BELLSOUTH

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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

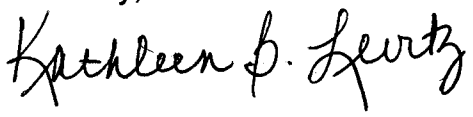
Re: CC Docket No. 02-150

Dear Ms Dortch:

BellSouth submits the attached Monthly State Summary of BellSouth's OSS performance for the month of March 2002 in South 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

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

South 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/SC(%)	Diagnostic			8.77%	12,356				Diagnostic
A.1.1.2	O-7	Business/SC(%)	Diagnostic			22.28%	202				Diagnostic
A.1.1.3	O-7	Design (Specials)/SC(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/SC(%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/SC(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/SC(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/SC(%)	Diagnostic			13.84%	2,182				Diagnostic
A.1.2.2	O-7	Business/SC(%)	Diagnostic			35.76%	165				Diagnostic
A.1.2.3	O-7	Design (Specials)/SC(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/SC(%)	Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/SC(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/SC(%)	Diagnostic			100.00%	1				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/SC(%)	Diagnostic			41.12%	107				Diagnostic
A.1.3.2	O-7	Business/SC(%)	Diagnostic			57.29%	96				Diagnostic
A.1.3.3	O-7	Design (Specials)/SC(%)	Diagnostic			42.50%	40				Diagnostic
A.1.3.4	O-7	PBX/SC(%)	Diagnostic			28.57%	7				Diagnostic
A.1.3.5	O-7	Centrex/SC(%)	Diagnostic			62.50%	8				Diagnostic
A.1.3.6	O-7	ISDN/SC(%)	Diagnostic			28.57%	7				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/SC(%)	>= 97% w in 1 hr			96.14%	1,087				NO
A.1.4.2	O-8	Business/SC(%)	>= 97% w in 1 hr			86.67%	45				NO
A.1.4.3	O-8	Design (Specials)/SC(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/SC(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/SC(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/SC(%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/SC(%)	>= 85% w in 10 hrs			92.58%	310				YES
A.1.7.2	O-8	Business/SC(%)	>= 85% w in 10 hrs			89.83%	59				YES
A.1.7.3	O-8	Design (Specials)/SC(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/SC(%)	>= 85% w in 10 hrs								
A.1.7.5	O-8	Centrex/SC(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/SC(%)	>= 85% w in 10 hrs			0.00%	1				NO
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/SC(%)	>= 85% w in 24 hrs			100.00%	45				YES
A.1.8.2	O-8	Business/SC(%)	>= 85% w in 24 hrs			98.18%	55				YES
A.1.8.3	O-8	Design (Specials)/SC(%)	>= 85% w in 24 hrs			94.74%	19				YES
A.1.8.4	O-8	PBX/SC(%)	>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.5	O-8	Centrex/SC(%)	>= 85% w in 24 hrs			80.00%	5				NO
A.1.8.6	O-8	ISDN/SC(%)	>= 85% w in 24 hrs			100.00%	2				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/SC(%)	>= 95% w in 3 hrs			99.45%	11,243				YES
A.1.9.2	O-9	Business/SC(%)	>= 95% w in 3 hrs			100.00%	151				YES
A.1.9.3	O-9	Design (Specials)/SC(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/SC(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/SC(%)	>= 95% w in 3 hrs								

BellSouth Monthly State Summary
South 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/SC(%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/SC(%)	>= 85% w in 10 hrs			89.91%	1,963				YES
A.1.12.2	O-9	Business/SC(%)	>= 85% w in 10 hrs			96.58%	117				YES
A.1.12.3	O-9	Design (Specials)/SC(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/SC(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/SC(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/SC(%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/SC(%)	>= 85% w in 36 hrs			100.00%	60				YES
A.1.13.2	O-9	Business/SC(%)	>= 85% w in 36 hrs			100.00%	37				YES
A.1.13.3	O-9	Design (Specials)/SC(%)	>= 85% w in 36 hrs			87.50%	16				YES
A.1.13.4	O-9	PBX/SC(%)	>= 85% w in 36 hrs			100.00%	5				YES
A.1.13.5	O-9	Centrex/SC(%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.6	O-9	ISDN/SC(%)	>= 85% w in 36 hrs			100.00%	3				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/SC(%)	>= 95%			99.46%	1,293				YES
A.1.14.1.2	O-11	Residence/TAG/SC(%)	>= 95%			99.65%	11,063				YES
A.1.14.2.1	O-11	Business/EDI/SC(%)	>= 95%			100.00%	15				YES
A.1.14.2.2	O-11	Business/TAG/SC(%)	>= 95%			95.19%	187				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/SC(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/SC(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/SC(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/SC(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/SC(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/SC(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/SC(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/SC(%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/SC(%)	>= 95%			97.87%	141				YES
A.1.15.1.2	O-11	Residence/TAG/SC(%)	>= 95%			99.71%	2,041				YES
A.1.15.2.1	O-11	Business/EDI/SC(%)	>= 95%			100.00%	1				YES
A.1.15.2.2	O-11	Business/TAG/SC(%)	>= 95%			100.00%	164				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/SC(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/SC(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/SC(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/SC(%)	>= 95%								
A.1.15.5.1	O-11	Centrex/EDI/SC(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/SC(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/SC(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/SC(%)	>= 95%			100.00%	1				YES
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/SC(%)	>= 95%			96.26%	107				YES
A.1.16.2	O-11	Business/SC(%)	>= 95%			94.79%	96				NO
A.1.16.3	O-11	Design (Specials)/SC(%)	>= 95%			87.50%	40				NO
A.1.16.4	O-11	PBX/SC(%)	>= 95%			100.00%	7				YES
A.1.16.5	O-11	Centrex/SC(%)	>= 95%			87.50%	8				NO
A.1.16.6	O-11	ISDN/SC(%)	>= 95%			71.43%	7				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/SC(%)	>= 95%			99.77%	1,286				YES
A.1.17.1.2	O-11	Residence/TAG/SC(%)	>= 95%			99.76%	11,024				YES
A.1.17.2.1	O-11	Business/EDI/SC(%)	>= 95%			100.00%	15				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.17.2.2	O-11	Business/TAG/SC(%)	>= 95%			98.31%	178				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/SC(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/SC(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/SC(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/SC(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/SC(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/SC(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/SC(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/SC(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/SC(%)	>= 95%			96.38%	138				YES
A.1.18.1.2	O-11	Residence/TAG/SC(%)	>= 95%			93.96%	2,035				NO
A.1.18.2.1	O-11	Business/EDI/SC(%)	>= 95%			100.00%	1				YES
A.1.18.2.2	O-11	Business/TAG/SC(%)	>= 95%			92.07%	164				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/SC(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/SC(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/SC(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/SC(%)	>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/SC(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/SC(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/SC(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/SC(%)	>= 95%			100.00%	1				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/SC(%)	>= 95%			92.23%	103				NO
A.1.19.2	O-11	Business/SC(%)	>= 95%			95.60%	91				YES
A.1.19.3	O-11	Design (Specials)/SC(%)	>= 95%			97.14%	35				YES
A.1.19.4	O-11	PBX/SC(%)	>= 95%			100.00%	7				YES
A.1.19.5	O-11	Centrex/SC(%)	>= 95%			85.71%	7				NO
A.1.19.6	O-11	ISDN/SC(%)	>= 95%			100.00%	5				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/SC(days)	Res	5.06	6,777	5.24	583	3.016	0.13016	-1.4150	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/SC(days)	Res	0.86	140,108	0.61	8,221	1.027	0.01166	22.2043	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/SC(days)	Res	4.94	16			2.144			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/SC(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/SC(days)	Bus	2.59	5,638	3.70	56	4.981	0.66897	-1.6495	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/SC(days)	Bus	1.05	6,816	0.70	148	3.869	0.32145	1.0767	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/SC(days)	Bus	8.07	34			10.953			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/SC(days)	Bus	2.92	4			3.615			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/SC(days)	Design	19.70	749	10.33	3	19.785	11.44593	0.8184	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	Design	12.68	95	12.00	2	13.787	9.85121	0.0695	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/SC(days)	Design								
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/SC(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/SC(days)	PBX	12.61	36			19.582			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/SC(days)	PBX	3.26	44	1.50	2	5.971	4.31673	0.4072	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/SC(days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/SC(days)	PBX	0.83	4	2.00	1	0.333	0.37268	-3.1305	NO
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/SC(days)	Centrex	4.52	192	2.00	1	3.779	3.78915	0.6662	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/SC(days)	Centrex	2.29	2,105			1.602			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/SC(days)	Centrex	12.09	11			13.149			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/SC(days)	Centrex	1.73	40			2.580			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/SC(days)	ISDN	67.98	156			124.392			

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			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/SC(days)	ISDN	3.67	217	1.50	2	11.706	8.31543	0.2609	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/SC(days)	ISDN	2.00	1			0.000			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/SC(days)	ISDN	2.29	8			2.711			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/SC(days)	Res	7.00	1	0.00	0	0.000			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/SC(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/SC(days)	Res	7.00	1	0.00	0	0.000			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/SC(days)	Res	0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/SC(days)	Res	0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/SC(days)	Res	0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/SC(days)	Bus	19.00	1	0.00	0	0.000			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/SC(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/SC(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/SC(days)	Bus	0.00	0						
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/SC(days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/SC(days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/SC(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/SC(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/SC(days)	Design	10.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/SC(days)	Design								
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/SC(days)	Design								
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/SC(days)	Design								
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/SC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/SC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/SC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/SC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/SC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/SC(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/SC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/SC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/SC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/SC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/SC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/SC(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/SC(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/SC(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/SC(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/SC(days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/SC(days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/SC(days)	ISDN	0.00	0						
	% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/SC(%)	Res	0.42%	155,933	0.34%	10,106		0.00067	1.2856	YES
A.2.4.2	P-2	Business/SC(%)	Bus	1.55%	12,614	0.00%	247		0.00793	1.9503	YES
A.2.4.3	P-2	Design (Specials)/SC(%)	Design	17.51%	788						
A.2.4.4	P-2	PBX/SC(%)	PBX	2.50%	80	0.00%	1		0.15710	0.1591	YES
A.2.4.5	P-2	Centrex/SC(%)	Centrex	0.76%	2,361						
A.2.4.6	P-2	ISDN/SC(%)	ISDN	9.35%	321	0.00%	1		0.29153	0.3206	YES
	% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/SC(%)	Diagnostic			0.00%	181				Diagnostic
A.2.5.2	P-2	Business/SC(%)	Diagnostic			1.28%	78				Diagnostic
A.2.5.3	P-2	Design (Specials)/SC(%)	Diagnostic			36.84%	19				Diagnostic
A.2.5.4	P-2	PBX/SC(%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.5	P-2	Centrex/SC(%)	Diagnostic			0.00%	1				Diagnostic
A.2.5.6	P-2	ISDN/SC(%)	Diagnostic			0.00%	1				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/SC(hours)	>= 48 hrs			137.03	32				YES
A.2.7.2	P-2	Business/SC(hours)	>= 48 hrs								
A.2.7.3	P-2	Design (Specials)/SC(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/SC(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/SC(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/SC(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/SC(hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/SC(hours)	Diagnostic			132.45	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/SC(hours)	Diagnostic			466.35	7				Diagnostic
A.2.8.4	P-2	PBX/SC(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/SC(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/SC(hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/SC(%)	95% >= 48 hrs			96.88%	32				YES
A.2.9.2	P-2	Business/SC(%)	95% >= 48 hrs								
A.2.9.3	P-2	Design (Specials)/SC(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/SC(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/SC(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/SC(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/SC(%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/SC(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/SC(%)	Diagnostic			100.00%	7				Diagnostic
A.2.10.4	P-2	PBX/SC(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/SC(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/SC(%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/SC(%)	Res	6.16%	8,299	0.47%	638		0.00988	5.7587	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/SC(%)	Res	0.11%	148,085	0.18%	9,669		0.00035	-1.9143	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/SC(%)	Res	5.00%	20						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/SC(%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/SC(%)	Bus	2.12%	5,814	1.75%	114		0.01361	0.2654	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/SC(%)	Bus	0.01%	6,881	0.47%	211		0.00084	-5.4530	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/SC(%)	Bus	2.56%	39						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/SC(%)	Bus	0.00%	4						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/SC(%)	Design	4.86%	762	0.00%	15		0.05604	0.8665	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/SC(%)	Design	3.09%	97	25.00%	4		0.08833	-2.4802	NO
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/SC(%)	Design								
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/SC(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/SC(%)	PBX	8.11%	37						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/SC(%)	PBX	0.00%	44	0.00%	2		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/SC(%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/SC(%)	PBX	0.00%	4	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/SC(%)	Centrex	7.62%	210	0.00%	1		0.26593	0.2865	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/SC(%)	Centrex	2.78%	2,120						
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/SC(%)	Centrex	16.67%	12						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/SC(%)	Centrex	0.00%	41	0.00%	2		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/SC(%)	ISDN	1.23%	163						
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/SC(%)	ISDN	0.00%	218	0.00%	2		0.00000		YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/SC(%)	ISDN	0.00%	1						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/SC(%)	ISDN	0.00%	8						

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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/SC(%)	Res	10.43%	8,094	7.68%	833		0.01112	2.4679	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/SC(%)	Res	2.80%	142,790	4.08%	11,237		0.00161	-7.9309	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/SC(%)	Res	18.18%	11	0.00%	2		0.29649	0.6132	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/SC(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/SC(%)	Bus	8.37%	6,071	7.02%	57		0.03685	0.3664	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/SC(%)	Bus	4.74%	8,232	5.26%	247		0.01372	-0.3831	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/SC(%)	Bus	37.50%	24						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/SC(%)	Bus	0.00%	4						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/SC(%)	Design	3.64%	1,347	12.50%	8		0.06639	-1.3349	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/SC(%)	Design	4.27%	117	0.00%	2		0.14424	0.2963	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/SC(%)	Design								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/SC(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/SC(%)	PBX	12.50%	24	0.00%	1		0.33754	0.3703	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/SC(%)	PBX	1.85%	54	0.00%	3		0.07997	0.2316	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/SC(%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/SC(%)	PBX	0.00%	14	0.00%	1		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/SC(%)	Centrex	9.59%	219						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/SC(%)	Centrex	6.66%	601	0.00%	6		0.10226	0.6508	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/SC(%)	Centrex	35.71%	14						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/SC(%)	Centrex	8.33%	24	0.00%	1		0.28208	0.2954	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/SC(%)	ISDN	4.82%	249	0.00%	2		0.15205	0.3170	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/SC(%)	ISDN	0.38%	262	0.00%	3		0.03580	0.1066	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/SC(%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/SC(%)	ISDN	2.56%	39						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/SC(hours)	Res	1.01	8,253	0.08	604	7.679	0.32368	2.8724	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/SC(hours)	Res	0.50	147,636	0.52	9,520	2.537	0.02683	-0.4197	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/SC(hours)	Res	0.30	20			1.089			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/SC(hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/SC(hours)	Bus	1.33	5,765	0.45	68	11.367	1.38653	0.6324	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/SC(hours)	Bus	2.19	6,818	0.42	177	18.656	1.42039	1.2467	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/SC(hours)	Bus	2.73	39			12.556			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/SC(hours)	Bus	0.40	4			0.219			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/SC(hours)	Design	193.29	729			486.713			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/SC(hours)	Design	45.28	96			241.840			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/SC(hours)	Design								
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/SC(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/SC(hours)	PBX	62.72	37			238.806			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/SC(hours)	PBX	22.82	43	0.02	1	82.704	83.65980	0.2725	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/SC(hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/SC(hours)	PBX	0.43	4			0.098			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/SC(hours)	Centrex	6.08	206			38.058			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/SC(hours)	Centrex	3.06	2,118			11.233			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/SC(hours)	Centrex	47.39	12			91.338			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/SC(hours)	Centrex	9.64	41			38.986			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/SC(hours)	ISDN	1555.78	151			3455.819			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/SC(hours)	ISDN	27.20	218	0.25	1	206.334	206.80653	0.1303	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/SC(hours)	ISDN	0.03	1			0.000			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/SC(hours)	ISDN	8.51	8			22.631			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/SC(hours)	Diagnostic			15.56	34				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic			7.28	148				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic

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A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/SC(hours)	Diagnostic			26.30	46				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic			10.93	33				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/SC(hours)	Diagnostic			85.47	15				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic			118.85	4				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/SC(hours)	Diagnostic			15.90	1				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic			7.12	2				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic			16.00	1				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/SC(days)	Diagnostic			5.36	496				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.63	6,551				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/SC(days)	Diagnostic			3.00	11				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.07	46				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/SC(days)	Diagnostic			4.51	41				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.19	1,420				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/SC(days)	Diagnostic			2.46	8				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.98	77				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/SC(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/SC(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.09	1				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/SC(days)	Diagnostic			4.89	23				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.38	17				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/SC(days)	Diagnostic			7.39	8				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			2.28	8				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/SC(days)	Diagnostic			1.12	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			14.42	2				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.29	1				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic			4.19	1				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/SC(days)	Diagnostic			4.06	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/SC(days)	Diagnostic			5.40	488				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.88	3,030				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/SC(days)	Diagnostic			3.00	11				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.09	36				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic

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A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/SC(days)	Diagnostic			4.58	40				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.21	1,285				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/SC(days)	Diagnostic			2.38	7				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.74	73				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/SC(days)	Diagnostic			5.04	22				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.40	16				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/SC(days)	Diagnostic			7.65	6				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			2.28	8				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/SC(days)	Diagnostic			1.12	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			14.42	2				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.29	1				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic			4.19	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/SC(days)	Diagnostic			4.06	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/SC(%)	Diagnostic			3.36%	596				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/SC(%)	Diagnostic			6.67%	8,251				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/SC(%)	Diagnostic			8.77%	57				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/SC(%)	Diagnostic			8.67%	150				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/SC(%)	Diagnostic			40.00%	5				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/SC(%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/SC(%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/SC(%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/SC(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/SC(%)	Diagnostic			100.00%	1				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/SC(%)	Diagnostic								Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/SC(%)	Diagnostic			0.00%	2				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/SC(%)	>= 95%			92.14%	140				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/SC(%)	>= 95%			95.38%	130				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/SC(%)	>= 95%			100.00%	19				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/SC(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/SC(%)	>= 95%			91.33%	150				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/SC(%)	>= 95%			93.85%	130				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/SC(%)	>= 95%			100.00%	10				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/SC(%)	>= 95%			84.62%	13				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/SC(%)	>= 95%			81.08%	37				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/SC(%)	>= 95%			91.84%	98				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/SC(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/SC(%)	>= 95%			100.00%	6				YES
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/SC(%)	Res	4.49%	17,522	0.57%	700		0.00798	4.9104	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/SC(%)	Res	0.62%	9,360	0.00%	179		0.00592	1.0465	YES
A.3.1.2.1	M&R-1	Business/Dispatch/SC(%)	Bus	6.51%	2,736	1.45%	69		0.03006	1.6820	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/SC(%)	Bus	1.79%	1,284	3.03%	33		0.02338	-0.5299	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/SC(%)	Design	1.09%	366	0.00%	7		0.03967	0.2755	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/SC(%)	Design	0.00%	519	0.00%	8		0.00000		YES
A.3.1.4.1	M&R-1	PBX/Dispatch/SC(%)	PBX	6.25%	48	0.00%	7		0.09793	0.6382	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/SC(%)	PBX	6.49%	77	0.00%	3		0.14501	0.4478	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/SC(%)	Centrex	8.65%	370	0.00%	69		0.03686	2.3464	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/SC(%)	Centrex	1.34%	374	0.00%	21		0.02576	0.5191	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/SC(%)	ISDN	2.22%	45	0.00%	2		0.10652	0.2086	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/SC(%)	ISDN	0.00%	95	0.00%	0				YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/SC(%)	Res	1.72%	1,018,669	1.42%	49,327		0.00060	4.9779	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/SC(%)	Res	0.92%	1,018,669	0.36%	49,327		0.00044	12.5805	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.2.2.1	M&R-2	Business/Dispatch/SC(%)	Bus	1.14%	239,113	1.02%	6,765		0.00132	0.9423	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/SC(%)	Bus	0.54%	239,113	0.49%	6,765		0.00090	0.5444	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/SC(%)	Design	1.30%	28,260	0.98%	715		0.00431	0.7335	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/SC(%)	Design	1.84%	28,260	1.12%	715		0.00513	1.3984	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/SC(%)	PBX	0.11%	43,635	0.92%	760		0.00121	-6.6835	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/SC(%)	PBX	0.18%	43,635	0.39%	760		0.00154	-1.4201	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/SC(%)	Centrex	0.45%	81,827	5.85%	1,179		0.00197	-27.3786	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/SC(%)	Centrex	0.46%	81,827	1.78%	1,179		0.00198	-6.6771	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/SC(%)	ISDN	0.04%	103,376	0.24%	828		0.00073	-2.7201	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/SC(%)	ISDN	0.09%	103,376	0.00%	828		0.00106	0.8688	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/SC(hours)	Res	18.59	17,522	14.52	700	18.098	0.69757	5.8425	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/SC(hours)	Res	6.35	9,360	3.97	179	10.582	0.79844	2.9772	YES
A.3.3.2.1	M&R-3	Business/Dispatch/SC(hours)	Bus	11.90	2,736	9.19	69	13.986	1.70481	1.5933	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/SC(hours)	Bus	3.40	1,284	4.13	33	7.481	1.31899	-0.5528	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/SC(hours)	Design	4.90	366	3.64	7	5.066	1.93298	0.6508	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/SC(hours)	Design	1.96	519	1.76	8	2.334	0.83166	0.2403	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/SC(hours)	PBX	9.57	48	10.53	7	9.341	3.77942	-0.2530	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/SC(hours)	PBX	4.96	77	5.39	3	7.116	4.18749	-0.1040	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/SC(hours)	Centrex	12.26	370	8.75	69	16.047	2.10427	1.6719	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/SC(hours)	Centrex	2.32	374	5.16	21	5.075	1.13813	-2.4932	NO
A.3.3.6.1	M&R-3	ISDN/Dispatch/SC(hours)	ISDN	5.20	45	5.71	2	4.920	3.55536	-0.1435	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/SC(hours)	ISDN	1.92	95	0.00	0	2.813			YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/SC(%)	Res	16.27%	17,522	10.57%	700		0.01423	4.0063	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/SC(%)	Res	14.57%	9,360	12.85%	179		0.02662	0.6474	YES
A.3.4.2.1	M&R-4	Business/Dispatch/SC(%)	Bus	13.19%	2,736	2.90%	69		0.04125	2.4958	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/SC(%)	Bus	11.21%	1,284	21.21%	33		0.05563	-1.7970	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/SC(%)	Design	17.49%	366	0.00%	7		0.14494	1.2065	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/SC(%)	Design	17.53%	519	0.00%	8		0.13547	1.2943	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/SC(%)	PBX	4.17%	48	28.57%	7		0.08085	-3.0186	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/SC(%)	PBX	9.09%	77	0.00%	3		0.16918	0.5374	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/SC(%)	Centrex	12.16%	370	33.33%	69		0.04286	-4.9396	NO
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/SC(%)	Centrex	11.76%	374	4.76%	21		0.07225	0.9692	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/SC(%)	ISDN	13.33%	45	0.00%	2		0.24565	0.5428	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/SC(%)	ISDN	16.84%	95	0.00%	0				YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/SC(%)	Res	16.62%	11,698	7.88%	520		0.01668	5.2351	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/SC(%)	Res	6.97%	2,998	3.66%	82		0.02850	1.1622	YES
A.3.5.2.1	M&R-5	Business/Dispatch/SC(%)	Bus	7.16%	1,633	0.00%	45		0.03897	1.8384	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/SC(%)	Bus	2.08%	433	0.00%	8		0.05090	0.4083	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/SC(%)	Design	1.09%	366	0.00%	7		0.03967	0.2755	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/SC(%)	Design	0.00%	519	0.00%	8		0.00000		YES
A.3.5.4.1	M&R-5	PBX/Dispatch/SC(%)	PBX	0.00%	38	0.00%	4		0.00000		YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/SC(%)	PBX	0.00%	68	0.00%	3		0.00000		YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/SC(%)	Centrex	5.12%	215	2.08%	48		0.03517	0.8623	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/SC(%)	Centrex	0.74%	135	0.00%	19		0.02101	0.3526	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/SC(%)	ISDN	2.22%	45	0.00%	2		0.10652	0.2086	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/SC(%)	ISDN	0.00%	95	0.00%	0				YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	SC(%)	BST - State	98.49%	$120,738,843	99.46%	$2,328,870		0.00008	-120.2541	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/SC(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/SC(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/SC(%)	Diagnostic			20.13%	2,673				Diagnostic
B.1.1.4	O-7	Combo Other/SC(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/SC(%)	Diagnostic			36.36%	11				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/SC(%)	Diagnostic								Diagnostic
B.1.1.7	O-7	Line Sharing/SC(%)	Diagnostic								Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/SC(%)	Diagnostic			88.64%	44				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/SC(%)	Diagnostic			0.00%	2				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/SC(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/SC(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/SC(%)	Diagnostic			75.00%	8				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/SC(%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/SC(%)	Diagnostic			85.71%	14				Diagnostic
B.1.1.15	O-7	Other Non-Design/SC(%)	Diagnostic			25.16%	310				Diagnostic
B.1.1.16	O-7	INP Standalone/SC(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/SC(%)	Diagnostic			4.74%	232				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/SC(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/SC(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/SC(%)	Diagnostic			32.86%	1,129				Diagnostic
B.1.2.4	O-7	Combo Other/SC(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/SC(%)	Diagnostic			0.00%	1				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/SC(%)	Diagnostic								Diagnostic
B.1.2.7	O-7	Line Sharing/SC(%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/SC(%)	Diagnostic			71.43%	7				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/SC(%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/SC(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/SC(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/SC(%)	Diagnostic			36.00%	50				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/SC(%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/SC(%)	Diagnostic			100.00%	15				Diagnostic
B.1.2.15	O-7	Other Non-Design/SC(%)	Diagnostic			26.57%	143				Diagnostic
B.1.2.16	O-7	INP Standalone/SC(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/SC(%)	Diagnostic			25.90%	139				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/SC(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/SC(%)	Diagnostic								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/SC(%)	Diagnostic			56.49%	131				Diagnostic
B.1.3.4	O-7	Combo Other/SC(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/SC(%)	Diagnostic			23.08%	13				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/SC(%)	Diagnostic			29.63%	54				Diagnostic
B.1.3.7	O-7	Line Sharing/SC(%)	Diagnostic								Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/SC(%)	Diagnostic			20.59%	34				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/SC(%)	Diagnostic			0.00%	2				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/SC(%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/SC(%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/SC(%)	Diagnostic			0.00%	2				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/SC(%)	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/SC(%)	Diagnostic			23.15%	108				Diagnostic
B.1.3.15	O-7	Other Non-Design/SC(%)	Diagnostic			28.85%	260				Diagnostic
B.1.3.16	O-7	INP Standalone/SC(%)	Diagnostic			25.00%	12				Diagnostic
B.1.3.17	O-13	LNP Standalone/SC(%)	Diagnostic			22.61%	261				Diagnostic
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/SC(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/SC(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/SC(%)	>= 97% w in 1 hr			93.87%	538				NO
B.1.4.4	O-8	Combo Other/SC(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 97% w in 1 hr			100.00%	4				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/SC(%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/SC(%)	>= 97% w in 1 hr								
B.1.4.8	O-8	2W Analog Loop Design/SC(%)	>= 97% w in 1 hr			94.87%	39				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/SC(%)	>= 97% w in 1 hr								
B.1.4.10	O-8	2W Analog Loop w/INP Design/SC(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/SC(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/SC(%)	>= 97% w in 1 hr			100.00%	6				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/SC(%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/SC(%)	>= 97% w in 1 hr			100.00%	12				YES
B.1.4.15	O-8	Other Non-Design/SC(%)	>= 97% w in 1 hr			73.42%	79				NO
B.1.4.16	O-8	INP Standalone/SC(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/SC(%)	>= 97% w in 1 hr			100.00%	11				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/SC(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/SC(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/SC(%)	>= 85% w in 10 hrs			96.54%	376				YES
B.1.7.4	O-8	Combo Other/SC(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/SC(%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/SC(%)	>= 85% w in 10 hrs								
B.1.7.8	O-8	2W Analog Loop Design/SC(%)	>= 85% w in 10 hrs			100.00%	5				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/SC(%)	>= 85% w in 10 hrs								
B.1.7.10	O-8	2W Analog Loop w/INP Design/SC(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/SC(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/SC(%)	>= 85% w in 10 hrs			100.00%	18				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/SC(%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/SC(%)	>= 85% w in 10 hrs			94.12%	17				YES
B.1.7.15	O-8	Other Non-Design/SC(%)	>= 85% w in 10 hrs			84.21%	38				NO
B.1.7.16	O-8	INP Standalone/SC(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/SC(%)	>= 85% w in 10 hrs			83.78%	37				NO
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/SC(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/SC(%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/SC(%)	>= 85% w in 24 hrs			100.00%	74				YES
B.1.8.4	O-8	Combo Other/SC(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/SC(%)	>= 85% w in 24 hrs			100.00%	16				YES
B.1.8.7	O-8	Line Sharing/SC(%)	>= 85% w in 24 hrs								
B.1.8.8	O-8	2W Analog Loop Design/SC(%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/SC(%)	>= 85% w in 24 hrs								
B.1.8.10	O-8	2W Analog Loop w/INP Design/SC(%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/SC(%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/SC(%)	>= 85% w in 24 hrs								
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/SC(%)	>= 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/SC(%)	>= 85% w in 24 hrs			100.00%	26				YES
B.1.8.15	O-8	Other Non-Design/SC(%)	>= 85% w in 24 hrs			100.00%	76				YES
B.1.8.16	O-8	INP Standalone/SC(%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.17	O-14	LNP Standalone/SC(%)	>= 85% w in 24 hrs			100.00%	60				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/SC(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/SC(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/SC(%)	>= 95% w in 3 hrs			99.16%	2,137				YES
B.1.9.4	O-9	Combo Other/SC(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 95% w in 3 hrs			100.00%	3				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/SC(%)	>= 95% w in 3 hrs								
B.1.9.7	O-9	Line Sharing/SC(%)	>= 95% w in 3 hrs								
B.1.9.8	O-9	2W Analog Loop Design/SC(%)	>= 95% w in 3 hrs			100.00%	5				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/SC(%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/SC(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/SC(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/SC(%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/SC(%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/SC(%)	>= 95% w in 3 hrs			100.00%	2				YES
B.1.9.15	O-9	Other Non-Design/SC(%)	>= 95% w in 3 hrs			84.98%	233				NO
B.1.9.16	O-9	INP Standalone/SC(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/SC(%)	>= 95% w in 3 hrs			99.55%	221				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/SC(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/SC(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/SC(%)	>= 85% w in 10 hrs			92.33%	886				YES
B.1.12.4	O-9	Combo Other/SC(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/SC(%)	>= 85% w in 10 hrs								
B.1.12.7	O-9	Line Sharing/SC(%)	>= 85% w in 10 hrs								
B.1.12.8	O-9	2W Analog Loop Design/SC(%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/SC(%)	>= 85% w in 10 hrs								
B.1.12.10	O-9	2W Analog Loop w/INP Design/SC(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/SC(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/SC(%)	>= 85% w in 10 hrs			100.00%	32				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/SC(%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/SC(%)	>= 85% w in 10 hrs								
B.1.12.15	O-9	Other Non-Design/SC(%)	>= 85% w in 10 hrs			73.27%	101				NO
B.1.12.16	O-9	INP Standalone/SC(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/SC(%)	>= 85% w in 10 hrs			91.26%	103				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/SC(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/SC(%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/SC(%)	>= 85% w in 36 hrs			100.00%	47				YES
B.1.13.4	O-9	Combo Other/SC(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 85% w in 36 hrs			100.00%	10				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/SC(%)	>= 85% w in 36 hrs			100.00%	38				YES
B.1.13.7	O-9	Line Sharing/SC(%)	>= 85% w in 36 hrs								
B.1.13.8	O-9	2W Analog Loop Design/SC(%)	>= 85% w in 36 hrs			100.00%	27				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/SC(%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/SC(%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/SC(%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/SC(%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/SC(%)	>= 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/SC(%)	>= 85% w in 36 hrs			100.00%	74				YES
B.1.13.15	O-9	Other Non-Design/SC(%)	>= 85% w in 36 hrs			100.00%	185				YES
B.1.13.16	O-9	INP Standalone/SC(%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.17	O-15	LNP Standalone/SC(%)	>= 85% w in 36 hrs			98.91%	184				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/SC(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/SC(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/SC(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/SC(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/SC(%)	>= 95%			99.35%	153				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/SC(%)	>= 95%			99.29%	2,520				YES
B.1.14.4.1	O-11	Combo Other/EDI/SC(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/SC(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/SC(%)	>= 95%			63.64%	11				NO
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/SC(%)	>= 95%								
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/SC(%)	>= 95%								
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/SC(%)	>= 95%								
B.1.14.7.1	O-11	Line Sharing/EDI/SC(%)	>= 95%								
B.1.14.7.2	O-11	Line Sharing/TAG/SC(%)	>= 95%								
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/SC(%)	>= 95%			100.00%	35				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/SC(%)	>= 95%			100.00%	9				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/SC(%)	>= 95%			100.00%	2				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/SC(%)	>= 95%								
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/SC(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/SC(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/SC(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/SC(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/SC(%)	>= 95%			100.00%	8				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/SC(%)	>= 95%								
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/SC(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/SC(%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/SC(%)	>= 95%			100.00%	11				YES
B.1.14.14.2	O-11	Other Design/TAG/SC(%)	>= 95%			100.00%	3				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/SC(%)	>= 95%			100.00%	6				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/SC(%)	>= 95%			97.37%	304				YES
B.1.14.16.1	O-11	INP Standalone/EDI/SC(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/SC(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/SC(%)	>= 95%			100.00%	77				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/SC(%)	>= 95%			100.00%	155				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/SC(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/SC(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/SC(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/SC(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/SC(%)	>= 95%			100.00%	131				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/SC(%)	>= 95%			99.90%	998				YES
B.1.15.4.1	O-11	Combo Other/EDI/SC(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/SC(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/SC(%)	>= 95%			100.00%	1				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/SC(%)	>= 95%								
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/SC(%)	>= 95%								
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/SC(%)	>= 95%								
B.1.15.7.1	O-11	Line Sharing/EDI/SC(%)	>= 95%								
B.1.15.7.2	O-11	Line Sharing/TAG/SC(%)	>= 95%								

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B.1.15.8.1	O-11	2W Analog Loop Design/EDI/SC(%)	>= 95%			100.00%	7				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/SC(%)	>= 95%								
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/SC(%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/SC(%)	>= 95%								
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/SC(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/SC(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/SC(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/SC(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/SC(%)	>= 95%			100.00%	44				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/SC(%)	>= 95%			100.00%	6				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/SC(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/SC(%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/SC(%)	>= 95%			100.00%	11				YES
B.1.15.14.2	O-11	Other Design/TAG/SC(%)	>= 95%			100.00%	4				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/SC(%)	>= 95%			90.91%	11				NO
B.1.15.15.2	O-11	Other Non-Design/TAG/SC(%)	>= 95%			96.97%	132				YES
B.1.15.16.1	O-11	INP Standalone/EDI/SC(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/SC(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/SC(%)	>= 95%			100.00%	82				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/SC(%)	>= 95%			100.00%	57				YES
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/SC(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/SC(%)	>= 95%								
B.1.16.3	O-11	Loop + Port Combinations/SC(%)	>= 95%			93.13%	131				NO
B.1.16.4	O-11	Combo Other/SC(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 95%			100.00%	13				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/SC(%)	>= 95%			100.00%	54				YES
B.1.16.7	O-11	Line Sharing/SC(%)	>= 95%								
B.1.16.8	O-11	2W Analog Loop Design/SC(%)	>= 95%			100.00%	34				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/SC(%)	>= 95%			100.00%	2				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/SC(%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/SC(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/SC(%)	>= 95%			100.00%	2				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/SC(%)	>= 95%								
B.1.16.14	O-11	Other Design/SC(%)	>= 95%			97.22%	108				YES
B.1.16.15	O-11	Other Non-Design/SC(%)	>= 95%			97.31%	260				YES
B.1.16.16	O-11	INP Standalone/SC(%)	>= 95%			100.00%	12				YES
B.1.16.17	O-11	LNP Standalone/SC(%)	>= 95%			98.85%	261				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/SC(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/SC(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/SC(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/SC(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/SC(%)	>= 95%			98.68%	152				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/SC(%)	>= 95%			99.24%	2,502				YES
B.1.17.4.1	O-11	Combo Other/EDI/SC(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/SC(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/SC(%)	>= 95%			100.00%	7				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/SC(%)	>= 95%								
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/SC(%)	>= 95%								
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/SC(%)	>= 95%								
B.1.17.7.1	O-11	Line Sharing/EDI/SC(%)	>= 95%								
B.1.17.7.2	O-11	Line Sharing/TAG/SC(%)	>= 95%								
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/SC(%)	>= 95%			100.00%	35				YES

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B.1.17.8.2	O-11	2W Analog Loop Design/TAG/SC(%)	>= 95%			100.00%	9				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/SC(%)	>= 95%			100.00%	2				YES
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/SC(%)	>= 95%								
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/SC(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/SC(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/SC(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/SC(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/SC(%)	>= 95%			75.00%	8				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/SC(%)	>= 95%								
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/SC(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/SC(%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/SC(%)	>= 95%			100.00%	11				YES
B.1.17.14.2	O-11	Other Design/TAG/SC(%)	>= 95%			100.00%	3				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/SC(%)	>= 95%			100.00%	6				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/SC(%)	>= 95%			95.95%	296				YES
B.1.17.16.1	O-11	INP Standalone/EDI/SC(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/SC(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/SC(%)	>= 95%			74.03%	77				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/SC(%)	>= 95%			49.68%	155				NO
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/SC(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/SC(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/SC(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/SC(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/SC(%)	>= 95%			90.84%	131				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/SC(%)	>= 95%			85.56%	997				NO
B.1.18.4.1	O-11	Combo Other/EDI/SC(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/SC(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/SC(%)	>= 95%			100.00%	1				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/SC(%)	>= 95%								
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/SC(%)	>= 95%								
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/SC(%)	>= 95%								
B.1.18.7.1	O-11	Line Sharing/EDI/SC(%)	>= 95%								
B.1.18.7.2	O-11	Line Sharing/TAG/SC(%)	>= 95%								
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/SC(%)	>= 95%			100.00%	7				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/SC(%)	>= 95%								
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/SC(%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/SC(%)	>= 95%								
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/SC(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/SC(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/SC(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/SC(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/SC(%)	>= 95%			65.91%	44				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/SC(%)	>= 95%			66.67%	6				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/SC(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/SC(%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/SC(%)	>= 95%			100.00%	11				YES
B.1.18.14.2	O-11	Other Design/TAG/SC(%)	>= 95%			100.00%	4				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/SC(%)	>= 95%			100.00%	10				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/SC(%)	>= 95%			96.88%	128				YES
B.1.18.16.1	O-11	INP Standalone/EDI/SC(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/SC(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/SC(%)	>= 95%			68.29%	82				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/SC(%)	>= 95%			59.65%	57				NO

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	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/SC(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/SC(%)	>= 95%								
B.1.19.3	O-11	Loop + Port Combinations/SC(%)	>= 95%			92.62%	122				NO
B.1.19.4	O-11	Combo Other/SC(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 95%			100.00%	13				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/SC(%)	>= 95%			92.59%	54				NO
B.1.19.7	O-11	Line Sharing/SC(%)	>= 95%								
B.1.19.8	O-11	2W Analog Loop Design/SC(%)	>= 95%			88.24%	34				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/SC(%)	>= 95%			100.00%	2				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/SC(%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/SC(%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/SC(%)	>= 95%			50.00%	2				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/SC(%)	>= 95%								
B.1.19.14	O-11	Other Design/SC(%)	>= 95%			92.38%	105				NO
B.1.19.15	O-11	Other Non-Design/SC(%)	>= 95%			96.84%	253				YES
B.1.19.16	O-11	INP Standalone/SC(%)	>= 95%			100.00%	12				YES
B.1.19.17	O-11	LNP Standalone/SC(%)	>= 95%			94.96%	258				NO
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/SC(days)	R&B (POTS)	3.94	12,415			4.211			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/SC(days)	R&B (POTS)	0.87	146,924			1.305			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/SC(days)	R&B (POTS)	7.07	50			9.185			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/SC(days)	R&B (POTS)	2.92	4			3.615			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/SC(days)	DS1/DS3	13.72	428			14.100			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/SC(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	R&B	3.94	12,645	3.20	113	4.200	0.39686	1.8779	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	R&B	0.89	149,250	0.58	2,015	1.345	0.03017	10.3618	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/SC(days)	R&B	0.33	74,835	0.33	1,418	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/SC(days)	R&B	1.46	74,415	1.17	597	1.730	0.07110	4.0290	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	R&B	7.88	62			10.021			
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	R&B	1.83	56			2.563			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/SC(days)	R&B	0.33	32			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/SC(days)	R&B	3.83	24			2.899			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/SC(days)	R&B&D - Disp	5.58	13,548	12.00	18	16.571	3.90834	-1.6432	YES
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/SC(days)	R&B&D - Disp	5.58	13,548			16.571			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/SC(days)	R&B&D - Disp	7.88	62			10.021			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/SC(days)	R&B&D - Disp	7.88	62			10.021			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/SC(days)	ISDN - BRI	15.82	75	9.95	40	14.501	2.83916	2.0667	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/SC(days)	ISDN - BRI	2.05	83			5.496			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/SC(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/SC(days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/SC(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/SC(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/SC(days)	ADSL to Retail	3.93	594			3.412			
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/SC(days)	ADSL to Retail	3.66	923			0.825			
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/SC(days)	ADSL to Retail	4.50	4			2.380			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/SC(days)	ADSL to Retail	12.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/SC(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/SC(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	R&B - Disp	3.94	12,645	5.00	23	4.200	0.87656	-1.2059	YES

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B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(days)	R&B - Disp	3.94	12,645			4.200			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/SC(days)	R&B - Disp	7.88	62			10.021			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(days)	R&B - Disp	7.88	62			10.021			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(days)	R&B (POTS) excl SB Or	3.94	12,415			4.211			
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/SC(days)	R&B (POTS) excl SB Or	1.43	72,462			1.687			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(days)	R&B (POTS) excl SB Or	7.07	50			9.185			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/SC(days)	R&B (POTS) excl SB Or	5.50	2			3.536			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(days)	R&B - Disp	3.94	12,645			4.200			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(days)	R&B - Disp	3.94	12,645			4.200			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(days)	R&B - Disp	7.88	62			10.021			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(days)	R&B - Disp	7.88	62			10.021			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(days)	R&B (POTS) excl SB Or	3.94	12,415			4.211			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/SC(days)	R&B (POTS) excl SB Or	1.43	72,462			1.687			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(days)	R&B (POTS) excl SB Or	7.07	50			9.185			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/SC(days)	R&B (POTS) excl SB Or	5.50	2			3.536			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	R&B - Disp	3.94	12,645	5.19	16	4.200	1.05066	-1.1846	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(days)	R&B - Disp	3.94	12,645			4.200			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(days)	R&B - Disp	7.88	62			10.021			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(days)	R&B - Disp	7.88	62			10.021			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(days)	R&B (POTS) excl SB Or	3.94	12,415			4.211			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/SC(days)	R&B (POTS) excl SB Or	1.43	72,462			1.687			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(days)	R&B (POTS) excl SB Or	7.07	50			9.185			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/SC(days)	R&B (POTS) excl SB Or	5.50	2			3.536			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/SC(days)	Design	28.47	903			57.572			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/SC(days)	Design	12.45	135			16.310			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/SC(days)	Design								
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/SC(days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/SC(days)	R&B	3.94	12,645			4.200			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	R&B	0.89	149,250			1.345			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/SC(days)	R&B	7.88	62			10.021			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/SC(days)	R&B	1.83	56			2.563			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/SC(days)	R&B (POTS)	3.94	12,415			4.211			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	R&B (POTS)	0.87	146,924			1.305			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/SC(days)	R&B (POTS)	7.07	50			9.185			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	R&B (POTS)	2.92	4			3.615			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	R&B (POTS)	3.94	12,415	0.33	1	4.211	4.21156	0.8558	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	R&B (POTS)	0.87	146,924	0.52	402	1.305	0.06516	5.4662	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	R&B (POTS)	7.07	50			9.185			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	R&B (POTS)	2.92	4	0.56	3	3.615	2.76064	0.8553	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	Digital Loop < DS1	8.57	885	9.60	43	12.083	1.88686	-0.5468	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(days)	Digital Loop < DS1	4.07	1,107			3.863			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/SC(days)	Digital Loop < DS1	3.50	2			0.707			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	Digital Loop >= DS1	88.57	116	6.48	60	138.380	22.00526	3.7303	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(days)	Digital Loop >= DS1	6.72	125			17.470			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(days)	Digital Loop >= DS1	2.00	1			0.000			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(days)	Digital Loop >= DS1	2.29	8			2.711			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/SC(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/SC(days)	7 days			5.00	3				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/SC(days)	R&B (POTS)	13.00	2			8.485			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/SC(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/SC(days)	R&B (POTS)	7.00	1			0.000			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/SC(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/SC(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/SC(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/SC(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/SC(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/SC(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/SC(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/SC(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/SC(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/SC(days)	R&B	13.00	2	0.00	0	8.485			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/SC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/SC(days)	R&B	7.00	1	0.00	0	0.000			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/SC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/SC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/SC(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/SC(days)	R&B&D - Disp	13.00	2	0.00	0	8.485			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/SC(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/SC(days)	R&B&D - Disp	8.50	2	0.00	0	2.121			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/SC(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/SC(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/SC(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/SC(days)	ADSL to Retail	116.00	1	0.00	0	0.000			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/SC(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/SC(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/SC(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/SC(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/SC(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/SC(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/SC(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/SC(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/SC(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/SC(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/SC(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/SC(days)	ADSL to Retail	116.00	1			0.000			
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/SC(days)	ADSL to Retail	0.00	0						
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/SC(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/SC(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/SC(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/SC(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/SC(days)	R&B - Disp	13.00	2	0.00	0	8.485			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/SC(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/SC(days)	R&B - Disp	7.00	1	0.00	0	0.000			YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/SC(days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/SC(days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/SC(days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/SC(days)	R&B (POTS) excl SB Or	13.00	2			8.485			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/SC(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/SC(days)	R&B (POTS) excl SB Or	7.00	1			0.000			
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/SC(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/SC(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/SC(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/SC(days)	R&B - Disp	13.00	2			8.485			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/SC(days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/SC(days)	R&B - Disp	7.00	1			0.000			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/SC(days)	R&B - Disp	0.00	0						

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B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/SC(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/SC(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/SC(days)	R&B (POTS) excl SB Or	13.00	2			8.485			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/SC(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/SC(days)	R&B (POTS) excl SB Or	7.00	1			0.000			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/SC(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/SC(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/SC(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/SC(days)	R&B - Disp	13.00	2	0.00	0	8.485			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/SC(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/SC(days)	R&B - Disp	7.00	1	0.00	0	0.000			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/SC(days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/SC(days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/SC(days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/SC(days)	R&B (POTS) excl SB Or	13.00	2			8.485			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/SC(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/SC(days)	R&B (POTS) excl SB Or	7.00	1			0.000			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/SC(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/SC(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/SC(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/SC(days)	Design	0.00	0						
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/SC(days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/SC(days)	Design	10.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/SC(days)	Design								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/SC(days)	Design								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/SC(days)	Design								
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/SC(days)	R&B	13.00	2			8.485			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/SC(days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/SC(days)	R&B	7.00	1			0.000			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/SC(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/SC(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/SC(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/SC(days)	R&B (POTS)	13.00	2			8.485			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/SC(days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/SC(days)	R&B (POTS)	7.00	1			0.000			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/SC(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/SC(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/SC(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/SC(days)	R&B (POTS)	13.00	2	0.00	0	8.485			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/SC(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/SC(days)	R&B (POTS)	7.00	1	0.00	0	0.000			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/SC(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/SC(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/SC(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/SC(days)	Digital Loop < DS1	116.00	1	0.00	0	0.000			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/SC(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/SC(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/SC(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/SC(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/SC(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/SC(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/SC(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/SC(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/SC(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/SC(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/SC(days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/SC(%)	R&B (POTS)	0.51%	168,547						
B.2.5.2	P-2	Local Interoffice Transport/SC(%)	DS1/ DS3 - Interoffice	51.95%	410						
B.2.5.3	P-2	Loop + Port Combinations/SC(%)	R&B	0.51%	171,175	0.31%	2,566		0.00142	1.3959	YES
B.2.5.4	P-2	Combo Other/SC(%)	R&B&D - Disp	6.96%	14,878						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/SC(%)	ADSL to Retail	9.91%	2,098						
B.2.5.6	P-2	UNE ISDN/SC(%)	ISDN - BRI	12.66%	158	0.00%	1		0.33356	0.3795	YES
B.2.5.7	P-2	Line Sharing/SC(%)	ADSL to Retail	9.91%	2,098						
B.2.5.8	P-2	2W Analog Loop Design/SC(%)	R&B - Disp	0.51%	171,175	21.43%	28		0.01346	-15.5474	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/SC(%)	R&B (POTS) excl SB Or	0.91%	94,098						
B.2.5.10	P-2	2W Analog Loop w/INP Design/SC(%)	R&B - Disp	0.51%	171,175						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/SC(%)	R&B (POTS) excl SB Or	0.91%	94,098						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/SC(%)	R&B - Disp	0.51%	171,175	30.77%	39		0.01140	-26.5412	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/SC(%)	R&B (POTS) excl SB Or	0.91%	94,098						
B.2.5.14	P-2	Other Design/SC(%)	Design	18.33%	922						
B.2.5.15	P-2	Other Non-Design/SC(%)	R&B	0.51%	171,175						
B.2.5.16	P-2	INP (Standalone)/SC(%)	R&B (POTS)	0.51%	168,547						
B.2.5.17	P-2	LNP (Standalone)/SC(%)	R&B (POTS)	0.51%	168,547	0.00%	265		0.00436	1.1601	YES
B.2.5.18	P-2	Digital Loop < DS1/SC(%)	Digital Loop < DS1	11.84%	2,517	0.00%	1		0.32314	0.3664	YES
B.2.5.19	P-2	Digital Loop >= DS1/SC(%)	Digital Loop >= DS1	12.57%	191	79.67%	123		0.03832	-17.5129	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/SC(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/SC(%)	Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/SC(%)	Diagnostic			0.76%	132				Diagnostic
B.2.6.4	P-2	Combo Other/SC(%)	Diagnostic			78.26%	23				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/SC(%)	Diagnostic			16.67%	6				Diagnostic
B.2.6.6	P-2	UNE ISDN/SC(%)	Diagnostic			34.78%	46				Diagnostic
B.2.6.7	P-2	Line Sharing/SC(%)	Diagnostic								Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/SC(%)	Diagnostic			18.18%	11				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/SC(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/SC(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/SC(%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/SC(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/SC(%)	Diagnostic			0.00%	158				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/SC(%)	Diagnostic			32.69%	52				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/SC(%)	Diagnostic			47.83%	23				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B.2.8.1	P-2	Switch Ports/SC(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/SC(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/SC(hours)	>= 48 hrs			131.39	8				YES
B.2.8.4	P-2	Combo Other/SC(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/SC(hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/SC(hours)	>= 48 hrs								
B.2.8.7	P-2	Line Sharing/SC(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/SC(hours)	>= 48 hrs			155.01	6				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/SC(hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/SC(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/SC(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/SC(hours)	>= 48 hrs			187.31	12				YES

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B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/SC(hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/SC(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/SC(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/SC(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/SC(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/SC(hours)	>= 48 hrs								
B.2.8.19	P-2	Digital Loop >= DS1/SC(hours)	>= 48 hrs			192.27	98				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/SC(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/SC(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/SC(hours)	Diagnostic			0.70	1				Diagnostic
B.2.9.4	P-2	Combo Other/SC(hours)	Diagnostic			328.28	18				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/SC(hours)	Diagnostic			255.68	1				Diagnostic
B.2.9.6	P-2	UNE ISDN/SC(hours)	Diagnostic			324.51	12				Diagnostic
B.2.9.7	P-2	Line Sharing/SC(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/SC(hours)	Diagnostic			166.56	2				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/SC(hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/SC(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/SC(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/SC(hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/SC(hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/SC(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/SC(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/SC(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/SC(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/SC(hours)	Diagnostic			319.22	13				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/SC(hours)	Diagnostic			203.77	11				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/SC(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/SC(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/SC(%)	95% >= 48 hrs			100.00%	8				YES
B.2.10.4	P-2	Combo Other/SC(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/SC(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/SC(%)	95% >= 48 hrs								
B.2.10.7	P-2	Line Sharing/SC(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/SC(%)	95% >= 48 hrs			100.00%	6				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/SC(%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/SC(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/SC(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/SC(%)	95% >= 48 hrs			100.00%	12				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/SC(%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/SC(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/SC(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/SC(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/SC(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/SC(%)	95% >= 48 hrs								
B.2.10.19	P-2	Digital Loop >= DS1/SC(%)	95% >= 48 hrs			100.00%	98				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/SC(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/SC(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/SC(%)	Diagnostic			0.00%	1				Diagnostic
B.2.11.4	P-2	Combo Other/SC(%)	Diagnostic			100.00%	18				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/SC(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.6	P-2	UNE ISDN/SC(%)	Diagnostic			100.00%	12				Diagnostic

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B.2.11.7	P-2	Line Sharing/SC(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/SC(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/SC(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/SC(%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/SC(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/SC(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/SC(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/SC(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/SC(%)	Diagnostic			100.00%	13				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/SC(%)	Diagnostic			90.91%	11				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/SC(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/SC(%)	>= 95% w in 15 min			100.00%	149				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/SC(%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/SC(%)	<= 5%			0.00%	2				YES
B.2.13.3	P-7A	Non-Time Specific SL1/SC(%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/SC(%)	<= 5%			0.00%	37				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/SC(%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/SC(%)	>= 95% w in 15 min			100.00%	2				YES
B.2.14.3	P-7A	Non-Time Specific SL1/SC(%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/SC(%)	>= 95% w in 15 min			100.00%	37				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/SC(%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/SC(%)	<= 5%			0.00%	2				YES
B.2.15.3	P-7A	Non-Time Specific SL1/SC(%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/SC(%)	<= 5%			0.00%	37				YES
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/SC(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/SC(minutes)	Diagnostic								Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/SC(%)	<= 5%			1.54%	130				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/SC(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/SC(%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/SC(%)	<= 5%								
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/SC(%)	R&B (POTS)	4.49%	14,113						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.11%	154,966						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/SC(%)	R&B (POTS)	3.39%	59						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.00%	4						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/SC(%)	DS1/DS3	2.80%	428						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/SC(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/SC(%)	R&B	4.54%	14,361	0.52%	192		0.01512	2.6575	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(%)	R&B	0.14%	157,308	0.16%	2,507		0.00076	-0.2439	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/SC(%)	R&B	0.00%	74,874	0.00%	1,424		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/SC(%)	R&B	0.27%	82,434	0.37%	1,083		0.00159	-0.6311	YES

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B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/SC(%)	R&B	5.56%	72	0.00%	4		0.11767	0.4721	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(%)	R&B	0.00%	57	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/SC(%)	R&B	0.00%	32						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/SC(%)	R&B	0.00%	25	0.00%	1		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/SC(%)	R&B&D - Disp	4.53%	15,285	0.00%	24		0.04247	1.0660	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/SC(%)	R&B&D - Disp	4.53%	15,285						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/SC(%)	R&B&D - Disp	5.56%	72						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/SC(%)	R&B&D - Disp	5.56%	72						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(%)	ADSL to Retail	1.46%	1,026	0.00%	7		0.04552	0.3212	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(%)	ADSL to Retail	0.00%	1,141						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(%)	ADSL to Retail	0.00%	2						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/SC(%)	ISDN - BRI	2.56%	78	0.00%	46		0.02938	0.8726	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/SC(%)	ISDN - BRI	0.00%	100						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/SC(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/SC(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/SC(%)	ADSL to Retail	1.46%	1,026						
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/SC(%)	ADSL to Retail	0.00%	1,141						
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/SC(%)	ADSL to Retail	0.00%	2						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/SC(%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/SC(%)	R&B - Disp	4.54%	14,361	0.00%	40		0.03296	1.3774	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(%)	R&B - Disp	4.54%	14,361						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/SC(%)	R&B - Disp	5.56%	72						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(%)	R&B - Disp	5.56%	72						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	4.49%	14,113						
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.20%	80,467						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	3.39%	59						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(%)	R&B - Disp	4.54%	14,361						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(%)	R&B - Disp	4.54%	14,361						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(%)	R&B - Disp	5.56%	72						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(%)	R&B - Disp	5.56%	72						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	4.49%	14,113						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.20%	80,467						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	3.39%	59						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(%)	R&B - Disp	4.54%	14,361	2.56%	39		0.03338	0.5919	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(%)	R&B - Disp	4.54%	14,361						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(%)	R&B - Disp	5.56%	72						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(%)	R&B - Disp	5.56%	72						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	4.49%	14,113						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.20%	80,467						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	3.39%	59						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/SC(%)	Design	4.33%	924						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/SC(%)	Design	2.19%	137						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/SC(%)	Design								
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/SC(%)	Design								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/SC(%)	R&B	4.54%	14,361						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/SC(%)	R&B	0.14%	157,308						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/SC(%)	R&B	5.56%	72						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/SC(%)	R&B	0.00%	57						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/SC(%)	R&B (POTS)	4.49%	14,113						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.11%	154,966						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/SC(%)	R&B (POTS)	3.39%	59						

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B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.00%	4						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/SC(%)	R&B (POTS)	4.49%	14,113	0.00%	1		0.20714	0.2169	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.11%	154,966	0.24%	417		0.00159	-0.8470	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/SC(%)	R&B (POTS)	3.39%	59						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.00%	4	0.00%	7		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/SC(%)	Digital Loop < DS1	2.65%	1,321	0.00%	53		0.02250	1.1776	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(%)	Digital Loop < DS1	0.00%	1,325						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/SC(%)	Digital Loop < DS1	0.00%	2						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/SC(%)	Digital Loop >= DS1	0.83%	120	0.00%	153		0.01109	0.7518	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(%)	Digital Loop >= DS1	1.59%	126						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(%)	Digital Loop >= DS1	0.00%	1						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(%)	Digital Loop >= DS1	0.00%	8						
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/SC(%)	R&B (POTS)	9.54%	14,165						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	2.90%	151,022						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/SC(%)	R&B (POTS)	31.43%	35						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.00%	4						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/SC(%)	DS1/DS3	7.17%	530						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/SC(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/SC(%)	R&B	9.54%	14,391	11.28%	195		0.02118	-0.8222	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(%)	R&B	2.91%	151,912	3.82%	3,064		0.00307	-2.9589	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/SC(%)	R&B	2.73%	74,371	3.31%	1,450		0.00432	-1.3477	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/SC(%)	R&B	3.09%	77,541	4.28%	1,614		0.00435	-2.7337	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/SC(%)	R&B	32.00%	50	0.00%	1		0.47112	0.6792	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(%)	R&B	3.70%	81						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/SC(%)	R&B	4.00%	25						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/SC(%)	R&B	3.57%	56						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/SC(%)	R&B&D - Disp	8.98%	16,004	20.00%	5		0.12787	-0.8619	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/SC(%)	R&B&D - Disp	8.98%	16,004						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/SC(%)	R&B&D - Disp	32.00%	50						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/SC(%)	R&B&D - Disp	32.00%	50						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(%)	ADSL to Retail	2.90%	689	33.33%	6		0.06884	-4.4207	NO
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(%)	ADSL to Retail	1.55%	969						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(%)	ADSL to Retail	0.00%	1						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/SC(%)	ISDN - BRI	11.24%	89	11.54%	26		0.07040	-0.0430	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/SC(%)	ISDN - BRI	1.41%	71						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/SC(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/SC(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/SC(%)	ADSL to Retail	2.90%	689						
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/SC(%)	ADSL to Retail	1.55%	969						
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/SC(%)	ADSL to Retail	0.00%	1						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/SC(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/SC(%)	R&B - Disp	9.54%	14,391	5.13%	39		0.04711	0.9367	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(%)	R&B - Disp	9.54%	14,391						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/SC(%)	R&B - Disp	32.00%	50						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(%)	R&B - Disp	32.00%	50						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	9.54%	14,165						
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	3.07%	77,070						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	31.43%	35						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(%)	R&B - Disp	9.54%	14,391						

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B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(%)	R&B - Disp	9.54%	14,391						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(%)	R&B - Disp	32.00%	50						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(%)	R&B - Disp	32.00%	50						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	9.54%	14,165						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	3.07%	77,070						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	31.43%	35						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(%)	R&B - Disp	9.54%	14,391	8.11%	37		0.04836	0.2962	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(%)	R&B - Disp	9.54%	14,391						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(%)	R&B - Disp	32.00%	50	0.00%	1		0.47112	0.6792	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(%)	R&B - Disp	32.00%	50						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	9.54%	14,165						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	3.07%	77,070						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(%)	R&B (POTS) excl SB Or	31.43%	35						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/SC(%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/SC(%)	Design	3.97%	1,613						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/SC(%)	Design	4.17%	144						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/SC(%)	Design								
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/SC(%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/SC(%)	R&B	9.54%	14,391						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/SC(%)	R&B	2.91%	151,912						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/SC(%)	R&B	32.00%	50						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/SC(%)	R&B	3.70%	81						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/SC(%)	R&B (POTS)	9.54%	14,165						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	2.90%	151,022	0.00%	1		0.16783	0.1728	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/SC(%)	R&B (POTS)	31.43%	35						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.00%	4						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/SC(%)	R&B (POTS)	9.54%	14,165	0.00%	1		0.29384	0.3248	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	2.90%	151,022	0.00%	392		0.00849	3.4177	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/SC(%)	R&B (POTS)	31.43%	35	0.00%	1		0.47082	0.6675	YES
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(%)	R&B (POTS)	0.00%	4	0.00%	12		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/SC(%)	Digital Loop < DS1	3.24%	956	15.63%	32		0.03183	-3.8899	NO
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(%)	Digital Loop < DS1	1.74%	1,147						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/SC(%)	Digital Loop < DS1	0.00%	1						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/SC(%)	Digital Loop >= DS1	2.30%	174	9.32%	118		0.01787	-3.9296	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(%)	Digital Loop >= DS1	0.00%	192						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(%)	Digital Loop >= DS1	2.56%	39						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/SC(hours)	R&B (POTS)	1.14	14,018			9.374			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/SC(hours)	R&B (POTS)	0.58	154,454			4.651			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/SC(hours)	R&B (POTS)	1.90	59			10.248			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/SC(hours)	R&B (POTS)	0.40	4			0.219			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/SC(hours)	DS1/ DS3 - Interoffice	125.94	412			324.216			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/SC(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/SC(hours)	R&B	1.16	14,260	0.48	168	9.617	0.74636	0.9143	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(hours)	R&B	0.61	156,794	0.56	2,398	4.824	0.09926	0.5110	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/SC(hours)	R&B	0.70	74,566	0.53	1,342	5.761	0.15868	1.0224	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/SC(hours)	R&B	0.54	82,228	0.60	1,056	3.776	0.11694	-0.5225	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/SC(hours)	R&B	9.46	72	0.04	4	40.868	20.99383	0.4488	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(hours)	R&B	8.19	57			34.057			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/SC(hours)	R&B	13.58	32			44.865			

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B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/SC(hours)	R&B	1.29	25			4.248			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/SC(hours)	R&B&D - Disp	26.11	15,141			393.978			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/SC(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/SC(hours)	R&B&D - Disp	9.46	72			40.868			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/SC(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(hours)	ADSL to Retail	1.69	1,023			14.689			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(hours)	ADSL to Retail	0.45	1,141			0.968			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(hours)	ADSL to Retail	0.02	2			0.000			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/SC(hours)	ISDN - BRI	75.35	71	0.02	1	137.143	138.10582	0.5455	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/SC(hours)	ISDN - BRI	13.54	100			92.024			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/SC(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/SC(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/SC(hours)	ADSL to Retail	1.69	1,023			14.689			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/SC(hours)	ADSL to Retail	0.45	1,141			0.968			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/SC(hours)	ADSL to Retail	0.02	2			0.000			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/SC(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/SC(hours)	R&B - Disp	1.16	14,260	23.18	29	37.474	6.96584	-3.1598	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(hours)	R&B - Disp	1.16	14,260			9.617			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/SC(hours)	R&B - Disp	9.46	72			40.868			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(hours)	R&B - Disp	9.46	72			40.868			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(hours)	R&B (POTS) excl SB Or	1.14	14,018			9.374			
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/SC(hours)	R&B (POTS) excl SB Or	0.48	80,263			3.467			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(hours)	R&B (POTS) excl SB Or	1.90	59			10.248			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/SC(hours)	R&B (POTS) excl SB Or	0.26	2			0.177			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(hours)	R&B - Disp	1.16	14,260			9.617			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(hours)	R&B - Disp	1.16	14,260			9.617			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(hours)	R&B - Disp	9.46	72			40.868			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(hours)	R&B - Disp	9.46	72			40.868			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(hours)	R&B (POTS) excl SB Or	1.14	14,018			9.374			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/SC(hours)	R&B (POTS) excl SB Or	0.48	80,263			3.467			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(hours)	R&B (POTS) excl SB Or	1.90	59			10.248			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/SC(hours)	R&B (POTS) excl SB Or	0.26	2			0.177			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(hours)	R&B - Disp	1.16	14,260	51.32	38	65.718	10.67511	-4.6983	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(hours)	R&B - Disp	1.16	14,260			9.617			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(hours)	R&B - Disp	9.46	72			40.868			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(hours)	R&B - Disp	9.46	72			40.868			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(hours)	R&B (POTS) excl SB Or	1.14	14,018			9.374			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/SC(hours)	R&B (POTS) excl SB Or	0.48	80,263			3.467			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(hours)	R&B (POTS) excl SB Or	1.90	59			10.248			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/SC(hours)	R&B (POTS) excl SB Or	0.26	2			0.177			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/SC(hours)	Design	429.94	881			1579.753			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/SC(hours)	Design	81.38	135			329.421			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/SC(hours)	Design								
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/SC(hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/SC(hours)	R&B	1.16	14,260			9.617			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/SC(hours)	R&B	0.61	156,794			4.824			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/SC(hours)	R&B	9.46	72			40.868			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/SC(hours)	R&B	8.19	57			34.057			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/SC(hours)	R&B (POTS)	1.14	14,018			9.374			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/SC(hours)	R&B (POTS)	0.58	154,454			4.651			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/SC(hours)	R&B (POTS)	1.90	59			10.248			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(hours)	R&B (POTS)	0.40	4			0.219			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/SC(hours)	R&B (POTS)	1.14	14,018			9.374			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(hours)	R&B (POTS)	0.58	154,454	0.41	263	4.651	0.28707	0.5784	YES

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B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/SC(hours)	R&B (POTS)	1.90	59			10.248			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(hours)	R&B (POTS)	0.40	4	0.33	2	0.219	0.18943	0.4179	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/SC(hours)	Digital Loop < DS1	32.66	1,308	0.02	1	177.973	178.04140	0.1834	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(hours)	Digital Loop < DS1	1.48	1,325			25.478			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/SC(hours)	Digital Loop < DS1	0.02	2			0.000			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/SC(hours)	Digital Loop >= DS1	2093.19	114	43.17	130	3834.443	492.00907	4.1666	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(hours)	Digital Loop >= DS1	67.36	125			331.932			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(hours)	Digital Loop >= DS1	0.03	1			0.000			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(hours)	Digital Loop >= DS1	8.51	8			22.631			
	Average Completion Notice Interval - Non-Mechanized										
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/SC(hours)	Diagnostic			9.04	25				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic			3.44	108				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/SC(hours)	Diagnostic			2.51	80				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/SC(hours)	Diagnostic			6.10	28				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/SC(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/SC(hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/SC(hours)	Diagnostic			65.15	24				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(hours)	Diagnostic			39.29	7				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/SC(hours)	Diagnostic			41.28	45				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/SC(hours)	Diagnostic			62.43	10				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(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/SC(hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(hours)	Diagnostic			18.32	1				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/SC(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/SC(hours)	Diagnostic			16.80	1				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic			4.93	153				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic			5.87	5				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/SC(hours)	Diagnostic			41.01	52				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/SC(hours)	Diagnostic			50.79	23				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	Diagnostic			3.59	52				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.66	1,344				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic

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B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic			7.01	1				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.60	6				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.04	1				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.62	178				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			7.01	1				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			6.63	41				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	Diagnostic			3.50	36				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.03	526				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.91	12				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	Diagnostic			6.00	12				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(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/SC(days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.85	81				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic			2.38	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			5.68	5				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	Diagnostic			4.15	8				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.76	18				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/SC(days)	Diagnostic			11.83	16				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(days)	Diagnostic			6.76	3				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic			11.31	37				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	Diagnostic			6.49	3				Diagnostic

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B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.10	1				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic			2.28	1				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.89	133				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.14	1				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			10.97	40				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			6.66	11				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic

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B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	Diagnostic			3.66	50				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.81	828				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.60	6				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.04	1				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic

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B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.62	178				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			6.63	41				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	Diagnostic			3.54	30				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.06	460				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.70	10				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic

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B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	Diagnostic			6.08	11				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.82	77				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic			2.38	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			5.68	5				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/SC(days)	Diagnostic			4.32	3				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			1.46	16				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/SC(days)	Diagnostic			11.90	15				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/SC(days)	Diagnostic			7.07	1				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic

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B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/SC(days)	Diagnostic			11.42	30				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/SC(days)	Diagnostic			6.49	3				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/SC(days)	Diagnostic			5.10	1				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/SC(days)	Diagnostic			2.28	1				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/SC(days)	Diagnostic			0.89	130				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			11.28	31				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/SC(days)	Diagnostic			6.66	11				Diagnostic

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B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/SC(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/SC(days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/SC(%)	>= 95% w in 15 min								
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/SC(%)	Diagnostic			15.87%	126				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/SC(%)	Diagnostic			9.11%	2,030				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/SC(%)	Diagnostic			0.00%	18				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/SC(%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/SC(%)	Diagnostic			2.50%	40				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/SC(%)	Diagnostic			15.38%	26				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/SC(%)	Diagnostic			11.76%	17				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/SC(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/SC(%)	Diagnostic			9.58%	407				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/SC(%)	Diagnostic			2.33%	43				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/SC(%)	Diagnostic			13.04%	69				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 95% of requests			100.00%	5				YES
B.2.33.2	P-8	xDSL Other/SC(%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/SC(%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/SC(%)	>= 95%								
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/SC(%)	>= 95%			100.00%	23				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/SC(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/SC(%)	>= 95%			98.18%	110				YES

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B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/SC(%)	>= 95%			99.09%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/SC(%)	>= 95%			97.75%	89				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/SC(%)	>= 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/SC(%)	R&B (POTS)	4.76%	20,258						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/SC(%)	R&B (POTS)	0.76%	10,644						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/SC(%)	DS1/DS3	0.88%	227	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/SC(%)	DS1/DS3	0.00%	182	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/SC(%)	R&B	4.84%	20,649	0.81%	492		0.00979	4.1152	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/SC(%)	R&B	0.83%	11,027	1.84%	163		0.00714	-1.4223	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/SC(%)	R&B&D - Disp	4.77%	21,087	0.00%	2		0.15065	0.3164	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/SC(%)	R&B&D - Disp	4.77%	21,087	0.00%	3		0.12301	0.3874	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/SC(%)	ADSL to Retail	46.58%	161	0.00%	6		0.20741	2.2460	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/SC(%)	ADSL to Retail	4.11%	219	0.00%	3		0.11539	0.3561	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/SC(%)	ISDN - BRI	3.03%	33	28.57%	7		0.07133	-3.5806	NO
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/SC(%)	ISDN - BRI	0.00%	70	0.00%	12		0.00000		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/SC(%)	ADSL to Retail	46.58%	161						
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/SC(%)	ADSL to Retail	4.11%	219						
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/SC(%)	R&B - Disp	4.84%	20,649	0.00%	81		0.02390	2.0264	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/SC(%)	R&B - Disp	4.84%	20,649	0.00%	30		0.03922	1.2347	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/SC(%)	R&B (POTS) excl SB FT	4.72%	20,136	0.00%	7		0.08019	0.5890	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/SC(%)	R&B (POTS) excl SB FT	0.64%	9,350	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/SC(%)	Design	1.14%	438	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/SC(%)	Design	0.00%	682	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/SC(%)	R&B	4.84%	20,649	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/SC(%)	R&B	0.83%	11,027	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/SC(%)	R&B (POTS)	4.76%	20,258						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/SC(%)	R&B (POTS)	0.76%	10,644						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/SC(%)	R&B (POTS)	1.61%	1,257,782						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/SC(%)	R&B (POTS)	0.85%	1,257,782						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/SC(%)	DS1/DS3	1.55%	14,607	0.00%	49		0.01784	0.8712	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/SC(%)	DS1/DS3	1.25%	14,607	0.00%	49		0.01597	0.7801	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/SC(%)	R&B	1.51%	1,363,607	1.36%	36,249		0.00065	2.3976	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/SC(%)	R&B	0.81%	1,363,607	0.45%	36,249		0.00048	7.5017	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/SC(%)	R&B&D - Disp	1.31%	1,606,287	1.29%	155		0.00920	0.0244	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/SC(%)	R&B&D - Disp	1.31%	1,606,287	1.94%	155		0.00920	-0.6766	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/SC(%)	ADSL to Retail	0.78%	20,692	1.13%	530		0.00388	-0.9123	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/SC(%)	ADSL to Retail	1.06%	20,692	0.57%	530		0.00453	1.0879	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/SC(%)	ISDN - BRI	0.53%	6,262	0.78%	900		0.00259	-0.9691	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/SC(%)	ISDN - BRI	1.12%	6,262	1.33%	900		0.00377	-0.5717	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/SC(%)	ADSL to Retail	0.78%	20,692						
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/SC(%)	ADSL to Retail	1.06%	20,692						
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/SC(%)	R&B - Disp	1.51%	1,363,607	0.77%	10,570		0.00120	6.2250	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/SC(%)	R&B - Disp	1.51%	1,363,607	0.28%	10,570		0.00120	10.2406	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/SC(%)	R&B (POTS) excl SB FT	1.60%	1,257,782	4.38%	160		0.01000	-2.7731	NO
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/SC(%)	R&B (POTS) excl SB FT	0.74%	1,257,782	0.00%	160		0.00682	1.0905	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/SC(%)	Design	0.18%	242,680	0.00%	27		0.00818	0.2207	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/SC(%)	Design	0.28%	242,680	0.00%	27		0.01020	0.2754	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/SC(%)	R&B	1.51%	1,363,607	0.00%	157		0.00982	1.5418	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/SC(%)	R&B	0.81%	1,363,607	0.00%	157		0.00718	1.1267	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/SC(%)	R&B (POTS)	1.61%	1,257,782						

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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/SC(%)	R&B (POTS)	0.85%	1,257,782						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/SC(hours)	R&B (POTS)	17.69	20,258			17.746			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/SC(hours)	R&B (POTS)	5.99	10,644			10.302			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/SC(hours)	DS1/DS3	4.34	227	0.00	0	3.719			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/SC(hours)	DS1/DS3	1.63	182	0.00	0	2.012			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/SC(hours)	R&B	17.59	20,649	9.70	492	17.727	0.80867	9.7517	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/SC(hours)	R&B	5.88	11,027	3.94	163	10.198	0.80463	2.4139	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/SC(hours)	R&B&D - Disp	17.33	21,087	4.93	2	17.648	12.47964	0.9937	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/SC(hours)	R&B&D - Disp	17.33	21,087	1.04	3	17.648	10.18982	1.5984	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/SC(hours)	ADSL to Retail	48.33	161	2.30	6	71.079	29.55344	1.5573	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/SC(hours)	ADSL to Retail	5.85	219	3.03	3	29.503	17.15001	0.1644	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/SC(hours)	ISDN - BRI	5.66	33	10.32	7	5.514	2.29450	-2.0289	NO
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/SC(hours)	ISDN - BRI	1.93	70	5.33	12	3.134	0.97921	-3.4693	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/SC(hours)	ADSL to Retail	48.33	161			71.079			
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/SC(hours)	ADSL to Retail	5.85	219			29.503			
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/SC(hours)	R&B - Disp	17.59	20,649	4.11	81	17.727	1.97355	6.8275	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/SC(hours)	R&B - Disp	17.59	20,649	2.92	30	17.727	3.23889	4.5278	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/SC(hours)	R&B (POTS) excl SB FT	17.65	20,136	10.11	7	17.716	6.69736	1.1264	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/SC(hours)	R&B (POTS) excl SB FT	6.32	9,350	0.00	0	10.506			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/SC(hours)	Design	5.02	438	0.00	0	4.969			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/SC(hours)	Design	2.10	682	0.00	0	2.614			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/SC(hours)	R&B	17.59	20,649	0.00	0	17.727			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/SC(hours)	R&B	5.88	11,027	0.00	0	10.198			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/SC(hours)	R&B (POTS)	17.69	20,258			17.746			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/SC(hours)	R&B (POTS)	5.99	10,644			10.302			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/SC(%)	R&B (POTS)	15.86%	20,258						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/SC(%)	R&B (POTS)	14.17%	10,644						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/SC(%)	DS1/DS3	23.79%	227	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/SC(%)	DS1/DS3	20.88%	182	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/SC(%)	R&B	15.78%	20,649	13.62%	492		0.01663	1.2990	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/SC(%)	R&B	14.07%	11,027	16.56%	163		0.02744	-0.9074	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/SC(%)	R&B&D - Disp	15.79%	21,087	0.00%	2		0.25784	0.6123	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/SC(%)	R&B&D - Disp	15.79%	21,087	66.67%	3		0.21053	-2.4168	NO
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/SC(%)	ADSL to Retail	16.15%	161	0.00%	6		0.15300	1.0555	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/SC(%)	ADSL to Retail	15.98%	219	0.00%	3		0.21301	0.7503	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/SC(%)	ISDN - BRI	9.09%	33	0.00%	7		0.11963	0.7599	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/SC(%)	ISDN - BRI	15.71%	70	16.67%	12		0.11371	-0.0838	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/SC(%)	ADSL to Retail	16.15%	161						
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/SC(%)	ADSL to Retail	15.98%	219						
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/SC(%)	R&B - Disp	15.78%	20,649	16.05%	81		0.04058	-0.0669	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/SC(%)	R&B - Disp	15.78%	20,649	13.33%	30		0.06660	0.3671	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/SC(%)	R&B (POTS) excl SB FT	15.81%	20,136	0.00%	7		0.13791	1.1462	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/SC(%)	R&B (POTS) excl SB FT	14.51%	9,350	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/SC(%)	Design	16.21%	438	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/SC(%)	Design	16.72%	682	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/SC(%)	R&B	15.78%	20,649	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/SC(%)	R&B	14.07%	11,027	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/SC(%)	R&B (POTS)	15.86%	20,258						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/SC(%)	R&B (POTS)	14.17%	10,644						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/SC(%)	R&B (POTS)	15.46%	13,331						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/SC(%)	R&B (POTS)	6.35%	3,431						

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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/SC(%)		DS1/DS3	0.88%	227	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/SC(%)		DS1/DS3	0.00%	182	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/SC(%)		R&B	15.28%	13,557	2.73%	366		0.01906	6.5849	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/SC(%)		R&B	6.14%	3,566	0.00%	94		0.02509	2.4480	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/SC(%)		R&B&D - Disp	14.84%	13,995	0.00%	2		0.25140	0.5903	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/SC(%)		R&B&D - Disp	14.84%	13,995	0.00%	3		0.20527	0.7230	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/SC(%)		ADSL to Retail	46.58%	161	0.00%	6		0.20741	2.2460	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/SC(%)		ADSL to Retail	4.11%	219	0.00%	3		0.11539	0.3561	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/SC(%)		ISDN - BRI	3.03%	33	28.57%	7		0.07133	-3.5806	NO
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/SC(%)		ISDN - BRI	0.00%	70	0.00%	12		0.00000		YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/SC(%)		ADSL to Retail	46.58%	161						
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/SC(%)		ADSL to Retail	4.11%	219						
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/SC(%)		R&B - Disp	15.28%	13,557	0.00%	81		0.04010	3.8113	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/SC(%)		R&B - Disp	15.28%	13,557	0.00%	30		0.06577	2.3239	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/SC(%)		R&B (POTS) excl SB FT	15.46%	13,328	0.00%	1		0.36150	0.4276	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/SC(%)		R&B (POTS) excl SB FT	6.36%	3,428	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/SC(%)		Design	1.14%	438	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/SC(%)		Design	0.00%	682	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/SC(%)		R&B	15.28%	13,557	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/SC(%)		R&B	6.14%	3,566	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/SC(%)		R&B (POTS)	15.46%	13,331						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/SC(%)		R&B (POTS)	6.35%	3,431						
	Unbundled Network Elements - Billing											
	Invoice Accuracy											
B.4.1	B-1	SC(%)		BST - State	98.49%	$120,738,843	99.55%	$1,308,041		0.00011	-99.4925	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/SC(%)	Diagnostic			40.00%	15				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/SC(%)	>= 85% w in 4 days			100.00%	6				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/SC(%)	>= 95% w in 10 days			100.00%	8				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/SC(%)	>= 95%			100.00%	11				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/SC(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/SC(days)	Parity w Retail	21.04	27	19.43	7	7.003	2.97010	0.5416	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/SC(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/SC(%)	Parity w Retail	0.00%	23	0.00%	6		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/SC(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/SC(%)	Parity w Retail	0.00%	27	0.00%	7		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/SC(%)	Parity w Retail	0.00%	360	0.00%	649		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/SC(hours)	Parity w Retail	117.68	25	0.02	7	253.442	108.37616	1.0857	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/SC(days)	Diagnostic			21.08	7				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/SC(%)	Diagnostic			0.00%	7				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/SC(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/SC(%)	>= 95%			100.00%	60				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/SC(%)	>= 95%			100.00%	33				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/SC(%)	>= 95%			100.00%	4				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/SC(%)	>= 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/SC(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/SC(%)	Parity w Retail	0.00%	3	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/SC(%)	Parity w Retail	0.00%	107,987	0.00%	25,326		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/SC(%)	Parity w Retail	0.00%	107,987	0.00%	25,326		0.00004	0.7549	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/SC(hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/SC(hours)	Parity w Retail	1.39	3	0.00	0	1.096			YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/SC(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/SC(%)	Parity w Retail	0.00%	3	0.00%	0				YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/SC(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/SC(%)	Parity w Retail	0.00%	3	0.00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	SC(%)	BST - State	98.49%	$120,738,843	99.92%	$1,220,844		0.00011	-129.2478	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	SC	>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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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/SC(calendar days)	<= 20 days								
E.1.1.2	C-1	Physical Caged/SC(calendar days)	<= 30 days			9	2				YES
E.1.1.3	C-1	Physical Cageless/SC(calendar days)	<= 30 days			7	2				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/SC(calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/SC(calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged-Ordinary/SC(calendar days)	<= 90 days			34	2				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/SC(calendar days)	<= 60 days			1	2				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/SC(calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/SC(%)	< 5% missed								
E.1.3.2	C-3	Physical/SC(%)	< 5% missed			0.00%	4				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			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/SC(%)	>= 95% w in 3 bus days			41.67%	12				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/SC(%)	>= 95% w in 1 min			100.00%	1				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/SC(%)	>= 95% w in 5 bus days			100.00%	1				YES
F.3.1.2	O-10	Local Interoffice Transport/SC(%)	>= 95% w in 5 bus days			50.00%	4				NO
	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	SC(seconds)	PBD			2.50					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	SC(%)	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	SC(seconds)	PBD			7.31					PBD
	% Answered in 12 seconds										
F.7.2	DA-2	SC(%)	PBD			78.00%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	SC(hours)	PBD			1.13	1,002				PBD
	% Accuracy										
F.8.2	E-2	SC(%)	PBD			93.79%	118,439				PBD
	% Timeliness										
F.8.3	E-1	SC(%)	PBD			100.00%	1,002				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/SC(%)	Parity w Retail	68.35%	$4,873,675	98.17%	$200,364		0.00188	-158.2239	YES
F.9.5.2	B-7	UNE/SC(%)	>= 90%			99.22%	$78,230				YES
F.9.5.3	B-7	Interconnection/SC(%)	>= 90%			71.82%	$2,347				NO
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/SC(%)	Parity w Retail	77.66%	$5,834,273	93.86%	$347,661		0.00154	-105.3274	YES
F.9.6.2	B-8	UNE/SC(%)	>= 90%			97.19%	$310,500				YES
F.9.6.3	B-8	Interconnection/SC(%)	>= 90%			75.47%	$40,466				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	SC(%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	SC(average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	SC(%)	>= 95% w in 30 days			100.00%	2				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	SC(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	SC(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	SC(%)	>= 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/SC(hours)	PBD	0.48	21	0.48	21				PBD
F.13.1.2	D-1	Directory Listings/SC(hours)	PBD	0.10	26	0.10	26				PBD
F.13.1.3	D-1	Directory Assistance/SC(hours)	PBD	3.77	26	3.77	26				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/SC(%)	>= 95%			100.00%	537				YES
F.13.2.2	D-2	Directory Listings/SC(%)	>= 95%			99.38%	324				YES
F.13.2.3	D-2	Directory Assistance/SC(%)	>= 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