%			97.50%	120				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%			97.14%	70				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC(%)	>= 95%			100.00%	1				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%			97.06%	34				YES
B.1.17.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%			95.65%	23				YES
B.1.17.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%			100.00%	10				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%			97.94%	339				YES

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B.1.17.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%			98.85%	87				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/NC(%)	>= 95%			100.00%	60				YES
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/NC(%)	>= 95%			100.00%	11				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%			53.33%	45				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%			66.67%	6				NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC(%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/NC(%)	>= 95%			100.00%	153				YES
B.1.17.14.2	O-11	Other Design/TAG/NC(%)	>= 95%			94.92%	59				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/NC(%)	>= 95%			100.00%	58				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%			100.00%	73				YES
B.1.17.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%			100.00%	1				YES
B.1.17.16.2	O-11	INP Standalone/TAG/NC(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%			75.63%	119				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%			69.23%	13				NO
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/NC(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/NC(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/NC(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/NC(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%			84.17%	120				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%			90.89%	2,008				NO
B.1.18.4.1	O-11	Combo Other/EDI/NC(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/NC(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%			100.00%	6				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%			100.00%	4				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC(%)	>= 95%			100.00%	11				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%			98.81%	84				YES
B.1.18.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%			100.00%	20				YES
B.1.18.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%			93.10%	29				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%			97.52%	202				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%			88.73%	71				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/NC(%)	>= 95%			100.00%	2				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/NC(%)	>= 95%			100.00%	2				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%			49.45%	273				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%			66.67%	24				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC(%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/NC(%)	>= 95%			94.74%	95				NO
B.1.18.14.2	O-11	Other Design/TAG/NC(%)	>= 95%			97.22%	36				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/NC(%)	>= 95%			100.00%	27				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%			98.04%	51				YES
B.1.18.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%			100.00%	3				YES
B.1.18.16.2	O-11	INP Standalone/TAG/NC(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%			79.45%	146				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%			84.00%	25				NO

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	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/NC(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/NC(%)	>= 95%			83.33%	18				NO
B.1.19.3	O-11	Loop + Port Combinations/NC(%)	>= 95%			92.40%	250				NO
B.1.19.4	O-11	Combo Other/NC(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95%			99.22%	129				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/NC(%)	>= 95%			93.68%	269				NO
B.1.19.7	O-11	Line Sharing/NC(%)	>= 95%			95.24%	21				YES
B.1.19.8	O-11	2W Analog Loop Design/NC(%)	>= 95%			92.31%	104				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/NC(%)	>= 95%			85.71%	7				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/NC(%)	>= 95%			100.00%	15				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/NC(%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/NC(%)	>= 95%			88.24%	187				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/NC(%)	>= 95%								
B.1.19.14	O-11	Other Design/NC(%)	>= 95%			90.36%	197				NO
B.1.19.15	O-11	Other Non-Design/NC(%)	>= 95%			94.84%	834				NO
B.1.19.16	O-11	INP Standalone/NC(%)	>= 95%			85.71%	21				NO
B.1.19.17	O-11	LNP Standalone/NC(%)	>= 95%			92.64%	367				NO
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.82	20,996			4.624			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.87	253,846			1.860			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	11.29	86			18.982			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.78	15			0.586			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	DS1/DS3	14.91	782	11.00	1	12.017	12.02514	0.3255	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/NC(days)	DS1/DS3	12.50	2			2.121			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	R&B	3.95	21,730	2.78	154	5.440	0.43989	2.6507	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	R&B	0.88	255,286	0.60	3,234	1.914	0.03387	8.2159	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(days)	R&B	0.33	135,067	0.33	2,098	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/NC(days)	R&B	1.49	120,219	1.09	1,136	2.661	0.07931	5.0421	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	R&B	13.99	105	2.00	1	22.866	22.97483	0.5220	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	R&B	3.21	104			5.386			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(days)	R&B	0.33	24			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(days)	R&B	4.08	80			5.878			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/NC(days)	R&B&D - Disp	5.02	23,098	12.07	14	11.079	2.96178	-2.3821	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/NC(days)	R&B&D - Disp	5.02	23,098			11.079			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/NC(days)	R&B&D - Disp	44.80	126			94.176			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/NC(days)	R&B&D - Disp	44.80	126			94.176			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/NC(days)	ISDN - BRI	14.50	121	10.40	129	9.937	1.25764	3.2609	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/NC(days)	ISDN - BRI	2.02	82			7.148			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/NC(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/NC(days)	ISDN - BRI	1.00	1			0.000			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/NC(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/NC(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/NC(days)	ADSL to Retail	4.06	2,215	4.75	4	4.280	2.14180	-0.3210	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/NC(days)	ADSL to Retail	3.56	1,391	3.47	17	1.074	0.26213	0.3503	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/NC(days)	ADSL to Retail	5.67	9			3.082			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/NC(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/NC(days)	ADSL to Retail	5.00	1			0.000			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/NC(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.95	21,730	4.66	123	5.440	0.49186	-1.4458	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.95	21,730			5.440			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	13.99	105	7.00	1	22.866	22.97483	0.3044	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	13.99	105			22.866			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.82	20,996	4.00	2	4.624	3.27004	-0.0535	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.48	119,202			2.584			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	11.29	86			18.982			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	13			0.000			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.95	21,730	7.00	1	5.440	5.43977	-0.5612	YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.95	21,730			5.440			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	13.99	105			22.866			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	13.99	105			22.866			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.82	20,996			4.624			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.48	119,202			2.584			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	11.29	86			18.982			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	13			0.000			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.95	21,730	5.63	112	5.440	0.51532	-3.2728	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.95	21,730			5.440			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	13.99	105	7.00	1	22.866	22.97483	0.3044	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	13.99	105			22.866			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.82	20,996			4.624			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.48	119,202			2.584			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	11.29	86			18.982			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	13			0.000			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/NC(days)	Design	21.99	1,368			36.012			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/NC(days)	Design	17.01	465			12.534			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/NC(days)	Design	198.81	21			151.082			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Design	10.40	5			5.128			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/NC(days)	R&B	3.95	21,730	5.70	10	5.440	1.72056	-1.0186	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	R&B	0.88	255,286			1.914			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/NC(days)	R&B	13.99	105			22.866			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	R&B	3.21	104			5.386			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.82	20,996			4.624			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.87	253,846			1.860			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	11.29	86			18.982			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.78	15			0.586			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.82	20,996	0.33	1	4.624	4.62443	0.7550	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.87	253,846	0.49	266	1.860	0.11412	3.3259	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	11.29	86			18.982			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.78	15	0.33	2	0.586	0.44146	3.2720	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Digital Loop < DS1	5.51	2,548	8.72	182	9.798	0.75177	-4.2716	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Digital Loop < DS1	6.28	1,947			7.921			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Digital Loop < DS1	4.14	7			0.378			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(days)	Digital Loop < DS1	10.40	5			5.128			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Digital Loop >= DS1	39.96	138	6.09	81	84.303	11.80007	2.8700	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Digital Loop >= DS1	2.19	536			5.600			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Digital Loop >= DS1	207.53	19			155.294			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Digital Loop >= DS1	8.85	11			13.423			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/NC(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/NC(days)	7 days			4.72	57				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/NC(days)	R&B (POTS)	12.00	2			7.071			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/NC(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/NC(days)	R&B (POTS)	33.75	4			33.945			

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B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/NC(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/NC(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/NC(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/NC(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/NC(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/NC(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/NC(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/NC(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/NC(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/NC(days)	R&B	12.00	2	0.00	0	7.071			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/NC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/NC(days)	R&B	33.75	4	0.00	0	33.945			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/NC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/NC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/NC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/NC(days)	R&B&D - Disp	12.00	2	0.00	0	7.071			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/NC(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/NC(days)	R&B&D - Disp	33.75	4	0.00	0	33.945			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/NC(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/NC(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/NC(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/NC(days)	ADSL to Retail	27.86	7	0.00	0	6.388			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/NC(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/NC(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/NC(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/NC(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/NC(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/NC(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/NC(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/NC(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/NC(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/NC(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/NC(days)	ISDN - BRI	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/NC(days)	ADSL to Retail	27.86	7	0.00	0	6.388			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/NC(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/NC(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/NC(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/NC(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/NC(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/NC(days)	R&B - Disp	12.00	2	0.00	0	7.071			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/NC(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/NC(days)	R&B - Disp	33.75	4	0.00	0	33.945			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/NC(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/NC(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/NC(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/NC(days)	R&B (POTS) excl SB Or	12.00	2	0.00	0	7.071			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/NC(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/NC(days)	R&B (POTS) excl SB Or	33.75	4	0.00	0	33.945			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/NC(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/NC(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/NC(days)	R&B - Disp	12.00	2	0.00	0	7.071			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/NC(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/NC(days)	R&B - Disp	33.75	4	0.00	0	33.945			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/NC(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/NC(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/NC(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/NC(days)	R&B (POTS) excl SB Or	12.00	2			7.071			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/NC(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/NC(days)	R&B (POTS) excl SB Or	33.75	4			33.945			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/NC(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/NC(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/NC(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/NC(days)	R&B - Disp	12.00	2	0.00	0	7.071			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/NC(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/NC(days)	R&B - Disp	33.75	4	0.00	0	33.945			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/NC(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/NC(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/NC(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/NC(days)	R&B (POTS) excl SB Or	12.00	2			7.071			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/NC(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	33.75	4			33.945			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/NC(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/NC(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/NC(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/NC(days)	Design	0.00	0						
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/NC(days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/NC(days)	Design	0.00	0						
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/NC(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/NC(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/NC(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/NC(days)	R&B	12.00	2	0.00	0	7.071			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/NC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/NC(days)	R&B	33.75	4	0.00	0	33.945			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/NC(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/NC(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/NC(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/NC(days)	R&B (POTS)	12.00	2			7.071			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/NC(days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/NC(days)	R&B (POTS)	33.75	4			33.945			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/NC(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/NC(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/NC(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/NC(days)	R&B (POTS)	12.00	2	0.00	0	7.071			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/NC(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/NC(days)	R&B (POTS)	33.75	4	0.00	0	33.945			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/NC(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/NC(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/NC(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/NC(days)	Digital Loop < DS1	27.86	7	0.00	0	6.388			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/NC(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/NC(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/NC(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/NC(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/NC(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/NC(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/NC(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/NC(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/NC(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/NC(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/NC(days)	Digital Loop >= DS1	0.00	0						
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/NC(%)	R&B (POTS)	0.47%	291,924						
B.2.5.2	P-2	Local Interoffice Transport/NC(%)	DS1/ DS3 - Interoffice	49.87%	758						
B.2.5.3	P-2	Loop + Port Combinations/NC(%)	R&B	0.48%	294,354	0.22%	4,031		0.00109	2.3152	YES
B.2.5.4	P-2	Combo Other/NC(%)	R&B&D - Disp	6.13%	25,611	100.00%	1		0.23989	-3.9131	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	ADSL to Retail	13.86%	4,840						
B.2.5.6	P-2	UNE ISDN/NC(%)	ISDN - BRI	7.41%	243	38.64%	44		0.04291	-7.2782	NO
B.2.5.7	P-2	Line Sharing/NC(%)	ADSL to Retail	13.86%	4,840						
B.2.5.8	P-2	2W Analog Loop Design/NC(%)	R&B - Disp	0.48%	294,354	14.84%	182		0.00510	-28.1374	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/NC(%)	R&B (POTS) excl SB Or	0.87%	157,347	0.00%	6		0.03789	0.2293	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/NC(%)	R&B - Disp	0.48%	294,354						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/NC(%)	R&B (POTS) excl SB Or	0.87%	157,347						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/NC(%)	R&B - Disp	0.48%	294,354	6.58%	228		0.00456	-13.3842	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/NC(%)	R&B (POTS) excl SB Or	0.87%	157,347						
B.2.5.14	P-2	Other Design/NC(%)	Design	10.68%	1,592						
B.2.5.15	P-2	Other Non-Design/NC(%)	R&B	0.48%	294,354						
B.2.5.16	P-2	INP (Standalone)/NC(%)	R&B (POTS)	0.47%	291,924						
B.2.5.17	P-2	LNP (Standalone)/NC(%)	R&B (POTS)	0.47%	291,924	0.00%	145		0.00567	0.8257	YES
B.2.5.18	P-2	Digital Loop < DS1/NC(%)	Digital Loop < DS1	13.14%	5,702	38.64%	44		0.05112	-4.9884	NO
B.2.5.19	P-2	Digital Loop >= DS1/NC(%)	Digital Loop >= DS1	3.93%	662	68.66%	67		0.02490	-25.9924	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/NC(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/NC(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/NC(%)	Diagnostic			0.70%	143				Diagnostic
B.2.6.4	P-2	Combo Other/NC(%)	Diagnostic			52.63%	19				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			1.94%	103				Diagnostic
B.2.6.6	P-2	UNE ISDN/NC(%)	Diagnostic			20.20%	99				Diagnostic
B.2.6.7	P-2	Line Sharing/NC(%)	Diagnostic			0.00%	28				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/NC(%)	Diagnostic			2.27%	44				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/NC(%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/NC(%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/NC(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			2.33%	43				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/NC(%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/NC(%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/NC(%)	Diagnostic			0.00%	15				Diagnostic
B.2.6.16	P-2	INP (Standalone)/NC(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/NC(%)	Diagnostic			0.00%	150				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/NC(%)	Diagnostic			11.11%	198				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/NC(%)	Diagnostic			28.17%	71				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/NC(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/NC(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/NC(hours)	>= 48 hrs			114.82	7				YES
B.2.8.4	P-2	Combo Other/NC(hours)	>= 48 hrs			339.10	1				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/NC(hours)	>= 48 hrs			347.84	17				YES
B.2.8.7	P-2	Line Sharing/NC(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/NC(hours)	>= 48 hrs			198.13	27				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/NC(hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/NC(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/NC(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/NC(hours)	>= 48 hrs			183.81	15				YES

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B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/NC(hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/NC(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/NC(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/NC(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/NC(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/NC(hours)	>= 48 hrs			347.84	17				YES
B.2.8.19	P-2	Digital Loop >= DS1/NC(hours)	>= 48 hrs			197.61	45				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/NC(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/NC(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/NC(hours)	Diagnostic			178.97	1				Diagnostic
B.2.9.4	P-2	Combo Other/NC(hours)	Diagnostic			308.61	11				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(hours)	Diagnostic			165.00	2				Diagnostic
B.2.9.6	P-2	UNE ISDN/NC(hours)	Diagnostic			332.95	17				Diagnostic
B.2.9.7	P-2	Line Sharing/NC(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/NC(hours)	Diagnostic			131.97	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/NC(hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/NC(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/NC(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/NC(hours)	Diagnostic			179.27	1				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/NC(hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/NC(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/NC(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/NC(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/NC(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/NC(hours)	Diagnostic			315.27	19				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/NC(hours)	Diagnostic			192.66	20				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/NC(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/NC(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/NC(%)	95% >= 48 hrs			100.00%	7				YES
B.2.10.4	P-2	Combo Other/NC(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/NC(%)	95% >= 48 hrs			100.00%	17				YES
B.2.10.7	P-2	Line Sharing/NC(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/NC(%)	95% >= 48 hrs			100.00%	27				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/NC(%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/NC(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/NC(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/NC(%)	95% >= 48 hrs			100.00%	15				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/NC(%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/NC(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/NC(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/NC(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/NC(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/NC(%)	95% >= 48 hrs			100.00%	17				YES
B.2.10.19	P-2	Digital Loop >= DS1/NC(%)	95% >= 48 hrs			100.00%	45				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/NC(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/NC(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/NC(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.4	P-2	Combo Other/NC(%)	Diagnostic			100.00%	11				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.6	P-2	UNE ISDN/NC(%)	Diagnostic			100.00%	17				Diagnostic

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B.2.11.7	P-2	Line Sharing/NC(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/NC(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/NC(%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/NC(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/NC(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/NC(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/NC(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/NC(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/NC(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/NC(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/NC(%)	Diagnostic			100.00%	19				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/NC(%)	Diagnostic			100.00%	20				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/NC(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/NC(%)	>= 95% w in 15 min			100.00%	966				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/NC(%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/NC(%)	<= 5%			0.00%	122				YES
B.2.13.3	P-7A	Non-Time Specific SL1/NC(%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/NC(%)	<= 5%			0.00%	153				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/NC(%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/NC(%)	>= 95% w in 15 min			99.18%	122				YES
B.2.14.3	P-7A	Non-Time Specific SL1/NC(%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/NC(%)	>= 95% w in 15 min			100.00%	153				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/NC(%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/NC(%)	<= 5%			0.82%	122				YES
B.2.15.3	P-7A	Non-Time Specific SL1/NC(%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/NC(%)	<= 5%			0.00%	153				YES
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/NC(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/NC(minutes)	Diagnostic			116.57	4				Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/NC(%)	<= 5%			0.95%	733				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/NC(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/NC(%)	<= 5%			0.00%	72				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/NC(%)	<= 5%			0.00%	38				YES
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.49%	24,015						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,718						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	2.94%	102						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	15						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	DS1/DS3	0.26%	782	0.00%	1		0.05054	0.0506	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/NC(%)	DS1/DS3	0.00%	2						
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	R&B	2.45%	24,791	1.34%	224		0.01037	1.0693	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	R&B	0.14%	270,280	0.45%	3,957		0.00061	-5.1479	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	R&B	0.00%	135,118	0.00%	2,103		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/NC(%)	R&B	0.29%	135,162	0.97%	1,854		0.00125	-5.4789	NO

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B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	R&B	4.88%	123	0.00%	3		0.12587	0.3875	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.00%	117	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(%)	R&B	0.00%	24						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	R&B	0.00%	93	0.00%	1		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/NC(%)	R&B&D - Disp	2.57%	26,187	0.00%	22		0.03375	0.7615	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/NC(%)	R&B&D - Disp	2.57%	26,187						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/NC(%)	R&B&D - Disp	4.17%	144						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/NC(%)	R&B&D - Disp	4.17%	144						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.77%	3,317	0.00%	103		0.01905	1.9779	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	0.00%	1,615						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	11						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/NC(%)	ISDN - BRI	1.57%	127	0.00%	148		0.01506	1.0457	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN - BRI	3.82%	131						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/NC(%)	ISDN - BRI	0.00%	1						
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.77%	3,317	20.00%	5		0.08523	-1.9045	NO
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	0.00%	1,615	0.00%	23		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	11						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/NC(%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.45%	24,791	0.00%	230		0.01024	2.3916	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.45%	24,791						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.88%	123	0.00%	2		0.15355	0.3177	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.88%	123						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.49%	24,015	0.00%	4		0.07785	0.3193	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,025	0.00%	1		0.05324	0.0534	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.94%	102						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	13						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.45%	24,791	0.00%	5		0.06912	0.3542	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.45%	24,791						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.88%	123						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.88%	123						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.49%	24,015						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,025						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.94%	102						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	13						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.45%	24,791	0.00%	278		0.00932	2.6268	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.45%	24,791						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.88%	123	0.00%	1		0.21628	0.2255	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.88%	123						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.49%	24,015						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,025						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.94%	102						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	13						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/NC(%)	Design	4.73%	1,396						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/NC(%)	Design	0.85%	471						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/NC(%)	Design	0.00%	21						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/NC(%)	Design	0.00%	5						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/NC(%)	R&B	2.45%	24,791	0.00%	16		0.03865	0.6335	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/NC(%)	R&B	0.14%	270,280						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/NC(%)	R&B	4.88%	123						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.00%	117						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.49%	24,015						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,718						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	2.94%	102						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	15						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.49%	24,015	0.00%	2		0.11010	0.2258	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,718	0.00%	286		0.00223	0.6369	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	2.94%	102						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	15	0.00%	7		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/NC(%)	Digital Loop < DS1	3.96%	3,659	0.00%	247		0.01283	3.0899	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1	0.23%	2,169						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop < DS1	0.00%	12						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1	0.00%	5						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.69%	145	0.00%	145		0.00972	0.7096	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	539						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.00%	19						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	13						
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/NC(%)	R&B (POTS)	9.66%	21,384						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.52%	267,531						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	13.70%	73						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.56%	39						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	DS1/DS3	8.80%	932						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/NC(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	R&B	9.49%	22,320	15.49%	226		0.01960	-3.0581	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	R&B	2.52%	269,686	3.86%	4,379		0.00239	-5.5901	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	R&B	2.43%	136,833	3.42%	2,456		0.00314	-3.1421	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/NC(%)	R&B	2.62%	132,853	4.42%	1,923		0.00367	-4.9226	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	R&B	14.85%	101	50.00%	2		0.25393	-1.3842	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	R&B	6.64%	286						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(%)	R&B	7.69%	91						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	R&B	6.15%	195						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/NC(%)	R&B&D - Disp	9.34%	23,550	0.00%	14		0.07778	1.2004	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/NC(%)	R&B&D - Disp	9.34%	23,550						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/NC(%)	R&B&D - Disp	14.02%	107						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/NC(%)	R&B&D - Disp	14.02%	107						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.13%	2,587	6.98%	43		0.02678	-1.4361	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	2.11%	1,422						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	6						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/NC(%)	ISDN - BRI	8.13%	160	5.94%	101		0.03472	0.6291	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN - BRI	0.00%	145						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/NC(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.13%	2,587	75.00%	4		0.08714	-8.2471	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	2.11%	1,422	25.00%	28		0.02742	-8.3467	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	6						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/NC(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	9.49%	22,320	6.10%	164		0.02297	1.4783	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	9.49%	22,320						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	14.85%	101	50.00%	2		0.25393	-1.3842	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	14.85%	101						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	9.66%	21,384	0.00%	8		0.10447	0.9248	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.61%	131,547						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	13.70%	73						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	9.49%	22,320	0.00%	1		0.29313	0.3239	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	9.49%	22,320						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	14.85%	101						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	14.85%	101						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	9.66%	21,384						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.61%	131,547						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	13.70%	73						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	9.49%	22,320	4.23%	260		0.01828	2.8784	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	9.49%	22,320						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	14.85%	101	33.33%	3		0.20834	-0.8871	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	14.85%	101						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	9.66%	21,384	5.88%	17		0.07168	0.5272	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.61%	131,547	0.00%	10		0.05044	0.5179	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	13.70%	73	0.00%	2		0.24643	0.5559	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	7	0.00%	1		0.00000		YES
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/NC(%)	Design	6.50%	1,230						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/NC(%)	Design	3.38%	325						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/NC(%)	Design	0.00%	6						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/NC(%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/NC(%)	R&B	9.49%	22,320	15.00%	20		0.06557	-0.8397	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/NC(%)	R&B	2.52%	269,686						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/NC(%)	R&B	14.85%	101						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/NC(%)	R&B	6.64%	286						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	9.66%	21,384						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.52%	267,531						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	13.70%	73						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.56%	39						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	9.66%	21,384	0.00%	1		0.29544	0.3270	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.52%	267,531	0.00%	247		0.00997	2.5237	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	13.70%	73						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.56%	39	0.00%	12		0.05218	0.4914	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/NC(%)	Digital Loop < DS1	3.58%	2,908	6.25%	144		0.01585	-1.6865	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1	2.00%	1,802						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop < DS1	0.00%	6						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	3.30%	91	13.43%	134		0.02425	-4.1792	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	1.79%	112						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.00%	2						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	26						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.46	23,848			10.248			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	268,272			19.193			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.67	100			12.810			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.83	4			0.080			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC(hours)	DS1/ DS3 - Interoffice	118.52	757			207.573			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/NC(hours)	DS1/ DS3 - Interoffice	195.35	2			71.206			
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)	R&B	1.76	24,621	0.13	189	12.333	0.90056	1.8085	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)	R&B	0.79	269,823	0.82	3,839	19.153	0.31131	-0.0987	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)	R&B	0.79	134,854	0.80	2,024	4.326	0.09687	-0.1107	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)	R&B	0.79	134,969	0.84	1,815	26.733	0.63170	-0.0837	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/NC(hours)	R&B	2.26	120	0.02	2	11.722	8.35758	0.2681	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(hours)	R&B	0.69	106			0.292			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(hours)	R&B	0.62	24			0.260			

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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/NC(hours)	R&B	0.71	82			0.299			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC(hours)	R&B&D - Disp	17.29	25,932	67.82	1	217.175	217.17906	-0.2327	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/NC(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/NC(hours)	R&B&D - Disp	740.35	139			2446.620			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/NC(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)	ADSL to Retail	20.63	3,288			38.195			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail	0.92	1,612			5.151			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(hours)	ADSL to Retail	26.89	11			40.442			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC(hours)	ISDN - BRI	121.15	118	21.69	48	108.093	18.50504	5.3746	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/NC(hours)	ISDN - BRI	5.21	124			35.708			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/NC(hours)	ISDN - BRI	1.45	1			0.000			
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/NC(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC(hours)	ADSL to Retail	20.63	3,288			38.195			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail	0.92	1,612			5.151			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/NC(hours)	ADSL to Retail	26.89	11			40.442			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.76	24,621	23.70	185	33.309	2.45810	-8.9272	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.76	24,621			12.333			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.26	120	0.02	1	11.722	11.77086	0.1903	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.26	120			11.722			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.46	23,848	0.02	4	10.248	5.12465	0.2812	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	133,838	0.02	1	26.826	26.82597	0.0286	YES
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.67	100			12.810			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.85	2			0.118			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.76	24,621			12.333			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.76	24,621			12.333			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.26	120			11.722			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.26	120			11.722			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.46	23,848			10.248			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	133,838			26.826			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.67	100			12.810			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.85	2			0.118			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.76	24,621	16.42	231	24.442	1.61570	-9.0734	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.76	24,621			12.333			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.26	120			11.722			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.26	120			11.722			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.46	23,848			10.248			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	133,838			26.826			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.67	100			12.810			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.85	2			0.118			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC(hours)	Design	309.03	1,311			917.084			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/NC(hours)	Design	16.96	468			82.809			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/NC(hours)	Design	5401.96	19			4395.640			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/NC(hours)	Design	0.50	5			0.233			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC(hours)	R&B	1.76	24,621			12.333			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/NC(hours)	R&B	0.79	269,823			19.153			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B	2.26	120			11.722			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B	0.69	106			0.292			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.46	23,848			10.248			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	268,272			19.193			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.67	100			12.810			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.83	4			0.080			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.46	23,848			10.248			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	268,272	0.59	144	19.193	1.59985	0.1228	YES

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B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.67	100			12.810			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.83	4	0.40	1	0.080	0.08920	4.8111	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC(hours)	Digital Loop < DS1	29.67	3,609	21.69	48	75.362	10.94970	0.7286	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(hours)	Digital Loop < DS1	1.22	2,159			10.653			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/NC(hours)	Digital Loop < DS1	24.77	12			39.253			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(hours)	Digital Loop < DS1	0.50	5			0.233			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC(hours)	Digital Loop >= DS1	839.29	139	34.10	72	2282.811	331.46494	2.4292	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(hours)	Digital Loop >= DS1	2.58	538			15.963			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(hours)	Digital Loop >= DS1	5393.36	19			4406.629			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(hours)	Digital Loop >= DS1	0.61	13			0.261			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC(hours)	Diagnostic			18.22	1				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)	Diagnostic			19.06	33				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			4.53	110				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)	Diagnostic			3.45	72				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)	Diagnostic			6.57	38				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/NC(hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC(hours)	Diagnostic			89.06	20				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)	Diagnostic			34.40	102				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC(hours)	Diagnostic			52.60	97				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC(hours)	Diagnostic			3.36	5				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			1.26	22				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)	Diagnostic			46.78	43				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic			80.93	1				Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(hours)	Diagnostic			35.10	5				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(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/NC(hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)	Diagnostic			56.47	47				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic			80.97	1				Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC(hours)	Diagnostic			31.13	16				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/NC(hours)	Diagnostic			9.66	2				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			3.29	141				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic			0.62	6				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC(hours)	Diagnostic			43.43	195				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC(hours)	Diagnostic			85.79	72				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			3.33	77				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.70	1,982				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic			2.07	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic

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B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.01	28				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic			3.96	2				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			7.37	9				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.60	84				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			6.81	19				Diagnostic

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B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			2.99	51				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.02	1,102				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic			12.11	1				Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic			11.61	42				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			5.99	61				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.29	86				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(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/NC(days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.93	60				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			11.61	42				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			6.43	13				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic			11.94	1				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			3.25	10				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.73	17				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic			12.49	9				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic			5.49	23				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic			11.86	78				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic			5.08	1				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			4.75	2				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.11	16				Diagnostic

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B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			8.27	1				Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			7.21	12				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic			9.15	1				Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.57	10				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic			3.00	1				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.10	118				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			10.58	98				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			7.42	39				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic

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B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			3.36	76				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.73	1,644				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic			2.07	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.11	26				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic			3.96	2				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			7.37	9				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic

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B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.60	84				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			6.81	19				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			3.06	44				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.02	940				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic			12.11	1				Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic			12.28	34				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			5.98	60				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(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/NC(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.25	84				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.92	52				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			12.28	34				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			6.90	12				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic			11.94	1				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			2.98	7				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.86	14				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic			12.49	9				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic			5.49	23				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic

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B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic			12.07	68				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic			5.08	1				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			4.75	2				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			5.99	14				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			8.27	1				Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			7.06	10				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic			9.15	1				Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.57	10				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic			3.00	1				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.97	111				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			10.59	88				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			7.44	36				Diagnostic

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B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/NC(%)	>= 95% w in 15 min								
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/NC(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/NC(%)	Diagnostic			11.45%	166				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/NC(%)	Diagnostic			11.83%	3,287				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/NC(%)	Diagnostic			7.69%	13				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	Diagnostic			1.79%	56				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/NC(%)	Diagnostic			7.35%	136				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/NC(%)	Diagnostic			0.00%	4				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/NC(%)	Diagnostic			0.00%	17				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/NC(%)	Diagnostic			9.70%	134				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/NC(%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/NC(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/NC(%)	Diagnostic			9.76%	123				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/NC(%)	Diagnostic			9.09%	11				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/NC(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/NC(%)	Diagnostic			7.75%	271				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/NC(%)	Diagnostic			5.82%	189				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/NC(%)	Diagnostic			7.06%	85				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95% of requests			100.00%	64				YES
B.2.33.2	P-8	xDSL Other/NC(%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/NC(%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	>= 95%								
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/NC(%)	>= 95%			100.00%	23				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/NC(%)	>= 95%			98.18%	110				YES

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B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/NC(%)	>= 95%			99.09%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/NC(%)	>= 95%			97.75%	89				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/NC(%)	>= 95%			97.20%	143				YES
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/NC(%)	R&B (POTS)	3.99%	32,595						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	0.66%	16,712						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	0.24%	417	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	0.00%	482	0.00%	3		0.00000		YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/NC(%)	R&B	4.10%	33,522	0.00%	549		0.00853	4.8066	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	0.80%	17,456	0.00%	203		0.00630	1.2737	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/NC(%)	R&B&D - Disp	4.03%	34,242	0.00%	8		0.06956	0.5798	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	4.03%	34,242	0.00%	6		0.08032	0.5021	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	48.06%	360	0.00%	11		0.15293	3.1424	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	10		0.05725	0.5845	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.00%	69	3.13%	32		0.00000		NO
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	0.00%	129	0.00%	26		0.00000		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/NC(%)	ADSL to Retail	48.06%	360	0.00%	1		0.50032	0.9605	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	7		0.06830	0.4900	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	4.10%	33,522	0.58%	343		0.01076	3.2691	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	4.10%	33,522	0.00%	100		0.01986	2.0651	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	3.96%	32,510	0.00%	10		0.06172	0.6424	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	0.48%	14,206	0.00%	1		0.06902	0.0693	YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/NC(%)	Design	0.83%	720	0.00%	1		0.09097	0.0916	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/NC(%)	Design	0.38%	1,315	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/NC(%)	R&B	4.10%	33,522	0.00%	2		0.14025	0.2925	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/NC(%)	R&B	0.80%	17,456	0.00%	1		0.08920	0.0899	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	3.99%	32,595						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	0.66%	16,712						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/NC(%)	R&B (POTS)	1.58%	2,056,856						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	0.81%	2,056,856						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	1.32%	31,515	0.00%	148		0.00948	1.3961	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	1.53%	31,515	2.03%	148		0.01019	-0.4883	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/NC(%)	R&B	1.46%	2,296,887	1.05%	52,533		0.00053	7.7737	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	0.76%	2,296,887	0.39%	52,533		0.00038	9.7110	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/NC(%)	R&B&D - Disp	1.25%	2,739,146	2.77%	289		0.00658	-2.3081	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	1.25%	2,739,146	2.08%	289		0.00658	-1.2559	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	0.64%	56,129	0.58%	1,900		0.00187	0.3342	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	1.33%	56,129	0.53%	1,900		0.00269	2.9897	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.60%	11,483	0.89%	3,581		0.00148	-1.9729	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	1.12%	11,483	0.73%	3,581		0.00203	1.9587	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/NC(%)	ADSL to Retail	0.64%	56,129	0.22%	448		0.00380	1.1008	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	1.33%	56,129	1.56%	448		0.00547	-0.4233	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	1.46%	2,296,887	0.83%	41,315		0.00060	10.4932	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	1.46%	2,296,887	0.24%	41,315		0.00060	20.3013	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	1.58%	2,056,856	1.29%	774		0.00452	0.6385	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	0.69%	2,056,856	0.13%	774		0.00299	1.8792	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/NC(%)	Design	0.16%	442,259	14.29%	7		0.01525	-9.2607	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/NC(%)	Design	0.30%	442,259	0.00%	7		0.02061	0.1443	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/NC(%)	R&B	1.46%	2,296,887	0.39%	516		0.00532	2.0152	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/NC(%)	R&B	0.76%	2,296,887	0.19%	516		0.00384	1.4751	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	1.58%	2,056,856						

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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/NC(%)	R&B (POTS)	0.81%	2,056,856						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/NC(hours)	R&B (POTS)	15.08	32,595			18.120			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/NC(hours)	R&B (POTS)	4.74	16,712			9.774			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/NC(hours)	DS1/DS3	3.43	417	0.00	0	2.821			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/NC(hours)	DS1/DS3	2.09	482	1.20	3	3.114	1.80327	0.4959	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/NC(hours)	R&B	15.02	33,522	10.44	549	18.151	0.78098	5.8690	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/NC(hours)	R&B	4.68	17,456	2.90	203	9.667	0.68244	2.6098	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/NC(hours)	R&B&D - Disp	14.80	34,242	4.72	8	18.032	6.37589	1.5811	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/NC(hours)	R&B&D - Disp	14.80	34,242	0.71	6	18.032	7.36203	1.9144	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(hours)	ADSL to Retail	63.82	360	5.87	11	200.955	61.50889	0.9421	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(hours)	ADSL to Retail	3.48	747	2.61	10	17.985	5.72518	0.1524	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/NC(hours)	ISDN - BRI	4.11	69	4.38	32	2.935	0.62768	-0.4346	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/NC(hours)	ISDN - BRI	1.76	129	2.56	26	3.064	0.65867	-1.2275	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/NC(hours)	ADSL to Retail	63.82	360	4.37	1	200.955	201.23378	0.2954	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/NC(hours)	ADSL to Retail	3.48	747	2.54	7	17.985	6.82933	0.1371	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/NC(hours)	R&B - Disp	15.02	33,522	4.31	343	18.151	0.98505	10.8734	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/NC(hours)	R&B - Disp	15.02	33,522	1.84	100	18.151	1.81779	7.2550	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/NC(hours)	R&B (POTS) excl SB FT	15.06	32,510	3.30	10	18.106	5.72658	2.0547	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/NC(hours)	R&B (POTS) excl SB FT	5.03	14,206	0.55	1	10.047	10.04743	0.4458	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/NC(hours)	Design	4.38	720	2.28	1	3.659	3.66142	0.5718	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/NC(hours)	Design	2.27	1,315	0.00	0	3.842			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/NC(hours)	R&B	15.02	33,522	19.04	2	18.151	12.83496	-0.3130	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/NC(hours)	R&B	4.68	17,456	2.67	1	9.667	9.66755	0.2086	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/NC(hours)	R&B (POTS)	15.08	32,595			18.120			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/NC(hours)	R&B (POTS)	4.74	16,712			9.774			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/NC(%)	R&B (POTS)	14.29%	32,595						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	12.82%	16,712						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	21.58%	417	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	13.07%	482	0.00%	3		0.19522	0.6695	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/NC(%)	R&B	14.24%	33,522	10.93%	549		0.01504	2.2011	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	12.72%	17,456	10.84%	203		0.02352	0.7994	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/NC(%)	R&B&D - Disp	14.25%	34,242	12.50%	8		0.12360	0.1415	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	14.25%	34,242	0.00%	6		0.14271	0.9984	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	16.67%	360	0.00%	11		0.11407	1.4611	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	17.14%	747	20.00%	10		0.11995	-0.2388	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	10.14%	69	9.38%	32		0.06457	0.1192	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	12.40%	129	3.85%	26		0.07086	1.2076	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/NC(%)	ADSL to Retail	16.67%	360	0.00%	1		0.37320	0.4466	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	17.14%	747	0.00%	7		0.14309	1.1975	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	14.24%	33,522	10.50%	343		0.01896	1.9736	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	14.24%	33,522	8.00%	100		0.03500	1.7826	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	14.26%	32,510	20.00%	10		0.11059	-0.5190	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	12.82%	14,206	0.00%	1		0.33431	0.3834	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/NC(%)	Design	14.72%	720	0.00%	1		0.35457	0.4152	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/NC(%)	Design	15.13%	1,315	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/NC(%)	R&B	14.24%	33,522	50.00%	2		0.24710	-1.4472	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/NC(%)	R&B	12.72%	17,456	0.00%	1		0.33318	0.3817	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	14.29%	32,595						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	12.82%	16,712						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/NC(%)	R&B (POTS)	5.21%	21,544						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	1.97%	5,181						

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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/NC(%)	DS1/DS3	0.24%	417	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	0.00%	482	0.00%	3		0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/NC(%)	R&B	5.29%	22,059	1.65%	363		0.01184	3.0709	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	2.12%	5,514	1.02%	98		0.01469	0.7500	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/NC(%)	R&B&D - Disp	5.15%	22,779	0.00%	8		0.07815	0.6589	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	5.15%	22,779	0.00%	6		0.09024	0.5707	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	48.06%	360	0.00%	11		0.15293	3.1424	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	10		0.05725	0.5845	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.00%	69	3.13%	32		0.00000		NO
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	0.00%	127	0.00%	26		0.00000		YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/NC(%)	ADSL to Retail	48.06%	360	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	5.29%	22,059	0.58%	343		0.01218	3.8648	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	5.29%	22,059	0.00%	100		0.02243	2.3581	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	5.20%	21,535	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	1.95%	5,175	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/NC(%)	Design	0.83%	720	0.00%	1		0.09097	0.0916	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/NC(%)	Design	0.38%	1,315	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/NC(%)	R&B	5.29%	22,059	0.00%	2		0.15829	0.3342	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/NC(%)	R&B	2.12%	5,514	0.00%	1		0.14413	0.1472	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	5.21%	21,544						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	1.97%	5,181						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	NC(%)	BST - State	98.45%	$190,307,469	99.38%	$1,563,199		0.00010	-94.3521	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.29	1,492				NO

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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/NC(%)	Diagnostic			50.88%	57				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/NC(%)	>= 85% w in 4 days			96.55%	29				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/NC(%)	>= 95% w in 10 days			100.00%	36				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/NC(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/NC(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/NC(days)	Parity w Retail	27.38	66	17.35	17	33.461	9.10078	1.1016	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/NC(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/NC(%)	Parity w Retail	0.00%	64	0.00%	16		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/NC(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/NC(%)	Parity w Retail	1.52%	66	0.00%	17		0.03322	0.4560	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/NC(%)	Parity w Retail	0.00%	810	0.00%	1,114		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/NC(hours)	Parity w Retail	268.75	45	38.43	15	313.802	93.55760	2.4618	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/NC(days)	Diagnostic			23.35	15				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/NC(%)	Diagnostic			0.00%	17				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/NC(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/NC(%)	>= 95%			100.00%	60				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/NC(%)	>= 95%			100.00%	33				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/NC(%)	>= 95%			100.00%	4				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/NC(%)	>= 95%			100.00%	11				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/NC(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	29	0.00%	0				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/NC(%)	Parity w Retail	0.00%	193,917	0.00%	57,635		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.01%	193,917	0.00%	57,635		0.00006	2.5777	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/NC(hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/NC(hours)	Parity w Retail	0.14	29	0.00	0	0.234			YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/NC(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	29	0.00%	0				YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/NC(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	29	0.00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	NC(%)	BST - State	98.45%	$190,307,469	98.78%	$3,075,387		0.00007	-47.4964	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.54	5,911				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	NC	>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%			99.71%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.99%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			100.00%					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%			100.00%					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%			100.00%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			99.99%					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	1440.12	1,286,294	0.91	504,236				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	0.91	504,236				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	0.91	245,558				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	0.91	245,558				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	1330.23	846,836	0.88	80,157				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.61	284,720	0.88	80,157				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	0.53	814				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	0.53	814				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.08	1,411,250				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.08	1,411,250				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.63	61,284				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.63	61,284				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.03	135,245				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.03	135,245				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	1440.12	1,286,294	1.10	320,617				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	1.10	320,617				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	1.62	100,047				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	1.62	100,047				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			1.48	1,576				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	1330.23	846,836	1.35	28,397				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.61	284,720	1.35	28,397				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	1.58	296,206				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	1.58	296,206				YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.75	303,005				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	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.75	303,005				YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 6-1-2001; 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 6-1-2001; see D.1.4.7.2							
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 7-1-2001; see D.1.4.7.1							
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 7-1-2001; see D.1.4.7.2							
	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%			100.00%					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%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.91%	1,461,548	94.17%	103,950		0.00071	10.4715	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.07%	42,058	3.22%	932		0.00572	-0.2529	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.30%	31,712	2.41%	45,761		0.00148	12.7534	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.67%	1,461,528	99.69%	107,247		0.00018	-1.1412	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	78.95%	1,077,972	70.39%	62,560		0.00168	51.0968	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.78%	100,510	99.37%	5,419		0.00065	6.3576	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	23.94%	5,309	13.59%	103		0.04245	2.4376	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	216,010	99.91%	17,183		0.00031	-2.1734	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	82.97%	59,426	81.81%	3,860		0.00624	1.8585	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.99%	1,461,548	99.34%	103,950		0.00032	-10.9212	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.81%	42,058	86.16%	932		0.01353	-5.4284	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	77.94%	31,712	92.02%	45,761		0.00303	-46.4821	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.81%	1,461,528	99.86%	107,247		0.00014	-3.7332	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	90.95%	1,077,972	83.33%	62,560		0.00118	64.5270	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	100,510	99.87%	5,419		0.00036	1.7778	NO
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.89%	5,309	96.12%	103		0.01726	0.4492	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	216,010	99.99%	17,183		0.00009	-0.0457	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.17%	59,426	98.96%	3,860		0.00151	1.3717	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.01%	1,461,548	0.66%	103,950		0.00032	10.9212	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.19%	42,058	13.84%	932		0.01353	5.4284	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	22.06%	31,712	7.98%	45,761		0.00303	46.4821	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.19%	1,461,528	0.14%	107,247		0.00014	3.7332	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	9.05%	1,077,972	16.67%	62,560		0.00118	-64.5270	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	100,510	0.13%	5,419		0.00036	-1.7778	NO

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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	71.65%	6,754	66.84%	594		0.01929	2.4944	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.11%	5,309	3.88%	103		0.01726	-0.4492	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.22%	73,801	80.52%	7,083		0.00453	8.1625	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	216,010	0.01%	17,183		0.00009	0.0457	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.83%	59,426	1.04%	3,860		0.00151	-1.3717	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/NC(calendar days)	<= 20 days			6	2				YES
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/NC(business days)	<= 23 days								
E.1.1.3	C-1	Physical Caged/NC(business days)	<= 23 days			5	8				YES
E.1.1.4	C-1	Physical Cageless/NC(business days)	<= 23 days			3	9				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/NC(calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/NC(calendar days)	<= 75 days								
E.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/NC(business days)	<= 45 days								
E.1.2.4	C-2	Physical Caged-Ordinary/NC(business days)	<= 76 days			27	8				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/NC(business days)	<= 91 days								
E.1.2.6	C-2	Physical Cageless-Ordinary/NC(business days)	<= 76 days			32	5				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/NC(business days)	<= 91 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/NC(%)	< 5% missed								
E.1.3.2	C-3	Physical/NC(%)	< 5% missed			0.00%	13				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/NC(%)	< 5% missed								

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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			85.28%	292,144				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.49%	179,724				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			73.55%	5,829				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			83.88%	106,591				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.16%	196,368				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.63%	8,468				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.17%	123,886				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.25%	9,334				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/NC(%)	>= 95% w in 3 bus days			73.33%	15				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/NC(%)	>= 95% w in 1 min			98.41%	502				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95% w in 5 bus days			100.00%	20				YES
F.3.1.2	O-10	Local Interoffice Transport/NC(%)	>= 95% w in 5 bus days			100.00%	1				YES
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	141.64	6,349,116	30.33	33,199				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	43.10	1,464,337	26.35	82,571				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	NC(seconds)	PBD			2.50					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	NC(%)	PBD			92.30%					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	NC(seconds)	PBD			3.32					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	NC(%)	PBD			91.80%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	NC(hours)	PBD			1.59	1,206				PBD
	% Accuracy										
F.8.2	E-2	NC(%)	PBD			96.28%	194,007				PBD
	% Timeliness										
F.8.3	E-1	NC(%)	PBD			100.00%	1,206				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,207		0.00000		YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.14%	383,659,492		0.00078	67.1352	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	383,659,492		0.00048	-10.5259	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	383,659,492				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/NC(%)	Parity w Retail	73.98%	$6,065,373	99.28%	$124,458		0.00246	-102.6957	YES
F.9.5.2	B-7	UNE/NC(%)	>= 90%			96.85%	$96,938				YES
F.9.5.3	B-7	Interconnection/NC(%)	>= 90%			94.49%	$2,427				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/NC(%)	Parity w Retail	90.24%	$11,422,208	88.34%	$293,777		0.00178	10.7268	NO
F.9.6.2	B-8	UNE/NC(%)	>= 90%			97.26%	$505,929				YES
F.9.6.3	B-8	Interconnection/NC(%)	>= 90%			84.30%	$88,484				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	NC(%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	NC(average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	NC(%)	>= 95% w in 30 days			100.00%	2				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	NC(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	NC(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	NC(%)	>= 97% w in 15 min			100.00%	10				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			100.00%	1				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	1				YES
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days								
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.97%	93,889				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	373,465				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,889				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	373,465				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/NC(hours)	PBD	0.55	21	0.55	21				PBD
F.13.1.2	D-1	Directory Listings/NC(hours)	PBD	0.10	26	0.10	26				PBD
F.13.1.3	D-1	Directory Assistance/NC(hours)	PBD	4.49	26	4.48	26				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/NC(%)	>= 95%			100.00%	537				YES
F.13.2.2	D-2	Directory Listings/NC(%)	>= 95%			99.38%	324				YES
F.13.2.3	D-2	Directory Assistance/NC(%)	>= 95%			100.00%	176				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%			96.77%	31				NO
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region(minutes)	Parity w Retail	739	2	218	2				YES