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 Alabama. 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

Alabama, 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/AL(%)	Diagnostic			8.67%	12,615				Diagnostic
A.1.1.2	O-7	Business/AL(%)	Diagnostic			20.54%	185				Diagnostic
A.1.1.3	O-7	Design (Specials)/AL(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/AL(%)	Diagnostic			0.00%	2				Diagnostic
A.1.1.5	O-7	Centrex/AL(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/AL(%)	Diagnostic			0.00%	1				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/AL(%)	Diagnostic			17.58%	1,798				Diagnostic
A.1.2.2	O-7	Business/AL(%)	Diagnostic			43.92%	189				Diagnostic
A.1.2.3	O-7	Design (Specials)/AL(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/AL(%)	Diagnostic			66.67%	3				Diagnostic
A.1.2.5	O-7	Centrex/AL(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/AL(%)	Diagnostic			0.00%	1				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/AL(%)	Diagnostic			41.28%	109				Diagnostic
A.1.3.2	O-7	Business/AL(%)	Diagnostic			54.07%	135				Diagnostic
A.1.3.3	O-7	Design (Specials)/AL(%)	Diagnostic			30.88%	68				Diagnostic
A.1.3.4	O-7	PBX/AL(%)	Diagnostic			54.55%	11				Diagnostic
A.1.3.5	O-7	Centrex/AL(%)	Diagnostic			0.00%	1				Diagnostic
A.1.3.6	O-7	ISDN/AL(%)	Diagnostic			50.00%	4				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/AL(%)	>= 97% w in 1 hr			95.72%	1,099				NO
A.1.4.2	O-8	Business/AL(%)	>= 97% w in 1 hr			100.00%	38				YES
A.1.4.3	O-8	Design (Specials)/AL(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/AL(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/AL(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/AL(%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/AL(%)	>= 85% w in 10 hrs			95.74%	329				YES
A.1.7.2	O-8	Business/AL(%)	>= 85% w in 10 hrs			91.76%	85				YES
A.1.7.3	O-8	Design (Specials)/AL(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/AL(%)	>= 85% w in 10 hrs			50.00%	2				NO
A.1.7.5	O-8	Centrex/AL(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/AL(%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/AL(%)	>= 85% w in 24 hrs			95.65%	46				YES
A.1.8.2	O-8	Business/AL(%)	>= 85% w in 24 hrs			100.00%	73				YES
A.1.8.3	O-8	Design (Specials)/AL(%)	>= 85% w in 24 hrs			95.45%	22				YES
A.1.8.4	O-8	PBX/AL(%)	>= 85% w in 24 hrs			100.00%	6				YES
A.1.8.5	O-8	Centrex/AL(%)	>= 85% w in 24 hrs								
A.1.8.6	O-8	ISDN/AL(%)	>= 85% w in 24 hrs			100.00%	2				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/AL(%)	>= 95% w in 3 hrs			99.85%	11,475				YES
A.1.9.2	O-9	Business/AL(%)	>= 95% w in 3 hrs			99.29%	140				YES
A.1.9.3	O-9	Design (Specials)/AL(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/AL(%)	>= 95% w in 3 hrs			100.00%	1				YES
A.1.9.5	O-9	Centrex/AL(%)	>= 95% w in 3 hrs								

BellSouth Monthly State Summary
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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.9.6	O-9	ISDN/AL(%)	>= 95% w in 3 hrs								
		FOC Timeliness - Partially Mechanized - 10 hours									
A.1.12.1	O-9	Residence/AL(%)	>= 85% w in 10 hrs			92.43%	1,533				YES
A.1.12.2	O-9	Business/AL(%)	>= 85% w in 10 hrs			93.91%	115				YES
A.1.12.3	O-9	Design (Specials)/AL(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/AL(%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.12.5	O-9	Centrex/AL(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/AL(%)	>= 85% w in 10 hrs			0.00%	4				NO
		FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/AL(%)	>= 85% w in 36 hrs			98.51%	67				YES
A.1.13.2	O-9	Business/AL(%)	>= 85% w in 36 hrs			98.31%	59				YES
A.1.13.3	O-9	Design (Specials)/AL(%)	>= 85% w in 36 hrs			100.00%	43				YES
A.1.13.4	O-9	PBX/AL(%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.5	O-9	Centrex/AL(%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.6	O-9	ISDN/AL(%)	>= 85% w in 36 hrs			100.00%	2				YES
		FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/AL(%)	>= 95%			100.00%	387				YES
A.1.14.1.2	O-11	Residence/TAG/AL(%)	>= 95%			99.36%	12,228				YES
A.1.14.2.1	O-11	Business/EDI/AL(%)	>= 95%			100.00%	41				YES
A.1.14.2.2	O-11	Business/TAG/AL(%)	>= 95%			95.14%	144				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/AL(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/AL(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/AL(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/AL(%)	>= 95%			100.00%	2				YES
A.1.14.5.1	O-11	Centrex/EDI/AL(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/AL(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/AL(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/AL(%)	>= 95%			0.00%	1				NO
		FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/AL(%)	>= 95%			100.00%	26				YES
A.1.15.1.2	O-11	Residence/TAG/AL(%)	>= 95%			99.04%	1,772				YES
A.1.15.2.1	O-11	Business/EDI/AL(%)	>= 95%			100.00%	43				YES
A.1.15.2.2	O-11	Business/TAG/AL(%)	>= 95%			100.00%	146				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/AL(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/AL(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/AL(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/AL(%)	>= 95%			100.00%	3				YES
A.1.15.5.1	O-11	Centrex/EDI/AL(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/AL(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/AL(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/AL(%)	>= 95%			100.00%	1				YES
		FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/AL(%)	>= 95%			95.41%	109				YES
A.1.16.2	O-11	Business/AL(%)	>= 95%			97.78%	135				YES
A.1.16.3	O-11	Design (Specials)/AL(%)	>= 95%			94.12%	68				NO
A.1.16.4	O-11	PBX/AL(%)	>= 95%			100.00%	11				YES
A.1.16.5	O-11	Centrex/AL(%)	>= 95%			100.00%	1				YES
A.1.16.6	O-11	ISDN/AL(%)	>= 95%			100.00%	4				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/AL(%)	>= 95%			99.22%	387				YES
A.1.17.1.2	O-11	Residence/TAG/AL(%)	>= 95%			99.70%	12,150				YES
A.1.17.2.1	O-11	Business/EDI/AL(%)	>= 95%			100.00%	41				YES

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A.1.17.2.2	O-11	Business/TAG/AL(%)	>= 95%			100.00%	137				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/AL(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/AL(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/AL(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/AL(%)	>= 95%			100.00%	2				YES
A.1.17.5.1	O-11	Centrex/EDI/AL(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/AL(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/AL(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/AL(%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/AL(%)	>= 95%			92.31%	26				NO
A.1.18.1.2	O-11	Residence/TAG/AL(%)	>= 95%			93.62%	1,755				NO
A.1.18.2.1	O-11	Business/EDI/AL(%)	>= 95%			86.05%	43				NO
A.1.18.2.2	O-11	Business/TAG/AL(%)	>= 95%			93.15%	146				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/AL(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/AL(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/AL(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/AL(%)	>= 95%			66.67%	3				NO
A.1.18.5.1	O-11	Centrex/EDI/AL(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/AL(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/AL(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/AL(%)	>= 95%			100.00%	1				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/AL(%)	>= 95%			84.62%	104				NO
A.1.19.2	O-11	Business/AL(%)	>= 95%			89.39%	132				NO
A.1.19.3	O-11	Design (Specials)/AL(%)	>= 95%			98.44%	64				YES
A.1.19.4	O-11	PBX/AL(%)	>= 95%			90.91%	11				NO
A.1.19.5	O-11	Centrex/AL(%)	>= 95%			100.00%	1				YES
A.1.19.6	O-11	ISDN/AL(%)	>= 95%			100.00%	4				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/AL(days)	Res	4.51	9,381	3.82	654	4.970	0.20102	3.3913	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/AL(days)	Res	0.75	185,150	0.63	8,206	0.950	0.01072	10.6366	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/AL(days)	Res	3.92	21	3.00	2	1.366	1.01076	0.9108	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/AL(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/AL(days)	Bus	2.35	7,499	4.09	57	5.348	0.71107	-2.4395	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/AL(days)	Bus	1.29	8,874	2.47	452	4.146	0.19991	-5.9088	NO
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/AL(days)	Bus	6.39	28			6.935			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/AL(days)	Bus	4.00	1	1.00	1	0.000	0.00000		YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/AL(days)	Design	27.63	855	8.00	1	30.283	30.30107	0.6479	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Design	4.23	319	3.00	11	6.282	1.92637	0.6406	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Design	17.00	2			2.828			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/AL(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/AL(days)	PBX	13.53	15			30.257			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/AL(days)	PBX	2.44	58	1.78	3	5.062	2.99733	0.2199	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/AL(days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/AL(days)	PBX	1.00	8	1.00	1	0.873	0.92582	0.0000	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/AL(days)	Centrex	7.28	338			11.985			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/AL(days)	Centrex	1.38	444			2.795			
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/AL(days)	Centrex	10.89	9			14.093			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Centrex	1.60	34			2.681			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/AL(days)	ISDN	25.33	165	12.00	3	29.206	17.01481	0.7832	YES

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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/AL(days)	ISDN	3.41	196			10.068			
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/AL(days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/AL(days)	ISDN	9.52	18			18.324			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/AL(days)	Res	45.22	9	9.33	3	55.294	36.86278	0.9736	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/AL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/AL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/AL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/AL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/AL(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/AL(days)	Bus	67.00	1	11.00	1	0.000	0.00000		YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/AL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/AL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/AL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/AL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/AL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/AL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/AL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/AL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/AL(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/AL(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/AL(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/AL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/AL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/AL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/AL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/AL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/AL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/AL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/AL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/AL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/AL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/AL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/AL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/AL(days)	ISDN	46.00	1	0.00	0	0.000			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/AL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/AL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/AL(days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/AL(days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/AL(days)	ISDN	0.00	0						
	% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/AL(%)	Res	0.39%	206,497	0.63%	9,611		0.00065	-3.7949	NO
A.2.4.2	P-2	Business/AL(%)	Bus	1.11%	16,518	0.41%	486		0.00483	1.4542	YES
A.2.4.3	P-2	Design (Specials)/AL(%)	Design	10.76%	1,041						
A.2.4.4	P-2	PBX/AL(%)	PBX	3.70%	81	0.00%	1		0.19001	0.1949	YES
A.2.4.5	P-2	Centrex/AL(%)	Centrex	3.27%	796						
A.2.4.6	P-2	ISDN/AL(%)	ISDN	5.54%	361						
	% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/AL(%)	Diagnostic			1.52%	197				Diagnostic
A.2.5.2	P-2	Business/AL(%)	Diagnostic			2.78%	72				Diagnostic
A.2.5.3	P-2	Design (Specials)/AL(%)	Diagnostic			27.27%	22				Diagnostic
A.2.5.4	P-2	PBX/AL(%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.5	P-2	Centrex/AL(%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.6	P-2	ISDN/AL(%)	Diagnostic			16.67%	6				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/AL(hours)	>= 48 hrs			108.54	53				YES
A.2.7.2	P-2	Business/AL(hours)	>= 48 hrs			134.77	2				YES
A.2.7.3	P-2	Design (Specials)/AL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/AL(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/AL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/AL(hours)	>= 48 hrs								
	Average Jeopardy Notice Interval - Non-Mechanized										
A.2.8.1	P-2	Residence/AL(hours)	Diagnostic			103.76	2				Diagnostic
A.2.8.2	P-2	Business/AL(hours)	Diagnostic			243.97	2				Diagnostic
A.2.8.3	P-2	Design (Specials)/AL(hours)	Diagnostic			463.34	6				Diagnostic
A.2.8.4	P-2	PBX/AL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/AL(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/AL(hours)	Diagnostic			184.37	1				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
A.2.9.1	P-2	Residence/AL(%)	95% >= 48 hrs			100.00%	53				YES
A.2.9.2	P-2	Business/AL(%)	95% >= 48 hrs			100.00%	2				YES
A.2.9.3	P-2	Design (Specials)/AL(%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/AL(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/AL(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/AL(%)	95% >= 48 hrs								
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/AL(%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/AL(%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.3	P-2	Design (Specials)/AL(%)	Diagnostic			100.00%	6				Diagnostic
A.2.10.4	P-2	PBX/AL(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/AL(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/AL(%)	Diagnostic			100.00%	1				Diagnostic
	% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/AL(%)	Res	7.20%	11,063	3.21%	716		0.00996	3.9970	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/AL(%)	Res	0.09%	195,949	0.12%	9,117		0.00033	-0.8152	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/AL(%)	Res	14.29%	21	0.00%	2		0.25895	0.5517	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/AL(%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/AL(%)	Bus	1.64%	7,643	14.10%	78		0.01443	-8.6370	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/AL(%)	Bus	0.15%	8,965	0.00%	490		0.00177	0.8214	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/AL(%)	Bus	6.67%	30						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/AL(%)	Bus	0.00%	1	0.00%	1		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/AL(%)	Design	4.04%	867	22.22%	9		0.06595	-2.7575	NO
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/AL(%)	Design	0.00%	319	0.00%	12		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/AL(%)	Design	0.00%	2						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/AL(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/AL(%)	PBX	0.00%	15						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/AL(%)	PBX	1.72%	58	0.00%	3		0.07707	0.2237	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/AL(%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/AL(%)	PBX	0.00%	8	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/AL(%)	Centrex	6.51%	338						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/AL(%)	Centrex	0.00%	444	0.00%	1		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/AL(%)	Centrex	0.00%	9						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/AL(%)	Centrex	0.00%	34	0.00%	1		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/AL(%)	ISDN	8.67%	173	16.67%	6		0.11686	-0.6843	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN	0.00%	197	0.00%	1		0.00000		YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/AL(%)	ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/AL(%)	ISDN	0.00%	21						

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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/AL(%)	Res	10.48%	10,787	8.87%	1,049		0.00991	1.6343	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/AL(%)	Res	2.81%	192,048	5.27%	9,892		0.00171	-14.3786	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/AL(%)	Res	16.67%	12						
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/AL(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/AL(%)	Bus	10.63%	6,883	4.48%	67		0.03785	1.6269	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/AL(%)	Bus	5.48%	8,192	6.67%	210		0.01591	-0.7454	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/AL(%)	Bus	15.79%	38						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/AL(%)	Bus	0.00%	2						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/AL(%)	Design	7.04%	639	24.00%	25		0.05216	-3.2509	NO
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/AL(%)	Design	2.70%	222	0.00%	9		0.05514	0.4902	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/AL(%)	Design	0.00%	4						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/AL(%)	Design	0.00%	1						
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/AL(%)	PBX	25.00%	12	50.00%	2		0.33072	-0.7559	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/AL(%)	PBX	3.28%	61	0.00%	6		0.07619	0.4303	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/AL(%)	PBX	0.00%	2						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/AL(%)	PBX	10.00%	10	0.00%	2		0.23238	0.4303	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/AL(%)	Centrex	5.42%	295						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/AL(%)	Centrex	4.65%	387	0.00%	1		0.21086	0.2206	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/AL(%)	Centrex	35.71%	14	0.00%	2		0.36221	0.9860	YES
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/AL(%)	Centrex	16.67%	36						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/AL(%)	ISDN	4.14%	290						
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN	0.58%	513	0.00%	4		0.03827	0.1528	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/AL(%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/AL(%)	ISDN	0.00%	19						
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL(hours)	Res	1.04	11,004	0.22	680	8.829	0.34890	2.3656	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/AL(hours)	Res	0.51	195,552	0.53	8,951	2.423	0.02619	-0.8710	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/AL(hours)	Res	0.12	21	0.02	2	0.480	0.35526	0.2949	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/AL(hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/AL(hours)	Bus	1.40	7,587	1.77	53	16.201	2.23316	-0.1681	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL(hours)	Bus	1.51	8,879	2.57	439	18.185	0.88911	-1.1944	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/AL(hours)	Bus	2.17	30			5.334			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/AL(hours)	Bus	0.47	1	0.58	1	0.000	0.00000		NO
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL(hours)	Design	250.65	825			476.093			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL(hours)	Design	6.42	319			63.308			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/AL(hours)	Design	0.02	2			0.000			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/AL(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/AL(hours)	PBX	182.26	13			407.675			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL(hours)	PBX	9.67	56			32.375			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/AL(hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/AL(hours)	PBX	0.45	8	0.47	1	0.182	0.19259	-0.0757	YES
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/AL(hours)	Centrex	6.46	325			40.457			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/AL(hours)	Centrex	3.81	439			41.219			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/AL(hours)	Centrex	2.30	9			6.701			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/AL(hours)	Centrex	0.47	34			0.239			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL(hours)	ISDN	130.20	155			407.762			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/AL(hours)	ISDN	7.54	192			42.449			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/AL(hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/AL(hours)	ISDN	0.46	21			0.212			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL(hours)	Diagnostic			14.09	36				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			5.56	162				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/AL(hours)	Diagnostic			46.61	25				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			12.32	50				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL(hours)	Diagnostic			37.74	8				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			29.82	11				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			12.38	3				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL(hours)	Diagnostic			28.10	6				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			40.37	1				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.84	559				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.64	7,010				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL(days)	Diagnostic			3.00	1				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			2.27	18				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.87	49				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.68	49				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.10	917				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			1.66	13				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.20	66				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic

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A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.00	1				Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.10	18				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.64	18				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			4.68	7				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.15	20				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic			8.09	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			4.91	10				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			4.12	3				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			12.64	3				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.85	552				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.82	2,964				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL(days)	Diagnostic			3.00	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			2.27	18				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.89	46				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic

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A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.63	47				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.13	821				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			1.64	12				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.18	64				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.00	1				Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			2.86	16				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.70	16				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			5.09	6				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.15	20				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic			8.09	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			4.91	10				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			5.03	2				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic

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A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			12.64	3				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/AL(%)	Diagnostic			4.90%	673				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/AL(%)	Diagnostic			14.79%	8,228				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/AL(%)	Diagnostic			8.62%	58				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/AL(%)	Diagnostic			2.22%	450				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/AL(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/AL(%)	Diagnostic			0.00%	11				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/AL(%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/AL(%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/AL(%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/AL(%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/AL(%)	>= 95%			92.14%	140				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/AL(%)	>= 95%			95.38%	130				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/AL(%)	>= 95%			100.00%	19				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/AL(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/AL(%)	>= 95%			91.33%	150				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/AL(%)	>= 95%			93.85%	130				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/AL(%)	>= 95%			100.00%	10				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/AL(%)	>= 95%			84.62%	13				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/AL(%)	>= 95%			81.08%	37				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/AL(%)	>= 95%			91.84%	98				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/AL(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/AL(%)	>= 95%			100.00%	6				YES
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/AL(%)	Res	5.49%	24,354	2.28%	876		0.00783	4.0938	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/AL(%)	Res	1.02%	13,974	0.00%	216		0.00690	1.4830	YES
A.3.1.2.1	M&R-1	Business/Dispatch/AL(%)	Bus	8.60%	3,208	6.94%	72		0.03342	0.4965	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/AL(%)	Bus	3.68%	1,848	0.00%	36		0.03168	1.1615	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/AL(%)	Design	1.91%	577	0.00%	19		0.03189	0.5979	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/AL(%)	Design	0.55%	722	0.00%	7		0.02819	0.1965	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/AL(%)	PBX	8.33%	72	33.33%	3		0.16286	-1.5350	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/AL(%)	PBX	1.41%	71	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/AL(%)	Centrex	14.73%	292	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/AL(%)	Centrex	7.00%	257	0.00%	2		0.18116	0.3866	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/AL(%)	ISDN	6.12%	49	0.00%	2		0.17295	0.3540	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/AL(%)	ISDN	1.47%	136	0.00%	3		0.07026	0.2093	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/AL(%)	Res	1.81%	1,341,918	1.93%	45,332		0.00064	-1.8271	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/AL(%)	Res	1.04%	1,341,918	0.48%	45,332		0.00049	11.5913	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/AL(%)	Bus	1.07%	300,510	1.08%	6,653		0.00128	-0.1148	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/AL(%)	Bus	0.61%	300,510	0.54%	6,653		0.00097	0.7597	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/AL(%)	Design	0.85%	67,553	0.91%	2,097		0.00205	-0.2533	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/AL(%)	Design	1.07%	67,553	0.33%	2,097		0.00229	3.2062	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/AL(%)	PBX	0.12%	59,859	0.32%	936		0.00114	-1.7527	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/AL(%)	PBX	0.12%	59,859	0.00%	936		0.00113	1.0455	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/AL(%)	Centrex	0.29%	99,490	0.00%	659		0.00212	1.3862	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/AL(%)	Centrex	0.26%	99,490	0.30%	659		0.00199	-0.2274	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/AL(%)	ISDN	0.03%	144,695	0.27%	737		0.00068	-3.4949	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/AL(%)	ISDN	0.09%	144,695	0.41%	737		0.00113	-2.7652	NO
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/AL(hours)	Res	21.66	24,354	17.04	876	21.163	0.72778	6.3593	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/AL(hours)	Res	8.82	13,974	4.67	216	14.149	0.97012	4.2747	YES
A.3.3.2.1	M&R-3	Business/Dispatch/AL(hours)	Bus	12.58	3,208	14.22	72	16.370	1.95075	-0.8406	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/AL(hours)	Bus	4.29	1,848	2.08	36	9.155	1.54064	1.4397	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/AL(hours)	Design	5.40	577	3.76	19	5.797	1.35165	1.2181	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/AL(hours)	Design	2.29	722	0.91	7	4.313	1.63790	0.8445	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/AL(hours)	PBX	8.61	72	10.08	3	8.896	5.24192	-0.2803	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/AL(hours)	PBX	4.03	71	0.00	0	10.052			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/AL(hours)	Centrex	14.78	292	0.00	0	18.864			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/AL(hours)	Centrex	3.36	257	9.13	2	8.540	6.06215	-0.9517	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/AL(hours)	ISDN	7.76	49	2.14	2	12.913	9.31531	0.6030	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/AL(hours)	ISDN	3.41	136	1.68	3	5.434	3.17164	0.5448	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/AL(%)	Res	16.35%	24,354	10.62%	876		0.01272	4.5114	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/AL(%)	Res	14.41%	13,974	11.11%	216		0.02408	1.3709	YES
A.3.4.2.1	M&R-4	Business/Dispatch/AL(%)	Bus	14.40%	3,208	12.50%	72		0.04184	0.4545	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/AL(%)	Bus	12.01%	1,848	11.11%	36		0.05471	0.1648	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/AL(%)	Design	22.53%	577	26.32%	19		0.09741	-0.3886	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/AL(%)	Design	18.98%	722	42.86%	7		0.14892	-1.6037	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/AL(%)	PBX	11.11%	72	0.00%	3		0.18519	0.6000	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/AL(%)	PBX	7.04%	71	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/AL(%)	Centrex	16.10%	292	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/AL(%)	Centrex	15.95%	257	0.00%	2		0.25993	0.6138	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/AL(%)	ISDN	6.12%	49	50.00%	2		0.17295	-2.5370	NO
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/AL(%)	ISDN	11.76%	136	66.67%	3		0.18806	-2.9194	NO
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/AL(%)	Res	26.38%	15,728	18.45%	656		0.01756	4.5182	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/AL(%)	Res	15.91%	4,532	1.89%	106		0.03594	3.9017	YES
A.3.5.2.1	M&R-5	Business/Dispatch/AL(%)	Bus	10.10%	1,881	9.76%	41		0.04757	0.0725	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/AL(%)	Bus	4.92%	589	0.00%	21		0.04805	1.0247	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/AL(%)	Design	1.91%	577	0.00%	19		0.03189	0.5979	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/AL(%)	Design	0.55%	722	0.00%	7		0.02819	0.1965	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/AL(%)	PBX	8.06%	62	50.00%	2		0.19562	-2.1437	NO
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/AL(%)	PBX	1.67%	60	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/AL(%)	Centrex	13.58%	162	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/AL(%)	Centrex	1.69%	118	0.00%	1		0.12963	0.1308	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/AL(%)	ISDN	6.25%	48	0.00%	2		0.17469	0.3578	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/AL(%)	ISDN	1.48%	135	0.00%	3		0.07052	0.2101	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	AL(%)	BST - State	99.13%	$153,687,518	99.80%	$2,261,149		0.00006	-107.0226	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/AL(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/AL(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			17.22%	3,404				Diagnostic
B.1.1.4	O-7	Combo Other/AL(%)	Diagnostic			100.00%	2				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			17.65%	119				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/AL(%)	Diagnostic			0.00%	4				Diagnostic
B.1.1.7	O-7	Line Sharing/AL(%)	Diagnostic			15.58%	77				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/AL(%)	Diagnostic			38.51%	161				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/AL(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			87.50%	8				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/AL(%)	Diagnostic			19.30%	57				Diagnostic
B.1.1.15	O-7	Other Non-Design/AL(%)	Diagnostic			29.53%	1,077				Diagnostic
B.1.1.16	O-7	INP Standalone/AL(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/AL(%)	Diagnostic			7.14%	560				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/AL(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/AL(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			31.19%	1,616				Diagnostic
B.1.2.4	O-7	Combo Other/AL(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			0.00%	8				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/AL(%)	Diagnostic			13.04%	69				Diagnostic
B.1.2.7	O-7	Line Sharing/AL(%)	Diagnostic			41.18%	17				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/AL(%)	Diagnostic			27.45%	51				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/AL(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			32.69%	52				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/AL(%)	Diagnostic			45.10%	51				Diagnostic
B.1.2.15	O-7	Other Non-Design/AL(%)	Diagnostic			33.41%	419				Diagnostic
B.1.2.16	O-7	INP Standalone/AL(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/AL(%)	Diagnostic			16.95%	413				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/AL(%)	Diagnostic			100.00%	1				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/AL(%)	Diagnostic								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			51.06%	188				Diagnostic
B.1.3.4	O-7	Combo Other/AL(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			34.78%	23				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/AL(%)	Diagnostic			50.00%	4				Diagnostic
B.1.3.7	O-7	Line Sharing/AL(%)	Diagnostic			28.57%	7				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/AL(%)	Diagnostic			35.71%	56				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/AL(%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/AL(%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			44.44%	9				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/AL(%)	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/AL(%)	Diagnostic			41.03%	39				Diagnostic
B.1.3.15	O-7	Other Non-Design/AL(%)	Diagnostic			45.59%	408				Diagnostic
B.1.3.16	O-7	INP Standalone/AL(%)	Diagnostic			41.67%	24				Diagnostic
B.1.3.17	O-13	LNP Standalone/AL(%)	Diagnostic			23.81%	420				Diagnostic
	Reject Interval - Mechanized										
B.1.4.1	O-8	Switch Ports/AL(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/AL(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/AL(%)	>= 97% w in 1 hr			96.42%	586				NO
B.1.4.4	O-8	Combo Other/AL(%)	>= 97% w in 1 hr			50.00%	2				NO
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 97% w in 1 hr			100.00%	21				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/AL(%)	>= 97% w in 1 hr								
B.1.4.7	O-8	Line Sharing/AL(%)	>= 97% w in 1 hr			66.67%	12				NO
B.1.4.8	O-8	2W Analog Loop Design/AL(%)	>= 97% w in 1 hr			85.48%	62				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/AL(%)	>= 97% w in 1 hr								
B.1.4.10	O-8	2W Analog Loop w/INP Design/AL(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/AL(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/AL(%)	>= 97% w in 1 hr			100.00%	7				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/AL(%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/AL(%)	>= 97% w in 1 hr			63.64%	11				NO
B.1.4.15	O-8	Other Non-Design/AL(%)	>= 97% w in 1 hr			76.69%	326				NO
B.1.4.16	O-8	INP Standalone/AL(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/AL(%)	>= 97% w in 1 hr			97.50%	40				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/AL(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/AL(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/AL(%)	>= 85% w in 10 hrs			97.66%	512				YES
B.1.7.4	O-8	Combo Other/AL(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 10 hrs			88.89%	9				YES
B.1.7.7	O-8	Line Sharing/AL(%)	>= 85% w in 10 hrs			100.00%	7				YES
B.1.7.8	O-8	2W Analog Loop Design/AL(%)	>= 85% w in 10 hrs			78.57%	14				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/AL(%)	>= 85% w in 10 hrs								
B.1.7.10	O-8	2W Analog Loop w/INP Design/AL(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/AL(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 10 hrs			94.12%	17				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/AL(%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/AL(%)	>= 85% w in 10 hrs			92.00%	25				YES
B.1.7.15	O-8	Other Non-Design/AL(%)	>= 85% w in 10 hrs			79.43%	141				NO
B.1.7.16	O-8	INP Standalone/AL(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/AL(%)	>= 85% w in 10 hrs			94.37%	71				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/AL(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.2	O-8	Local Interoffice Transport/AL(%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/AL(%)	>= 85% w in 24 hrs			97.98%	99				YES
B.1.8.4	O-8	Combo Other/AL(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.7	O-8	Line Sharing/AL(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.8	O-8	2W Analog Loop Design/AL(%)	>= 85% w in 24 hrs			100.00%	20				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/AL(%)	>= 85% w in 24 hrs								
B.1.8.10	O-8	2W Analog Loop w/INP Design/AL(%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/AL(%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 24 hrs			75.00%	4				NO
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/AL(%)	>= 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/AL(%)	>= 85% w in 24 hrs			100.00%	16				YES
B.1.8.15	O-8	Other Non-Design/AL(%)	>= 85% w in 24 hrs			100.00%	188				YES
B.1.8.16	O-8	INP Standalone/AL(%)	>= 85% w in 24 hrs			100.00%	10				YES
B.1.8.17	O-14	LNP Standalone/AL(%)	>= 85% w in 24 hrs			100.00%	101				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/AL(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/AL(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/AL(%)	>= 95% w in 3 hrs			99.22%	2,804				YES
B.1.9.4	O-9	Combo Other/AL(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95% w in 3 hrs			95.60%	91				YES
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 95% w in 3 hrs			100.00%	3				YES
B.1.9.7	O-9	Line Sharing/AL(%)	>= 95% w in 3 hrs			98.51%	67				YES
B.1.9.8	O-9	2W Analog Loop Design/AL(%)	>= 95% w in 3 hrs			100.00%	108				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/AL(%)	>= 95% w in 3 hrs								
B.1.9.10	O-9	2W Analog Loop w/INP Design/AL(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/AL(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/AL(%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/AL(%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/AL(%)	>= 95% w in 3 hrs			95.74%	47				YES
B.1.9.15	O-9	Other Non-Design/AL(%)	>= 95% w in 3 hrs			95.16%	764				YES
B.1.9.16	O-9	INP Standalone/AL(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/AL(%)	>= 95% w in 3 hrs			99.81%	518				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/AL(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/AL(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/AL(%)	>= 85% w in 10 hrs			91.37%	1,228				YES
B.1.12.4	O-9	Combo Other/AL(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 10 hrs			95.16%	62				YES
B.1.12.7	O-9	Line Sharing/AL(%)	>= 85% w in 10 hrs			100.00%	10				YES
B.1.12.8	O-9	2W Analog Loop Design/AL(%)	>= 85% w in 10 hrs			97.62%	42				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/AL(%)	>= 85% w in 10 hrs								
B.1.12.10	O-9	2W Analog Loop w/INP Design/AL(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/AL(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 10 hrs			82.86%	35				NO
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/AL(%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/AL(%)	>= 85% w in 10 hrs			96.30%	27				YES
B.1.12.15	O-9	Other Non-Design/AL(%)	>= 85% w in 10 hrs			70.12%	251				NO
B.1.12.16	O-9	INP Standalone/AL(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/AL(%)	>= 85% w in 10 hrs			95.65%	345				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/AL(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/AL(%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/AL(%)	>= 85% w in 36 hrs			97.65%	85				YES
B.1.13.4	O-9	Combo Other/AL(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 85% w in 36 hrs			100.00%	15				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.7	O-9	Line Sharing/AL(%)	>= 85% w in 36 hrs			100.00%	5				YES
B.1.13.8	O-9	2W Analog Loop Design/AL(%)	>= 85% w in 36 hrs			100.00%	34				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/AL(%)	>= 85% w in 36 hrs								
B.1.13.10	O-9	2W Analog Loop w/INP Design/AL(%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/AL(%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/AL(%)	>= 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/AL(%)	>= 85% w in 36 hrs			95.83%	24				YES
B.1.13.15	O-9	Other Non-Design/AL(%)	>= 85% w in 36 hrs			100.00%	219				YES
B.1.13.16	O-9	INP Standalone/AL(%)	>= 85% w in 36 hrs			100.00%	14				YES
B.1.13.17	O-15	LNP Standalone/AL(%)	>= 85% w in 36 hrs			100.00%	297				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/AL(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/AL(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/AL(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/AL(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%			99.68%	631				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%			99.24%	2,773				YES
B.1.14.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%			100.00%	2				YES
B.1.14.4.2	O-11	Combo Other/TAG/AL(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%			95.96%	99				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%			85.00%	20				NO
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/AL(%)	>= 95%			100.00%	1				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%			66.67%	3				NO
B.1.14.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%			100.00%	58				YES
B.1.14.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%			94.74%	19				NO
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%			100.00%	136				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/AL(%)	>= 95%			100.00%	25				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/AL(%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/AL(%)	>= 95%								
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%			100.00%	6				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%			100.00%	2				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL(%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/AL(%)	>= 95%			100.00%	35				YES
B.1.14.14.2	O-11	Other Design/TAG/AL(%)	>= 95%			100.00%	22				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%			100.00%	11				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%			99.16%	1,066				YES
B.1.14.16.1	O-11	INP Standalone/EDI/AL(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/AL(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%			100.00%	8				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%			99.64%	552				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/AL(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/AL(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/AL(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/AL(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%			100.00%	390				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%			99.76%	1,226				YES
B.1.15.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/AL(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%			0.00%	3				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%			20.00%	5				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/AL(%)	>= 95%			100.00%	53				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%			100.00%	16				YES
B.1.15.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%			100.00%	9				YES
B.1.15.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%			100.00%	8				YES

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B.1.15.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%			100.00%	28				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/AL(%)	>= 95%			100.00%	23				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/AL(%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/AL(%)	>= 95%								
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%			100.00%	22				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%			100.00%	30				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL(%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/AL(%)	>= 95%			100.00%	36				YES
B.1.15.14.2	O-11	Other Design/TAG/AL(%)	>= 95%			100.00%	15				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%			88.33%	60				NO
B.1.15.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%			97.77%	359				YES
B.1.15.16.1	O-11	INP Standalone/EDI/AL(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/AL(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%			100.00%	21				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%			100.00%	392				YES
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/AL(%)	>= 95%			100.00%	1				YES
B.1.16.2	O-11	Local Interoffice Transport/AL(%)	>= 95%								
B.1.16.3	O-11	Loop + Port Combinations/AL(%)	>= 95%			97.87%	188				YES
B.1.16.4	O-11	Combo Other/AL(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95%			100.00%	23				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/AL(%)	>= 95%			100.00%	4				YES
B.1.16.7	O-11	Line Sharing/AL(%)	>= 95%			100.00%	7				YES
B.1.16.8	O-11	2W Analog Loop Design/AL(%)	>= 95%			100.00%	56				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/AL(%)	>= 95%								
B.1.16.10	O-11	2W Analog Loop w/INP Design/AL(%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/AL(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/AL(%)	>= 95%			100.00%	9				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/AL(%)	>= 95%								
B.1.16.14	O-11	Other Design/AL(%)	>= 95%			100.00%	39				YES
B.1.16.15	O-11	Other Non-Design/AL(%)	>= 95%			98.77%	408				YES
B.1.16.16	O-11	INP Standalone/AL(%)	>= 95%			95.83%	24				YES
B.1.16.17	O-11	LNP Standalone/AL(%)	>= 95%			98.10%	420				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/AL(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/AL(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/AL(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/AL(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%			99.52%	629				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%			99.71%	2,752				YES
B.1.17.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%			100.00%	2				YES
B.1.17.4.2	O-11	Combo Other/TAG/AL(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%			98.95%	95				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%			94.12%	17				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/AL(%)	>= 95%			100.00%	1				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%			100.00%	2				YES
B.1.17.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%			94.83%	58				NO
B.1.17.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%			100.00%	18				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%			94.12%	136				NO

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B.1.17.8.2	O-11	2W Analog Loop Design/TAG/AL(%)	>= 95%			96.00%	25				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/AL(%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/AL(%)	>= 95%								
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%			100.00%	6				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%			50.00%	2				NO
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL(%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/AL(%)	>= 95%			100.00%	35				YES
B.1.17.14.2	O-11	Other Design/TAG/AL(%)	>= 95%			95.45%	22				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%			100.00%	11				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%			96.50%	1,057				YES
B.1.17.16.1	O-11	INP Standalone/EDI/AL(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/AL(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%			87.50%	8				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%			65.64%	550				NO
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/AL(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/AL(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/AL(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/AL(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%			90.26%	390				NO
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%			84.55%	1,223				NO
B.1.18.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/AL(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%			0.00%	0				NO
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%			100.00%	1				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/AL(%)	>= 95%			100.00%	53				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%			100.00%	16				YES
B.1.18.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%			88.89%	9				NO
B.1.18.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%			100.00%	8				YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%			96.43%	28				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/AL(%)	>= 95%			91.30%	23				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/AL(%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/AL(%)	>= 95%								
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%			95.45%	22				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%			60.00%	30				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL(%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/AL(%)	>= 95%			100.00%	36				YES
B.1.18.14.2	O-11	Other Design/TAG/AL(%)	>= 95%			86.67%	15				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%			100.00%	53				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%			98.58%	351				YES
B.1.18.16.1	O-11	INP Standalone/EDI/AL(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/AL(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%			100.00%	21				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%			56.63%	392				NO

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	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/AL(%)	>= 95%			100.00%	1				YES
B.1.19.2	O-11	Local Interoffice Transport/AL(%)	>= 95%								
B.1.19.3	O-11	Loop + Port Combinations/AL(%)	>= 95%			90.76%	184				NO
B.1.19.4	O-11	Combo Other/AL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95%			100.00%	23				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/AL(%)	>= 95%			100.00%	4				YES
B.1.19.7	O-11	Line Sharing/AL(%)	>= 95%			100.00%	7				YES
B.1.19.8	O-11	2W Analog Loop Design/AL(%)	>= 95%			87.50%	56				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/AL(%)	>= 95%								
B.1.19.10	O-11	2W Analog Loop w/INP Design/AL(%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/AL(%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/AL(%)	>= 95%			77.78%	9				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/AL(%)	>= 95%								
B.1.19.14	O-11	Other Design/AL(%)	>= 95%			94.87%	39				NO
B.1.19.15	O-11	Other Non-Design/AL(%)	>= 95%			95.29%	403				YES
B.1.19.16	O-11	INP Standalone/AL(%)	>= 95%			91.30%	23				NO
B.1.19.17	O-11	LNP Standalone/AL(%)	>= 95%			96.12%	412				YES
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,880			5.252			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	194,024			1.289			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.33	49			5.419			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	4.00	1			0.000			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	DS1/DS3	14.87	405			11.255			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	DS1/DS3	0.33	1			0.000			
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/AL(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	R&B	3.63	17,252	3.57	186	5.522	0.40708	0.1370	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	R&B	0.77	194,691	0.56	2,386	1.292	0.02661	8.0047	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(days)	R&B	0.33	123,134	0.33	1,684	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/AL(days)	R&B	1.53	71,557	1.11	702	1.905	0.07227	5.8801	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	R&B	6.20	58	2.00	3	7.531	4.45912	0.9409	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	R&B	3.90	61			10.620			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(days)	R&B	0.33	23			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(days)	R&B	6.05	38			13.047			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/AL(days)	R&B&D - Disp	4.95	18,253	12.75	4	10.453	5.22702	-1.4920	YES
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/AL(days)	R&B&D - Disp	4.95	18,253			10.453			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/AL(days)	R&B&D - Disp	6.56	60			7.665			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/AL(days)	R&B&D - Disp	6.56	60			7.665			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/AL(days)	ISDN - BRI	16.95	78	9.89	27	11.917	2.66100	2.6531	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/AL(days)	ISDN - BRI	1.92	76			2.874			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/AL(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/AL(days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/AL(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/AL(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/AL(days)	ADSL to Retail	11.21	803	5.29	7	21.524	8.17068	0.7256	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/AL(days)	ADSL to Retail	3.68	1,254	3.72	55	0.808	0.11130	-0.3353	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/AL(days)	ADSL to Retail	6.67	3			2.082			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/AL(days)	ADSL to Retail	8.00	2			4.243			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/AL(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/AL(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	R&B - Disp	3.63	17,252	4.18	28	5.522	1.04442	-0.5294	YES

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B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	R&B - Disp	3.63	17,252			5.522			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	R&B - Disp	6.20	58	6.00	1	7.531	7.59575	0.0257	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	R&B - Disp	6.20	58			7.531			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(days)	R&B (POTS) excl SB Or	3.55	16,880			5.252			
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL(days)	R&B (POTS) excl SB Or	1.53	71,196			1.902			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	R&B (POTS) excl SB Or	5.33	49			5.419			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL(days)	R&B (POTS) excl SB Or	4.00	1			0.000			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	R&B - Disp	3.63	17,252			5.522			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(days)	R&B - Disp	3.63	17,252			5.522			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	R&B - Disp	6.20	58			7.531			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(days)	R&B - Disp	6.20	58			7.531			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(days)	R&B (POTS) excl SB Or	3.55	16,880			5.252			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL(days)	R&B (POTS) excl SB Or	1.53	71,196			1.902			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(days)	R&B (POTS) excl SB Or	5.33	49			5.419			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL(days)	R&B (POTS) excl SB Or	4.00	1			0.000			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	R&B - Disp	3.63	17,252	4.86	7	5.522	2.08757	-0.5899	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(days)	R&B - Disp	3.63	17,252			5.522			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	R&B - Disp	6.20	58			7.531			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	R&B - Disp	6.20	58			7.531			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(days)	R&B (POTS) excl SB Or	3.55	16,880			5.252			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL(days)	R&B (POTS) excl SB Or	1.53	71,196			1.902			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(days)	R&B (POTS) excl SB Or	5.33	49			5.419			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL(days)	R&B (POTS) excl SB Or	4.00	1			0.000			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/AL(days)	Design	27.80	1,001			30.253			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/AL(days)	Design	5.31	350			9.682			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/AL(days)	Design	17.00	2			2.828			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/AL(days)	R&B	3.63	17,252	6.00	5	5.522	2.46991	-0.9613	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	R&B	0.77	194,691			1.292			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/AL(days)	R&B	6.20	58			7.531			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	R&B	3.90	61			10.620			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,880			5.252			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	194,024	0.33	1	1.289	1.28851	0.3407	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.33	49			5.419			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	4.00	1			0.000			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,880			5.252			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	194,024	0.53	796	1.289	0.04576	5.3916	YES
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.33	49			5.419			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	4.00	1	0.67	2	0.000	0.00000		YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Digital Loop < DS1	11.95	1,028	6.84	61	19.599	2.58284	1.9782	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Digital Loop < DS1	3.62	1,666			2.636			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/AL(days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Digital Loop >= DS1	28.98	154	5.88	50	31.513	5.12939	4.5031	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Digital Loop >= DS1	5.08	104			13.740			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(days)	Digital Loop >= DS1	9.52	18			18.324			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/AL(days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/AL(days)	7 days			4.44	36				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/AL(days)	R&B (POTS)	47.40	10			52.585			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/AL(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/AL(days)	R&B (POTS)	0.00	0						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/AL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/AL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/AL(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/AL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/AL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/AL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/AL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/AL(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/AL(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/AL(days)	R&B	47.40	10	0.00	0	52.585			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/AL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/AL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/AL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/AL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/AL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/AL(days)	R&B&D - Disp	47.27	11	0.00	0	49.888			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/AL(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/AL(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/AL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/AL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/AL(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/AL(days)	ADSL to Retail	74.33	6	0.00	0	4.131			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/AL(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/AL(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/AL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/AL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/AL(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/AL(days)	ISDN - BRI	46.00	1	0.00	0	0.000			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/AL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/AL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/AL(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/AL(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/AL(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/AL(days)	ADSL to Retail	74.33	6	0.00	0	4.131			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/AL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/AL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/AL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/AL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/AL(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/AL(days)	R&B - Disp	47.40	10	0.00	0	52.585			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/AL(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/AL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/AL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/AL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/AL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/AL(days)	R&B (POTS) excl SB Or	47.40	10			52.585			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/AL(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/AL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/AL(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/AL(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/AL(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/AL(days)	R&B - Disp	47.40	10			52.585			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/AL(days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/AL(days)	R&B - Disp	0.00	0						
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/AL(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/AL(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/AL(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/AL(days)	R&B (POTS) excl SB Or	47.40	10			52.585			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/AL(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/AL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/AL(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/AL(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/AL(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/AL(days)	R&B - Disp	47.40	10	0.00	0	52.585			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/AL(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/AL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/AL(days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/AL(days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/AL(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/AL(days)	R&B (POTS) excl SB Or	47.40	10			52.585			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/AL(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/AL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/AL(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/AL(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/AL(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/AL(days)	Design	46.00	1			0.000			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/AL(days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/AL(days)	Design	0.00	0						
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/AL(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/AL(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/AL(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/AL(days)	R&B	47.40	10	0.00	0	52.585			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/AL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/AL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/AL(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/AL(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/AL(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/AL(days)	R&B (POTS)	47.40	10	0.00	0	52.585			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/AL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/AL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/AL(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/AL(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/AL(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/AL(days)	R&B (POTS)	47.40	10	0.00	0	52.585			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/AL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/AL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/AL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/AL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/AL(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/AL(days)	Digital Loop < DS1	70.29	7	0.00	0	11.354			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/AL(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/AL(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/AL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/AL(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/AL(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/AL(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/AL(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/AL(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/AL(days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/AL(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/AL(days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/AL(%)	R&B (POTS)	0.44%	223,015						
B.2.5.2	P-2	Local Interoffice Transport/AL(%)	DS1/ DS3 - Interoffice	41.27%	395						
B.2.5.3	P-2	Loop + Port Combinations/AL(%)	R&B	0.45%	224,094	0.60%	3,346		0.00117	-1.2558	YES
B.2.5.4	P-2	Combo Other/AL(%)	R&B&D - Disp	5.86%	19,503						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	ADSL to Retail	10.69%	2,590						
B.2.5.6	P-2	UNE ISDN/AL(%)	ISDN - BRI	8.33%	180	18.52%	27		0.05704	-1.7856	NO
B.2.5.7	P-2	Line Sharing/AL(%)	ADSL to Retail	10.69%	2,590	0.00%	4		0.15464	0.6916	YES
B.2.5.8	P-2	2W Analog Loop Design/AL(%)	R&B - Disp	0.45%	224,094	7.14%	28		0.01267	-5.2834	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	100,176						
B.2.5.10	P-2	2W Analog Loop w/INP Design/AL(%)	R&B - Disp	0.45%	224,094						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	100,176						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/AL(%)	R&B - Disp	0.45%	224,094	5.26%	19		0.01538	-3.1297	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	100,176						
B.2.5.14	P-2	Other Design/AL(%)	Design	11.33%	1,200						
B.2.5.15	P-2	Other Non-Design/AL(%)	R&B	0.45%	224,094						
B.2.5.16	P-2	INP (Standalone)/AL(%)	R&B (POTS)	0.44%	223,015	0.00%	1		0.06635	0.0666	YES
B.2.5.17	P-2	LNP (Standalone)/AL(%)	R&B (POTS)	0.44%	223,015	0.00%	574		0.00277	1.5945	YES
B.2.5.18	P-2	Digital Loop < DS1/AL(%)	Digital Loop < DS1	10.60%	3,199	18.52%	27		0.05949	-1.3317	YES
B.2.5.19	P-2	Digital Loop >= DS1/AL(%)	Digital Loop >= DS1	7.76%	245	75.86%	58		0.03906	-17.4382	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/AL(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/AL(%)	Diagnostic								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/AL(%)	Diagnostic			0.00%	166				Diagnostic
B.2.6.4	P-2	Combo Other/AL(%)	Diagnostic			42.86%	7				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			0.00%	50				Diagnostic
B.2.6.6	P-2	UNE ISDN/AL(%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.7	P-2	Line Sharing/AL(%)	Diagnostic			0.00%	62				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/AL(%)	Diagnostic			5.88%	17				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/AL(%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/AL(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/AL(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/AL(%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/AL(%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/AL(%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.16	P-2	INP (Standalone)/AL(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/AL(%)	Diagnostic			0.00%	230				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/AL(%)	Diagnostic			0.00%	51				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/AL(%)	Diagnostic			68.75%	16				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B.2.8.1	P-2	Switch Ports/AL(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/AL(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/AL(hours)	>= 48 hrs			115.43	17				YES
B.2.8.4	P-2	Combo Other/AL(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/AL(hours)	>= 48 hrs			258.78	5				YES
B.2.8.7	P-2	Line Sharing/AL(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/AL(hours)	>= 48 hrs			114.65	2				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/AL(hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/AL(hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/AL(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/AL(hours)	>= 48 hrs			124.75	1				YES

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B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/AL(hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/AL(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/AL(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/AL(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/AL(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/AL(hours)	>= 48 hrs			258.78	5				YES
B.2.8.19	P-2	Digital Loop >= DS1/AL(hours)	>= 48 hrs			225.76	44				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/AL(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/AL(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/AL(hours)	Diagnostic								Diagnostic
B.2.9.4	P-2	Combo Other/AL(hours)	Diagnostic			333.46	3				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(hours)	Diagnostic								Diagnostic
B.2.9.6	P-2	UNE ISDN/AL(hours)	Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/AL(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/AL(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/AL(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/AL(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/AL(hours)	Diagnostic								Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/AL(hours)	Diagnostic			196.20	11				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/AL(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/AL(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/AL(%)	95% >= 48 hrs			100.00%	17				YES
B.2.10.4	P-2	Combo Other/AL(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/AL(%)	95% >= 48 hrs			80.00%	5				NO
B.2.10.7	P-2	Line Sharing/AL(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/AL(%)	95% >= 48 hrs			100.00%	2				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/AL(%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/AL(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/AL(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/AL(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/AL(%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/AL(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/AL(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/AL(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/AL(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/AL(%)	95% >= 48 hrs			80.00%	5				NO
B.2.10.19	P-2	Digital Loop >= DS1/AL(%)	95% >= 48 hrs			100.00%	44				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/AL(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/AL(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/AL(%)	Diagnostic								Diagnostic
B.2.11.4	P-2	Combo Other/AL(%)	Diagnostic			100.00%	3				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic								Diagnostic
B.2.11.6	P-2	UNE ISDN/AL(%)	Diagnostic								Diagnostic

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B.2.11.7	P-2	Line Sharing/AL(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/AL(%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/AL(%)	Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/AL(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/AL(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/AL(%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/AL(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/AL(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/AL(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/AL(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/AL(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/AL(%)	Diagnostic								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/AL(%)	Diagnostic			100.00%	11				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/AL(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/AL(%)	>= 95% w in 15 min			100.00%	65				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/AL(%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/AL(%)	<= 5%			0.00%	7				YES
B.2.13.3	P-7A	Non-Time Specific SL1/AL(%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/AL(%)	<= 5%			0.00%	15				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/AL(%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/AL(%)	>= 95% w in 15 min			100.00%	7				YES
B.2.14.3	P-7A	Non-Time Specific SL1/AL(%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/AL(%)	>= 95% w in 15 min			100.00%	15				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/AL(%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/AL(%)	<= 5%			0.00%	7				YES
B.2.15.3	P-7A	Non-Time Specific SL1/AL(%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/AL(%)	<= 5%			0.00%	15				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/AL(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/AL(minutes)	Diagnostic								Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/AL(%)	<= 5%								
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/AL(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/AL(%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/AL(%)	<= 5%								
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.92%	18,706						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.10%	204,914						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	9.80%	51						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.00%	1						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/AL(%)	DS1/DS3	0.25%	405						
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(%)	DS1/DS3	0.00%	1						
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/AL(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/AL(%)	R&B	4.94%	19,078	4.84%	310		0.01240	0.0797	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(%)	R&B	0.10%	205,582	0.19%	3,226		0.00055	-1.6293	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(%)	R&B	0.00%	123,192	0.00%	1,689		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/AL(%)	R&B	0.24%	82,390	0.39%	1,537		0.00126	-1.1904	YES

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B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/AL(%)	R&B	8.33%	60	0.00%	4		0.14272	0.5839	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(%)	R&B	0.00%	64						
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(%)	R&B	0.00%	23						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(%)	R&B	0.00%	41						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/AL(%)	R&B&D - Disp	4.94%	20,099	16.67%	6		0.08849	-1.3252	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/AL(%)	R&B&D - Disp	4.94%	20,099						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/AL(%)	R&B&D - Disp	8.06%	62						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/AL(%)	R&B&D - Disp	8.06%	62						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(%)	ADSL to Retail	21.81%	1,348	1.92%	52		0.05836	3.4076	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1,465						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(%)	ADSL to Retail								
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/AL(%)	ISDN - BRI	15.85%	82	3.03%	33		0.07530	1.7031	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN - BRI	0.00%	112						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/AL(%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/AL(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/AL(%)	ADSL to Retail	21.81%	1,348	14.29%	7		0.15649	0.4808	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1,465	0.00%	59		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/AL(%)	ADSL to Retail								
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	4.94%	19,078	0.00%	48		0.03131	1.5770	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	4.94%	19,078						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	8.33%	60	0.00%	1		0.27868	0.2990	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	8.33%	60						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	4.92%	18,706						
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	0.24%	82,028						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	9.80%	51						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	4.94%	19,078						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	4.94%	19,078						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	8.33%	60						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	8.33%	60						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	4.92%	18,706						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	0.24%	82,028						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	9.80%	51						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	4.94%	19,078	0.00%	21		0.04730	1.0438	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	4.94%	19,078						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	8.33%	60						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	8.33%	60						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	4.92%	18,706						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	0.24%	82,028						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	9.80%	51						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/AL(%)	Design	5.00%	1,021						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/AL(%)	Design	0.00%	350						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/AL(%)	Design	0.00%	2						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/AL(%)	Design								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/AL(%)	R&B	4.94%	19,078	0.00%	5		0.09690	0.5095	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/AL(%)	R&B	0.10%	205,582						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/AL(%)	R&B	8.33%	60						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/AL(%)	R&B	0.00%	64						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.92%	18,706						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.10%	204,914	0.00%	1		0.03099	0.0310	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	9.80%	51						

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B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.00%	1						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.92%	18,706						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.10%	204,914	0.12%	801		0.00110	-0.2616	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	9.80%	51						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.00%	1	0.00%	3		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/AL(%)	Digital Loop < DS1	20.19%	1,575	2.41%	83		0.04521	3.9331	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	0.00%	1,869						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/AL(%)	Digital Loop < DS1								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/AL(%)	Digital Loop >= DS1	7.45%	161	10.53%	76		0.03655	-0.8407	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	105						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	21						
	% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/AL(%)	R&B (POTS)	10.54%	17,670						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	2.92%	200,240						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	16.00%	50						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.00%	2						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/AL(%)	DS1/DS3	7.10%	465						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/AL(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/AL(%)	R&B	10.40%	18,065	11.66%	283		0.01829	-0.6887	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(%)	R&B	2.92%	201,094	4.99%	2,944		0.00313	-6.6263	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(%)	R&B	3.09%	119,300	5.28%	1,476		0.00453	-4.8408	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/AL(%)	R&B	2.68%	81,794	4.70%	1,468		0.00425	-4.7666	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/AL(%)	R&B	18.46%	65	0.00%	4		0.19987	0.9237	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(%)	R&B	10.45%	67	100.00%	1		0.30815	-2.9061	NO
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(%)	R&B	16.00%	25						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(%)	R&B	7.14%	42	100.00%	1		0.26059	-3.5634	NO
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/AL(%)	R&B&D - Disp	10.26%	18,906	25.00%	8		0.10728	-1.3743	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/AL(%)	R&B&D - Disp	10.26%	18,906						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/AL(%)	R&B&D - Disp	18.57%	70						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/AL(%)	R&B&D - Disp	18.57%	70						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(%)	ADSL to Retail	2.64%	1,059	7.14%	28		0.03072	-1.4645	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	2.23%	1,482						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(%)	ADSL to Retail	0.00%	3						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/AL(%)	ISDN - BRI	9.43%	106	11.11%	27		0.06301	-0.2662	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN - BRI	2.17%	92						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/AL(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/AL(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/AL(%)	ADSL to Retail	2.64%	1,059	28.57%	7		0.06084	-4.2615	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	2.23%	1,482	2.38%	42		0.02309	-0.0668	YES
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/AL(%)	ADSL to Retail	0.00%	3						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	10.40%	18,065	12.24%	49		0.04367	-0.4222	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	10.40%	18,065						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	18.46%	65						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	18.46%	65						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	10.54%	17,670						
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	2.68%	81,319						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	16.00%	50						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or								
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	10.40%	18,065						

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B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	10.40%	18,065						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	18.46%	65						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	18.46%	65						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	10.54%	17,670						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	2.68%	81,319						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	16.00%	50						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or								
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	10.40%	18,065	0.00%	23		0.06370	1.6330	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	10.40%	18,065						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	18.46%	65						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	18.46%	65						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	10.54%	17,670						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	2.68%	81,319						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	16.00%	50						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or								
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/AL(%)	Design	7.13%	841						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/AL(%)	Design	2.74%	329						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/AL(%)	Design	20.00%	5						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/AL(%)	Design	0.00%	1						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/AL(%)	R&B	10.40%	18,065	40.00%	5		0.13654	-2.1677	NO
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/AL(%)	R&B	2.92%	201,094						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/AL(%)	R&B	18.46%	65						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/AL(%)	R&B	10.45%	67						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	10.54%	17,670						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	2.92%	200,240	0.00%	1		0.16848	0.1736	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	16.00%	50						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.00%	2						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	10.54%	17,670						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	2.92%	200,240	0.00%	874		0.00571	5.1197	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	16.00%	50						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.00%	2	0.00%	6		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/AL(%)	Digital Loop < DS1	3.56%	1,293	7.41%	54		0.02573	-1.4964	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	2.32%	1,764						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/AL(%)	Digital Loop < DS1	0.00%	3						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	0.00%	2						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/AL(%)	Digital Loop >= DS1	1.30%	230	13.41%	82		0.01459	-8.2986	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.22%	447						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	19						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.19	18,591			12.381			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.55	204,431			3.472			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.33	51			4.198			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.47	1			0.000			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/AL(hours)	DS1/ DS3 - Interoffice	86.75	396			158.970			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(hours)	DS1/ DS3 - Interoffice	0.27	1			0.000			
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/AL(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/AL(hours)	R&B	1.29	18,947	0.16	266	13.505	0.83381	1.3614	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(hours)	R&B	0.56	205,088	0.58	3,096	3.729	0.06753	-0.2457	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(hours)	R&B	0.56	122,884	0.53	1,603	3.070	0.07717	0.4913	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/AL(hours)	R&B	0.56	82,204	0.64	1,493	4.540	0.11856	-0.6374	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/AL(hours)	R&B	1.47	60	0.02	3	4.599	2.72070	0.5348	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(hours)	R&B	0.46	64			0.219			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(hours)	R&B	0.46	23			0.242			

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B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(hours)	R&B	0.47	41			0.208			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/AL(hours)	R&B&D - Disp	12.73	19,909			116.340			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/AL(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/AL(hours)	R&B&D - Disp	1.42	62			4.530			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/AL(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(hours)	ADSL to Retail	3.57	1,317			14.977			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(hours)	ADSL to Retail	0.57	1,464			1.367			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(hours)	ADSL to Retail								
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(hours)	ADSL to Retail	0.75	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/AL(hours)	ISDN - BRI	56.01	79	21.50	30	93.156	19.97794	1.7271	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/AL(hours)	ISDN - BRI	3.71	110			12.457			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/AL(hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/AL(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL(hours)	ADSL to Retail	3.57	1,317			14.977			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/AL(hours)	ADSL to Retail	0.57	1,464	0.47	4	1.367	0.68423	0.1536	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/AL(hours)	ADSL to Retail								
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/AL(hours)	ADSL to Retail	0.75	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/AL(hours)	R&B - Disp	1.29	18,947	3.63	30	13.505	2.46752	-0.9484	YES
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.29	18,947			13.505			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/AL(hours)	R&B - Disp	1.47	60	0.08	1	4.599	4.63699	0.2994	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.47	60			4.599			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.19	18,591			12.381			
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL(hours)	R&B (POTS) excl SB Or	0.55	81,847			4.106			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.33	51			4.198			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL(hours)	R&B (POTS) excl SB Or	0.47	1			0.000			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(hours)	R&B - Disp	1.29	18,947			13.505			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.29	18,947			13.505			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(hours)	R&B - Disp	1.47	60			4.599			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.47	60			4.599			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.19	18,591			12.381			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL(hours)	R&B (POTS) excl SB Or	0.55	81,847			4.106			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.33	51			4.198			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL(hours)	R&B (POTS) excl SB Or	0.47	1			0.000			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(hours)	R&B - Disp	1.29	18,947	25.74	19	93.425	21.44386	-1.1402	YES
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.29	18,947			13.505			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(hours)	R&B - Disp	1.47	60			4.599			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.47	60			4.599			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.19	18,591			12.381			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL(hours)	R&B (POTS) excl SB Or	0.55	81,847			4.106			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.33	51			4.198			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL(hours)	R&B (POTS) excl SB Or	0.47	1			0.000			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL(hours)	Design	238.04	962			472.646			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/AL(hours)	Design	10.75	349			76.289			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/AL(hours)	Design	0.02	2			0.000			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/AL(hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/AL(hours)	R&B	1.29	18,947			13.505			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/AL(hours)	R&B	0.56	205,088			3.729			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/AL(hours)	R&B	1.47	60			4.599			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B	0.46	64			0.219			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.19	18,591			12.381			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.55	204,431	0.28	1	3.472	3.47167	0.0781	YES
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.33	51			4.198			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.47	1			0.000			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.19	18,591			12.381			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.55	204,431	0.46	573	3.472	0.14523	0.6721	YES

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B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.33	51			4.198			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.47	1	0.02	1	0.000	0.00000		YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/AL(hours)	Digital Loop < DS1	13.85	1,537	21.50	30	70.521	13.00034	-0.5888	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(hours)	Digital Loop < DS1	0.75	1,866			3.397			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/AL(hours)	Digital Loop < DS1								
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(hours)	Digital Loop < DS1	0.75	1			0.000			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/AL(hours)	Digital Loop >= DS1	231.29	139	29.88	58	536.753	83.90466	2.4005	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(hours)	Digital Loop >= DS1	21.06	102			118.154			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(hours)	Digital Loop >= DS1	0.46	21			0.212			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/AL(hours)	Diagnostic			17.59	42				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			5.69	129				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(hours)	Diagnostic			4.26	84				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/AL(hours)	Diagnostic			8.38	45				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/AL(hours)	Diagnostic			36.90	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/AL(hours)	Diagnostic			100.33	6				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(hours)	Diagnostic			10.11	51				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/AL(hours)	Diagnostic			47.61	3				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL(hours)	Diagnostic			0.65	7				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			0.50	52				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			49.67	17				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(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/AL(hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			38.91	2				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			42.15	5				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			2.75	228				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic			0.64	2				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/AL(hours)	Diagnostic			11.65	52				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/AL(hours)	Diagnostic			52.94	16				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic			3.50	84				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.63	1,585				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic			1.98	2				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic

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B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			3.00	1				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic			4.20	6				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.54	331				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			3.00	1				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			6.84	25				Diagnostic

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B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic			3.54	60				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.18	666				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic			1.97	1				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			10.96	23				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic			5.77	9				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic			6.71	1				Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic			5.14	3				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(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/AL(days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.58	240				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic			2.61	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			10.96	23				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			7.42	14				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic			4.06	19				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.43	13				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic			14.05	3				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic			4.89	8				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			12.08	2				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic			4.78	1				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			4.33	1				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic			4.75	9				Diagnostic

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B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic			4.20	1				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic			7.43	5				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.73	220				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.39	1				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			6.42	8				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			6.51	9				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic

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B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic			3.50	83				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.70	1,154				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic			1.98	2				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			3.00	1				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic			4.38	5				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic

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B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.54	331				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			3.00	1				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			6.84	25				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic			3.45	57				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.17	581				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic			1.97	1				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			12.42	6				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic			5.77	9				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic			6.71	1				Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(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/AL(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic			5.14	3				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.58	240				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic			2.61	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			12.42	6				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			7.42	14				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic			4.26	16				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.43	13				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic			14.05	3				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic			5.48	4				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic

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B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			12.96	1				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic			4.78	1				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			4.33	1				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic			4.61	6				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic			7.43	5				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.73	219				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.39	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			7.64	3				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			6.50	7				Diagnostic

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B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/AL(%)	>= 95% w in 15 min								
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/AL(%)	Diagnostic			17.24%	203				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/AL(%)	Diagnostic			9.09%	2,409				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/AL(%)	Diagnostic			0.00%	4				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	Diagnostic			0.00%	36				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/AL(%)	Diagnostic			3.70%	27				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/AL(%)	Diagnostic			0.00%	7				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/AL(%)	Diagnostic			0.00%	55				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/AL(%)	Diagnostic			7.14%	28				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/AL(%)	Diagnostic			28.57%	7				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/AL(%)	Diagnostic			0.00%	5				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/AL(%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/AL(%)	Diagnostic			16.00%	800				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/AL(%)	Diagnostic			1.64%	61				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/AL(%)	Diagnostic			3.85%	52				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95% of requests			100.00%	50				YES
B.2.33.2	P-8	xDSL Other/AL(%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/AL(%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/AL(%)	>= 95%								
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/AL(%)	>= 95%			100.00%	23				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/AL(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/AL(%)	>= 95%			98.18%	110				YES

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B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/AL(%)	>= 95%			99.09%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/AL(%)	>= 95%			97.75%	89				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/AL(%)	>= 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/AL(%)	R&B (POTS)	5.85%	27,562						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	1.33%	15,822						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	0.00%	255	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	0.00%	186	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/AL(%)	R&B	5.95%	27,868	3.14%	701		0.00904	3.1045	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	1.43%	16,079	2.56%	234		0.00782	-1.4499	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/AL(%)	R&B&D - Disp	5.87%	28,552	0.00%	2		0.16622	0.3531	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	5.87%	28,552	0.00%	3		0.13572	0.4325	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	50.51%	297	0.00%	5		0.22547	2.2400	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	3.75%	400	0.00%	0				YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	9.68%	31	10.00%	10		0.10752	-0.0300	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	2.20%	91	0.00%	4		0.07490	0.2934	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/AL(%)	ADSL to Retail	50.51%	297	0.00%	0				YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	3.75%	400	0.00%	6		0.07814	0.4799	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	5.95%	27,868	1.69%	59		0.03082	1.3793	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	5.95%	27,868	0.00%	20		0.05290	1.1240	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	5.82%	27,489	0.00%	0				YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	1.32%	14,142	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/AL(%)	Design	2.78%	684	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/AL(%)	Design	0.65%	929	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/AL(%)	R&B	5.95%	27,868	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/AL(%)	R&B	1.43%	16,079	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	5.85%	27,562						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	1.33%	15,822						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/AL(%)	R&B (POTS)	1.68%	1,642,428						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	0.96%	1,642,428						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	1.90%	13,435	0.00%	55		0.01861	1.0196	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	1.38%	13,435	0.00%	55		0.01590	0.8708	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/AL(%)	R&B	1.57%	1,774,383	1.13%	61,890		0.00051	8.5454	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	0.91%	1,774,383	0.38%	61,890		0.00039	13.5663	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/AL(%)	R&B&D - Disp	1.35%	2,114,473	2.06%	97		0.01180	-0.6031	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	1.35%	2,114,473	3.09%	97		0.01180	-1.4768	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	0.87%	33,995	0.32%	1,548		0.00243	2.2669	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	1.18%	33,995	0.00%	1,548		0.00282	4.1739	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	0.39%	7,885	1.03%	973		0.00213	-2.9786	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	1.15%	7,885	0.41%	973		0.00365	2.0354	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/AL(%)	ADSL to Retail	0.87%	33,995	0.00%	541		0.00405	2.1570	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	1.18%	33,995	1.11%	541		0.00470	0.1438	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	1.57%	1,774,383	0.48%	12,219		0.00114	9.5613	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	1.57%	1,774,383	0.16%	12,219		0.00114	12.3669	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	1.67%	1,642,428	0.00%	13		0.03588	0.4665	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	0.86%	1,642,428	0.00%	13		0.02574	0.3346	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/AL(%)	Design	0.20%	340,090	0.00%	8		0.01586	0.1268	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/AL(%)	Design	0.27%	340,090	0.00%	8		0.01848	0.1478	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/AL(%)	R&B	1.57%	1,774,383	0.00%	1,525		0.00321	4.8919	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/AL(%)	R&B	0.91%	1,774,383	0.00%	1,525		0.00244	3.7158	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	1.68%	1,642,428						

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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/AL(%)	R&B (POTS)	0.96%	1,642,428						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/AL(hours)	R&B (POTS)	20.61	27,562			20.866			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/AL(hours)	R&B (POTS)	8.29	15,822			13.737			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/AL(hours)	DS1/DS3	3.60	255	0.00	0	2.284			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/AL(hours)	DS1/DS3	1.65	186	0.00	0	2.000			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/AL(hours)	R&B	20.54	27,868	10.46	701	20.851	0.79739	12.6492	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/AL(hours)	R&B	8.22	16,079	4.00	234	13.695	0.90176	4.6801	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/AL(hours)	R&B&D - Disp	20.19	28,552	4.04	2	20.750	14.67332	1.1004	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/AL(hours)	R&B&D - Disp	20.19	28,552	1.47	3	20.750	11.98093	1.5622	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(hours)	ADSL to Retail	48.03	297	2.77	5	82.959	37.41152	1.2099	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(hours)	ADSL to Retail	4.11	400	0.00	0	21.439			YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/AL(hours)	ISDN - BRI	10.27	31	6.20	10	15.556	5.65747	0.7179	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/AL(hours)	ISDN - BRI	3.74	91	5.75	4	6.079	3.10576	-0.6479	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/AL(hours)	ADSL to Retail	48.03	297	0.00	0	82.959			YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/AL(hours)	ADSL to Retail	4.11	400	11.28	6	21.439	8.81771	-0.8124	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/AL(hours)	R&B - Disp	20.54	27,868	5.82	59	20.851	2.71749	5.4165	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/AL(hours)	R&B - Disp	20.54	27,868	1.15	20	20.851	4.66419	4.1569	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/AL(hours)	R&B (POTS) excl SB FT	20.61	27,489	0.00	0	20.877			YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/AL(hours)	R&B (POTS) excl SB FT	8.88	14,142	0.00	0	14.068			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/AL(hours)	Design	5.81	684	0.00	0	6.912			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/AL(hours)	Design	2.51	929	0.00	0	4.496			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/AL(hours)	R&B	20.54	27,868	0.00	0	20.851			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/AL(hours)	R&B	8.22	16,079	0.00	0	13.695			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/AL(hours)	R&B (POTS)	20.61	27,562			20.866			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/AL(hours)	R&B (POTS)	8.29	15,822			13.737			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/AL(%)	R&B (POTS)	16.13%	27,562						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	14.13%	15,822						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	27.06%	255	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	16.13%	186	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/AL(%)	R&B	16.12%	27,868	14.12%	701		0.01406	1.4196	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	14.16%	16,079	14.10%	234		0.02295	0.0229	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/AL(%)	R&B&D - Disp	16.23%	28,552	0.00%	2		0.26072	0.6224	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	16.23%	28,552	33.33%	3		0.21288	-0.8036	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	16.16%	297	0.00%	5		0.16600	0.9736	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	16.00%	400	0.00%	0				YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	9.68%	31	0.00%	10		0.10752	0.9001	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	15.38%	91	0.00%	4		0.18432	0.8347	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/AL(%)	ADSL to Retail	16.16%	297	0.00%	0				YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	16.00%	400	16.67%	6		0.15078	-0.0442	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	16.12%	27,868	10.17%	59		0.04792	1.2415	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	16.12%	27,868	5.00%	20		0.08225	1.3518	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	16.12%	27,489	0.00%	0				YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	14.17%	14,142	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/AL(%)	Design	20.61%	684	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/AL(%)	Design	17.12%	929	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/AL(%)	R&B	16.12%	27,868	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/AL(%)	R&B	14.16%	16,079	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	16.13%	27,562						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	14.13%	15,822						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/AL(%)	R&B (POTS)	24.64%	17,609						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	14.65%	5,121						

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B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	0.00%	255	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	0.00%	186	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/AL(%)	R&B	24.54%	17,774	6.77%	443		0.02070	8.5827	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	14.41%	5,227	1.94%	103		0.03494	3.5674	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/AL(%)	R&B&D - Disp	23.73%	18,458	0.00%	2		0.30084	0.7888	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	23.73%	18,458	0.00%	3		0.24564	0.9660	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	50.51%	297	0.00%	5		0.22547	2.2400	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	3.75%	400	0.00%	0				YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	9.68%	31	10.00%	10		0.10752	-0.0300	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	2.22%	90	0.00%	4		0.07532	0.2950	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/AL(%)	ADSL to Retail	50.51%	297	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	3.75%	400	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	24.54%	17,774	1.69%	59		0.05611	4.0705	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	24.54%	17,774	0.00%	20		0.09627	2.5486	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	24.65%	17,605	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	14.66%	5,109	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/AL(%)	Design	2.78%	684	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/AL(%)	Design	0.65%	929	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/AL(%)	R&B	24.54%	17,774	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/AL(%)	R&B	14.41%	5,227	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	24.64%	17,609						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	14.65%	5,121						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	AL(%)	BST - State	99.13%	$153,687,518	98.43%	$1,763,793		0.00007	100.0698	NO
	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/AL(%)	Diagnostic			50.00%	20				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/AL(%)	>= 85% w in 4 days			90.00%	10				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/AL(%)	>= 95% w in 10 days			97.06%	34				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/AL(%)	>= 95%			92.31%	13				NO
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/AL(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/AL(days)	Parity w Retail	42.37	141	25.74	19	27.055	6.61191	2.5155	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/AL(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/AL(%)	Parity w Retail	0.00%	115	0.00%	16		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/AL(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/AL(%)	Parity w Retail	0.00%	141	0.00%	22		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/AL(%)	Parity w Retail	1.45%	1,657	0.00%	1,186		0.00454	3.1873	YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/AL(hours)	Parity w Retail	173.25	133	63.31	16	385.874	102.10646	1.0768	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/AL(days)	Diagnostic			26.79	13				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/AL(%)	Diagnostic			0.00%	19				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/AL(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/AL(%)	>= 95%			100.00%	60				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/AL(%)	>= 95%			100.00%	33				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/AL(%)	>= 95%			100.00%	4				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/AL(%)	>= 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/AL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	31	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/AL(%)	Parity w Retail	0.00%	134,572	0.00%	23,440		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.02%	134,572	0.00%	23,440		0.00011	2.1444	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/AL(hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/AL(hours)	Parity w Retail	0.75	31	0.00	0	1.428			YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/AL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	31	0.00%	0				YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/AL(%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	31	0.00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	AL(%)	BST - State	99.13%	$153,687,518	99.97%	$1,039,331		0.00009	-91.4555	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	AL	>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 5-1-2001, see D.1.4.7.1*							
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 5-1-2001, see D.1.4.7.2*							
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001, see D.1.4.7.1*							
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001, see D.1.4.7.2*							
	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/AL(calendar days)	<= 20 days								
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/AL(business days)	<= 23 days								
E.1.1.3	C-1	Physical Caged/AL(business days)	<= 23 days			4	1				YES
E.1.1.4	C-1	Physical Cageless/AL(business days)	<= 23 days			19	1				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/AL(calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/AL(calendar days)	<= 75 days								
E.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/AL(business days)	<= 45 days								
E.1.2.4	C-2	Physical Caged-Ordinary/AL(business days)	<= 76 days			17	1				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/AL(business days)	<= 91 days								
E.1.2.6	C-2	Physical Cageless-Ordinary/AL(calendar days)	<= 60 days								
E.1.2.7	C-2	Physical Cageless-Extraordinary/AL(calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/AL(%)	< 5% missed								
E.1.3.2	C-3	Physical/AL(%)	< 5% missed			0.00%	1				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/AL(%)	< 5% missed								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.49%	179,724				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			73.55%	5,829				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			83.88%	106,591				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.16%	196,368				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.63%	8,468				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.17%	123,886				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/AL(%)	>= 95% w in 3 bus days								
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/AL(%)	>= 95% w in 1 min			97.58%	495				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95% w in 5 bus days			91.67%	12				NO
F.3.1.2	O-10	Local Interoffice Transport/AL(%)	>= 95% w in 5 bus days								
	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	AL(seconds)	PBD			6.08					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	AL(%)	PBD			76.40%					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	AL(seconds)	PBD			4.26					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	AL(%)	PBD			87.10%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	AL(hours)	PBD			1.02	1,653				PBD
	% Accuracy										
F.8.2	E-2	AL(%)	PBD			96.27%	139,112				PBD
	% Timeliness										
F.8.3	E-1	AL(%)	PBD			100.00%	1,653				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/AL(%)	Parity w Retail	80.46%	$4,679,198	98.00%	$147,295		0.00237	-73.8948	YES
F.9.5.2	B-7	UNE/AL(%)	>= 90%			98.85%	$74,368				YES
F.9.5.3	B-7	Interconnection/AL(%)	>= 90%			99.94%	$1,066				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/AL(%)	Parity w Retail	97.06%	$6,335,687	96.71%	$249,232		0.00201	1.7210	NO
F.9.6.2	B-8	UNE/AL(%)	>= 90%			99.24%	$216,713				YES
F.9.6.3	B-8	Interconnection/AL(%)	>= 90%			96.03%	$28,725				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	AL(%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	AL(average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	AL(%)	>= 95% w in 30 days			100.00%	2				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	AL(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	AL(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	AL(%)	>= 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/AL(hours)	PBD	0.52	21	0.52	21				PBD
F.13.1.2	D-1	Directory Listings/AL(hours)	PBD	0.10	26	0.10	26				PBD
F.13.1.3	D-1	Directory Assistance/AL(hours)	PBD	4.52	26	4.52	26				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/AL(%)	>= 95%			100.00%	537				YES
F.13.2.2	D-2	Directory Listings/AL(%)	>= 95%			99.38%	324				YES
F.13.2.3	D-2	Directory Assistance/AL(%)	>= 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