BELLSOUTH

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July 11, 2002

WRITTEN EX PARTE

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

Re: WC Docket No. 02-150

Dear Ms Dortch:

In response to a request from staff reviewing the pending BellSouth 271 applications, BellSouth provided Aaron Goldberger and Daniel Shiman of the Commission's Wireline Competition Bureau with the attached Monthly State Summary Comparison Reports for Alabama, Kentucky, Mississippi, and North Carolina for March 2002. Copies of these documents were sent to the requesting staff electronically.

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

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz

Attachments

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

AL Monthly State Summary Comparison Report

	% Rejected Service Requests - Mechanized									
A.1.1.1	O-7	Residence/AL(%)	Diagnostic		8.75%	12,606		Diagnostic	05/16	2.6 MSS
A.1.1.1	O-7	Residence/AL(%)	Diagnostic		8.67%	12,615		Diagnostic	06/22	4.0 MSS
	% Rejected Service Requests - Partially Mechanized									
A.1.2.1	O-7	Residence/AL(%)	Diagnostic		21.84%	1,822		Diagnostic	05/16	2.6 MSS
A.1.2.1	O-7	Residence/AL(%)	Diagnostic		17.58%	1,798		Diagnostic	06/22	4.0 MSS
A.1.2.2	O-7	Business/AL(%)	Diagnostic		48.15%	189		Diagnostic	05/16	2.6 MSS
A.1.2.2	O-7	Business/AL(%)	Diagnostic		43.92%	189		Diagnostic	06/22	4.0 MSS
	% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7	Residence/AL(%)	Diagnostic		39.05%	105		Diagnostic	05/16	2.6 MSS
A.1.3.1	O-7	Residence/AL(%)	Diagnostic		41.28%	109		Diagnostic	06/22	4.0 MSS
A.1.3.2	O-7	Business/AL(%)	Diagnostic		54.41%	136		Diagnostic	05/16	2.6 MSS
A.1.3.2	O-7	Business/AL(%)	Diagnostic		54.07%	135		Diagnostic	06/22	4.0 MSS
	Reject Interval - Mechanized									
A.1.4.1	O-8	Residence/AL(%)	>= 97% w in 1 hr		95.03%	1,107		NO	05/16	2.6 MSS
A.1.4.1	O-8	Residence/AL(%)	>= 97% w in 1 hr		95.72%	1,099		NO	06/22	4.0 MSS
A.1.4.2	O-8	Business/AL(%)	>= 97% w in 1 hr		94.74%	38		NO	05/16	2.6 MSS
A.1.4.2	O-8	Business/AL(%)	>= 97% w in 1 hr		100.00%	38		YES	06/22	4.0 MSS
	Reject Interval - Partially Mechanized - 10 hours									
A.1.7.1	O-8	Residence/AL(%)	>= 85% w in 10 hrs		91.30%	414		YES	05/16	2.6 MSS
A.1.7.1	O-8	Residence/AL(%)	>= 85% w in 10 hrs		95.74%	329		YES	06/22	4.0 MSS
A.1.7.2	O-8	Business/AL(%)	>= 85% w in 10 hrs		92.47%	93		YES	05/16	2.6 MSS
A.1.7.2	O-8	Business/AL(%)	>= 85% w in 10 hrs		91.76%	85		YES	06/22	4.0 MSS
	Reject Interval - Non-Mechanized									
A.1.8.1	O-8	Residence/AL(%)	>= 85% w in 24 hrs		97.62%	42		YES	05/16	2.6 MSS
A.1.8.1	O-8	Residence/AL(%)	>= 85% w in 24 hrs		95.65%	46		YES	06/22	4.0 MSS
A.1.8.2	O-8	Business/AL(%)	>= 85% w in 24 hrs		100.00%	74		YES	05/16	2.6 MSS
A.1.8.2	O-8	Business/AL(%)	>= 85% w in 24 hrs		100.00%	73		YES	06/22	4.0 MSS
	FOC Timeliness - Mechanized									
A.1.9.1	O-9	Residence/AL(%)	>= 95% w in 3 hrs		99.97%	11,540		YES	05/16	2.6 MSS
A.1.9.1	O-9	Residence/AL(%)	>= 95% w in 3 hrs		99.85%	11,475		YES	06/22	4.0 MSS
A.1.9.2	O-9	Business/AL(%)	>= 95% w in 3 hrs		99.32%	147		YES	05/16	2.6 MSS
A.1.9.2	O-9	Business/AL(%)	>= 95% w in 3 hrs		99.29%	140		YES	06/22	4.0 MSS
	FOC Timeliness - Partially Mechanized - 10 hours									
A.1.12.1	O-9	Residence/AL(%)	>= 85% w in 10 hrs		86.95%	1,563		YES	05/16	2.6 MSS
A.1.12.1	O-9	Residence/AL(%)	>= 85% w in 10 hrs		92.43%	1,533		YES	06/22	4.0 MSS
A.1.12.2	O-9	Business/AL(%)	>= 85% w in 10 hrs		93.97%	116		YES	05/16	2.6 MSS
A.1.12.2	O-9	Business/AL(%)	>= 85% w in 10 hrs		93.91%	115		YES	06/22	4.0 MSS
	FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/AL(%)	>= 85% w in 36 hrs		95.08%	61		YES	05/16	2.6 MSS
A.1.13.1	O-9	Residence/AL(%)	>= 85% w in 36 hrs		98.51%	67		YES	06/22	4.0 MSS
A.1.13.3	O-9	Design (Specials)/AL(%)	>= 85% w in 36 hrs		97.78%	45		YES	05/16	2.6 MSS
A.1.13.3	O-9	Design (Specials)/AL(%)	>= 85% w in 36 hrs		100.00%	43		YES	06/22	4.0 MSS
	FOC & Reject Response Completeness - Mechanized									
A.1.14.1.2	O-11	Residence/TAG/AL(%)	>= 95%		99.99%	12,219		YES	05/16	2.6 MSS
A.1.14.1.2	O-11	Residence/TAG/AL(%)	>= 95%		99.36%	12,228		YES	06/22	4.0 MSS
A.1.14.2.2	O-11	Business/TAG/AL(%)	>= 95%		100.00%	144		YES	05/16	2.6 MSS
A.1.14.2.2	O-11	Business/TAG/AL(%)	>= 95%		95.14%	144		YES	06/22	4.0 MSS
	FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/AL(%)	>= 95%		100.00%	27		YES	05/16	2.6 MSS
A.1.15.1.1	O-11	Residence/EDI/AL(%)	>= 95%		100.00%	26		YES	06/22	4.0 MSS
A.1.15.1.2	O-11	Residence/TAG/AL(%)	>= 95%		99.78%	1,795		YES	05/16	2.6 MSS
A.1.15.1.2	O-11	Residence/TAG/AL(%)	>= 95%		99.04%	1,772		YES	06/22	4.0 MSS
	FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/AL(%)	>= 95%		88.57%	105		NO	05/16	2.6 MSS
A.1.16.1	O-11	Residence/AL(%)	>= 95%		95.41%	109		YES	06/22	4.0 MSS
A.1.16.2	O-11	Business/AL(%)	>= 95%		97.06%	136		YES	05/16	2.6 MSS
A.1.16.2	O-11	Business/AL(%)	>= 95%		97.78%	135		YES	06/22	4.0 MSS
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/AL(%)	>= 95%		90.70%	387		NO	05/16	2.6 MSS
A.1.17.1.1	O-11	Residence/EDI/AL(%)	>= 95%		99.22%	387		YES	06/22	4.0 MSS
A.1.17.1.2	O-11	Residence/TAG/AL(%)	>= 95%		99.21%	12,218		YES	05/16	2.6 MSS
A.1.17.1.2	O-11	Residence/TAG/AL(%)	>= 95%		98.70%	12,150		YES	06/22	4.0 MSS
A.1.17.2.1	O-11	Business/EDI/AL(%)	>= 95%		68.29%	41		NO	05/16	2.6 MSS
A.1.17.2.1	O-11	Business/EDI/AL(%)	>= 95%		100.00%	41		YES	06/22	4.0 MSS
A.1.17.2.2	O-11	Business/TAG/AL(%)	>= 95%		97.22%	144		YES	05/16	2.6 MSS
A.1.17.2.2	O-11	Business/TAG/AL(%)	>= 95%		100.00%	137		YES	06/22	4.0 MSS
A.1.17.6.2	O-11	ISDN/TAG/AL(%)	>= 95%		0.00%	0		NO	05/16	2.6 MSS
A.1.17.6.2	O-11	ISDN/TAG/AL(%)	>= 95%						06/22	4.0 MSS
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									

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A.1.18.1.1	O-11	Residence/EDI/AL(%)	>= 95%			92.59%	27					NO	05/16 2.6 MSS
A.1.18.1.1	O-11	Residence/EDI/AL(%)	>= 95%			92.31%	26					NO	06/22 4.0 MSS
A.1.18.1.2	O-11	Residence/TAG/AL(%)	>= 95%			92.63%	1,791					NO	05/16 2.6 MSS
A.1.18.1.2	O-11	Residence/TAG/AL(%)	>= 95%			93.62%	1,755					NO	06/22 4.0 MSS
A.1.18.2.1	O-11	Business/EDI/AL(%)	>= 95%			83.72%	43					NO	05/16 2.6 MSS
A.1.18.2.1	O-11	Business/EDI/AL(%)	>= 95%			86.05%	43					NO	06/22 4.0 MSS
A.1.18.2.2	O-11	Business/TAG/AL(%)	>= 95%			89.73%	146					NO	05/16 2.6 MSS
A.1.18.2.2	O-11	Business/TAG/AL(%)	>= 95%			93.15%	146					NO	06/22 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/AL(%)	>= 95%			84.95%	93					NO	05/16 2.6 MSS
A.1.19.1	O-11	Residence/AL(%)	>= 95%			94.62%	104					NO	06/22 4.0 MSS
		Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/AL(days)	Res	4.54	8,805	3.84	607	5.052	0.21200	3.3069	YES	05/16 2.6 MSS
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/AL(days)	Res	4.51	9,381	3.62	654	4.970	0.20102	3.3913	YES	06/22 4.0 MSS
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/AL(days)	Res	0.75	175,541	0.63	7,680	0.953	0.01111	10.4248	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/AL(days)	Res	3.91	19	3.00	2	1.440	1.07045	0.8521	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/AL(days)	Bus	2.33	7,197	3.14	40	5.315	0.84275	-0.9592	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/AL(days)	Bus	1.21	7,955	0.82	137	4.241	0.36546	1.0625	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/AL(days)	Design	31.75	769			32.195				05/16 2.6 MSS
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/AL(days)	Design	27.63	855	6.00	1	30.263	30.30107	0.6479	YES	06/22 4.0 MSS
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Design	19.56	16	2.67	3	18.147	11.41751	1.4798	YES	05/16 2.6 MSS
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	1.92837	0.6406	YES	06/22 4.0 MSS
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Design	21.33	3			7.767				05/16 2.6 MSS
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/AL(days)	Design	17.00	2			2.828				06/22 4.0 MSS
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/AL(days)	PBX	15.67	14			30.766				05/16 2.6 MSS
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/AL(days)	PBX	13.53	15			30.257				06/22 4.0 MSS
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/AL(days)	PBX	2.97	62	2.50	2	5.456	3.91965	0.1189	YES	05/16 2.6 MSS
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/AL(days)	PBX	2.44	58	1.76	3	5.062	2.89733	0.2199	YES	06/22 4.0 MSS
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/AL(days)	PBX	1.00	8	1.00	1	0.874	0.92698	-0.0013	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/AL(days)	Centrex	7.09	361			11.736				05/16 2.6 MSS
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/AL(days)	Centrex	7.29	338			11.985				06/22 4.0 MSS
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/AL(days)	Centrex	1.16	551			2.537				05/16 2.6 MSS
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/AL(days)	Centrex	1.38	444			2.795				06/22 4.0 MSS
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Centrex	1.60	34			2.682				05/16 2.6 MSS
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/AL(days)	Centrex	1.60	34			2.681				06/22 4.0 MSS
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/AL(days)	ISDN	24.37	193	12.00	3	26.456	15.39275	0.8037	YES	05/16 2.6 MSS
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/AL(days)	ISDN	25.33	185	12.00	3	29.206	17.01481	0.7832	YES	06/22 4.0 MSS
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/AL(days)	ISDN	3.53	179			10.493				05/16 2.6 MSS
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/AL(days)	ISDN	3.41	198			10.088				06/22 4.0 MSS
		Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/AL(days)	Res	20.43	44	11.40	5	34.610	16.33371	0.5530	YES	05/16 2.6 MSS
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/AL(days)	Res	45.22	9	9.33	3	55.264	36.96278	0.9736	YES	06/22 4.0 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/AL(days)	Res	4.33	3	0.00	0	1.528			YES	05/16 2.6 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/AL(days)	Res	0.00	0	0.00	0				YES	06/22 4.0 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/AL(days)	Bus	15.22	9	11.00	1	20.235	21.32928	0.1980	YES	05/16 2.6 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/AL(days)	Bus	87.00	1	11.00	1	0.000	0.00000		YES	06/22 4.0 MSS
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/AL(days)	Bus	29.50	2	0.00	0	34.648			YES	05/16 2.6 MSS
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/AL(days)	Bus	0.00	0	0.00	0				YES	06/22 4.0 MSS
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/AL(days)	Bus	3.00	1	0.00	0	0.000			YES	05/16 2.6 MSS
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/AL(days)	Bus	0.00	0	0.00	0				YES	06/22 4.0 MSS
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/AL(days)	ISDN	17.38	8	0.00	0	12.293			YES	05/16 2.6 MSS
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/AL(days)	ISDN	46.00	1	0.00	0	0.000			YES	06/22 4.0 MSS
		% Jeopardies - Mechanized											
A.2.4.1	P-2	Residence/AL(%)	Res	0.38%	196,498	0.69%	9,103		0.00066	-4.6952	NO	05/16 2.6 MSS
A.2.4.1	P-2	Residence/AL(%)	Res	0.39%	206,497	0.63%	9,611		0.00065	-3.7949	NO	06/22 4.0 MSS
A.2.4.2	P-2	Business/AL(%)	Bus	1.20%	15,488	1.62%	185		0.00806	-0.5222	YES	05/16 2.6 MSS
A.2.4.2	P-2	Business/AL(%)	Bus	1.11%	16,518	0.41%	486		0.00483	1.4542	YES	06/22 4.0 MSS
A.2.4.3	P-2	Design (Specials)/AL(%)	Design	6.02%	864							05/16 2.6 MSS
A.2.4.3	P-2	Design (Specials)/AL(%)	Design	10.76%	1,041							06/22 4.0 MSS
A.2.4.4	P-2	PBX/AL(%)	PBX	2.30%	87	0.00%	1		0.15073	0.1525	YES	05/16 2.6 MSS
A.2.4.4	P-2	PBX/AL(%)	PBX	3.70%	81	0.00%	1		0.19001	0.1949	YES	06/22 4.0 MSS
A.2.4.5	P-2	Centrex/AL(%)	Centrex	2.58%	970							05/16 2.6 MSS
A.2.4.5	P-2	Centrex/AL(%)	Centrex	3.27%	796							06/22 4.0 MSS
A.2.4.6	P-2	ISDN/AL(%)	ISDN	7.16%	433	0.00%	2		0.18272	0.3918	YES	05/16 2.6 MSS

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A.2.4.6	P-2	ISDN/AL(%)	ISDN	5.54%	361							06/22	4.0 MSS
	% Jeopardies - Non-Mechanized												
A.2.5.1	P-2	Residence/AL(%)	Diagnostic			4.17%	48				Diagnostic	05/16	2.6 MSS
A.2.5.1	P-2	Residence/AL(%)	Diagnostic			1.52%	197				Diagnostic	06/22	4.0 MSS
A.2.5.2	P-2	Business/AL(%)	Diagnostic			2.17%	46				Diagnostic	05/16	2.6 MSS
A.2.5.2	P-2	Business/AL(%)	Diagnostic			2.78%	72				Diagnostic	06/22	4.0 MSS
A.2.5.3	P-2	Design (Specials)/AL(%)	Diagnostic			25.00%	4				Diagnostic	05/16	2.6 MSS
A.2.5.3	P-2	Design (Specials)/AL(%)	Diagnostic			27.27%	22				Diagnostic	06/22	4.0 MSS
A.2.5.4	P-2	PBX/AL(%)	Diagnostic			0.00%	2				Diagnostic	05/16	2.6 MSS
A.2.5.4	P-2	PBX/AL(%)	Diagnostic			0.00%	4				Diagnostic	06/22	4.0 MSS
	Average Jeopardy Notice Interval - Mechanized												
A.2.7.1	P-2	Residence/AL(hours)	>= 48 hrs			108.96	54				YES	05/16	2.6 MSS
A.2.7.1	P-2	Residence/AL(hours)	>= 48 hrs			108.54	53				YES	06/22	4.0 MSS
A.2.7.2	P-2	Business/AL(hours)	>= 48 hrs			106.05	3				YES	05/16	2.6 MSS
A.2.7.2	P-2	Business/AL(hours)	>= 48 hrs			134.77	2				YES	06/22	4.0 MSS
	Average Jeopardy Notice Interval - Non-Mechanized												
A.2.8.1	P-2	Residence/AL(hours)	Diagnostic			143.27	1				Diagnostic	05/16	2.6 MSS
A.2.8.1	P-2	Residence/AL(hours)	Diagnostic			103.76	2				Diagnostic	06/22	4.0 MSS
A.2.8.2	P-2	Business/AL(hours)	Diagnostic			439.32	1				Diagnostic	05/16	2.6 MSS
A.2.8.2	P-2	Business/AL(hours)	Diagnostic			243.97	2				Diagnostic	06/22	4.0 MSS
A.2.8.3	P-2	Design (Specials)/AL(hours)	Diagnostic			826.00	1				Diagnostic	05/16	2.6 MSS
A.2.8.3	P-2	Design (Specials)/AL(hours)	Diagnostic			463.34	6				Diagnostic	06/22	4.0 MSS
A.2.8.6	P-2	ISDN/AL(hours)	Diagnostic			178.00	1				Diagnostic	05/16	2.6 MSS
A.2.8.6	P-2	ISDN/AL(hours)	Diagnostic			184.37	1				Diagnostic	06/22	4.0 MSS
	% Jeopardy Notice >= 48 hours - Mechanized												
A.2.9.1	P-2	Residence/AL(%)	95% >= 48 hrs			100.00%	54				YES	05/16	2.6 MSS
A.2.9.1	P-2	Residence/AL(%)	95% >= 48 hrs			100.00%	53				YES	06/22	4.0 MSS
A.2.9.2	P-2	Business/AL(%)	95% >= 48 hrs			100.00%	3				YES	05/16	2.6 MSS
A.2.9.2	P-2	Business/AL(%)	95% >= 48 hrs			100.00%	2				YES	06/22	4.0 MSS
	% Jeopardy Notice >= 48 hours - Non-Mechanized												
A.2.10.1	P-2	Residence/AL(%)	Diagnostic			100.00%	1				Diagnostic	05/16	2.6 MSS
A.2.10.1	P-2	Residence/AL(%)	Diagnostic			100.00%	2				Diagnostic	06/22	4.0 MSS
A.2.10.2	P-2	Business/AL(%)	Diagnostic			100.00%	1				Diagnostic	05/16	2.6 MSS
A.2.10.2	P-2	Business/AL(%)	Diagnostic			100.00%	2				Diagnostic	06/22	4.0 MSS
A.2.10.3	P-2	Design (Specials)/AL(%)	Diagnostic			100.00%	1				Diagnostic	05/16	2.6 MSS
A.2.10.3	P-2	Design (Specials)/AL(%)	Diagnostic			100.00%	6				Diagnostic	06/22	4.0 MSS
	% Missed Installation Appointments												
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/AL(%)	Res	7.23%	10,409	3.47%	662		0.01038	3.6209	YES	05/16	2.6 MSS
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/AL(%)	Res	7.20%	11,063	3.21%	716		0.00998	3.9970	YES	06/22	4.0 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/AL(%)	Res	0.09%	185,877	0.11%	8,457		0.00034	-0.4279	YES	05/16	2.6 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/AL(%)	Res	0.09%	195,849	0.12%	9,117		0.00033	-0.8152	YES	06/22	4.0 MSS
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/AL(%)	Res	10.53%	19	0.00%	2		0.22814	0.4614	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/AL(%)	Bus	1.69%	7,336	9.84%	61		0.01657	-4.9150	NO	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/AL(%)	Bus	0.12%	8,047	0.57%	174		0.00270	-1.6686	NO	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/AL(%)	Design	5.13%	779	0.00%	1		0.22085	0.2325	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/AL(%)	Design	6.25%	16	0.00%	3		0.15229	0.4104	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/AL(%)	Design	0.00%	3							05/16	2.6 MSS
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/AL(%)	Design	0.00%	2							06/22	4.0 MSS
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/AL(%)	PBX	0.00%	14							05/16	2.6 MSS
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/AL(%)	PBX	0.00%	15							06/22	4.0 MSS
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/AL(%)	PBX	1.61%	62	0.00%	2		0.09050	0.1782	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/AL(%)	Centrex	6.37%	361							05/16	2.6 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/AL(%)	Centrex	6.51%	338							06/22	4.0 MSS
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/AL(%)	Centrex	0.00%	551	0.00%	1		0.00000		YES	05/16	2.6 MSS
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/AL(%)	Centrex	0.00%	444	0.00%	1		0.00000		YES	06/22	4.0 MSS
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/AL(%)	ISDN	7.46%	201	16.67%	6		0.10887	-0.8454	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN	0.00%	180	0.00%	1		0.00000		YES	05/16	2.6 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN	0.00%	197	0.00%	1		0.00000		YES	06/22	4.0 MSS
	% Provisioning Troubles within 30 Days												
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/AL(%)	Res	7.56%	10,113	8.04%	983		0.00883	-0.5344	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/AL(%)	Res	2.97%	181,346	5.63%	9,165		0.00182	-14.6448	NO	05/16	2.6 MSS
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	-14.3788	NO	06/22	4.0 MSS

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A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/AL(%)	Res	0.00%	12							05/16 2.6 MSS
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/AL(%)	Res	16.67%	12							06/22 4.0 MSS
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/AL(%)	Bus	3.06%	6,607	7.50%	40		0.02730	-1.6272	YES	05/16 2.6 MSS
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/AL(%)	Bus	10.83%	6,663	4.48%	67		0.03785	1.6289	YES	06/22 4.0 MSS
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/AL(%)	Bus	4.06%	7,800	7.98%	163		0.01563	-2.5030	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/AL(%)	Bus	0.00%	36							05/16 2.6 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/AL(%)	Bus	15.79%	38							06/22 4.0 MSS
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/AL(%)	Design	3.08%	519	0.00%	2		0.12246	0.2517	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/AL(%)	Design	0.00%	11	0.00%	5		0.00000		YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/AL(%)	Design	0.00%	5							05/16 2.6 MSS
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/AL(%)	Design	0.00%	4							06/22 4.0 MSS
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/AL(%)	Design									05/16 2.6 MSS
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/AL(%)	Design	0.00%	1							06/22 4.0 MSS
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/AL(%)	PBX	0.00%	11	33.33%	3		0.00000		NO	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/AL(%)	PBX	0.00%	62	0.00%	5		0.00000		YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/AL(%)	PBX	0.00%	3							05/16 2.6 MSS
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/AL(%)	PBX	0.00%	2							06/22 4.0 MSS
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/AL(%)	PBX	10.00%	10	50.00%	2		0.23238	-1.7213	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/AL(%)	Centrex	1.29%	309							05/16 2.6 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/AL(%)	Centrex	5.42%	295							06/22 4.0 MSS
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/AL(%)	Centrex	1.08%	463	0.00%	1		0.10347	0.1044	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/AL(%)	Centrex	7.14%	14	0.00%	2		0.19468	0.3669	YES	05/16 2.6 MSS
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/AL(%)	Centrex	35.71%	14	0.00%	2		0.36221	0.0860	YES	06/22 4.0 MSS
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/AL(%)	Centrex	7.89%	38							05/16 2.6 MSS
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/AL(%)	Centrex	16.67%	36							06/22 4.0 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/AL(%)	ISDN	1.27%	473							05/16 2.6 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/AL(%)	ISDN	4.14%	290							06/22 4.0 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN	0.78%	514	0.00%	3		0.05088	0.1529	YES	05/16 2.6 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN	0.58%	513	0.00%	4		0.03827	0.1526	YES	06/22 4.0 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/AL(%)	ISDN	0.00%	20							05/16 2.6 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/AL(%)	ISDN	0.00%	19							06/22 4.0 MSS
		Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL(hours)	Res	1.10	10,396	0.24	632	8.963	0.36721	2.3243	YES	05/16 2.6 MSS
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL(hours)	Res	1.04	11,004	0.22	680	6.829	0.34890	2.3856	YES	06/22 4.0 MSS
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/AL(hours)	Res	0.52	185,577	0.53	8,434	2.596	0.02890	-0.6551	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/AL(hours)	Res	0.14	19	0.02	2	0.505	0.37520	0.3086	YES	05/16 2.6 MSS
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	0.2849	YES	06/22 4.0 MSS
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/AL(hours)	Bus	1.39	7,326	1.84	40	14.715	2.33297	-0.1931	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL(hours)	Bus	1.52	8,038	0.47	140	13.544	1.15462	0.9165	YES	05/16 2.6 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL(hours)	Bus	1.51	8,879	2.57	439	16.185	0.88911	-1.1944	YES	06/22 4.0 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/AL(hours)	Bus	2.17	30			6.080				05/16 2.6 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/AL(hours)	Bus	2.17	30			5.334				06/22 4.0 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL(hours)	Design	250.54	771			516.038				05/16 2.6 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL(hours)	Design	250.85	825			476.093				06/22 4.0 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL(hours)	Design	249.14	16			313.109				05/16 2.6 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL(hours)	Design	6.42	319			63.308				06/22 4.0 MSS
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/AL(hours)	Design	6.77	3			11.697				05/16 2.6 MSS
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/AL(hours)	Design	0.02	2			0.000				06/22 4.0 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/AL(hours)	PBX	87.07	14			126.691				05/16 2.6 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/AL(hours)	PBX	182.26	13			407.675				06/22 4.0 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL(hours)	PBX	8.36	62			29.090				05/16 2.6 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL(hours)	PBX	9.67	56			32.375				06/22 4.0 MSS
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/AL(hours)	PBX	0.45	8			0.180				05/16 2.6 MSS
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	06/22 4.0 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/AL(hours)	Centrex	7.36	355			42.952				05/16 2.6 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/AL(hours)	Centrex	6.46	325			40.457				06/22 4.0 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/AL(hours)	Centrex	3.32	551			36.901				05/16 2.6 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/AL(hours)	Centrex	3.81	439			41.219				06/22 4.0 MSS

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A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/AL(hours)	Centrex	2.30	9			7.424				05/16	2.6	MSS
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/AL(hours)	Centrex	2.30	9			6.701				06/22	4.0	MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/AL(hours)	Centrex	0.47	34			14.518				05/16	2.6	MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/AL(hours)	Centrex	0.47	34			0.239				06/22	4.0	MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL(hours)	ISDN	126.49	190	0.02	1	471.181	472.41944	0.2677	YES	05/16	2.6	MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL(hours)	ISDN	130.20	155			407.762				06/22	4.0	MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/AL(hours)	ISDN	11.96	177			52.680				05/16	2.6	MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/AL(hours)	ISDN	7.54	192			42.449				06/22	4.0	MSS
		Average Completion Notice Interval - Non-Mechanized												
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL(hours)	Diagnostic			14.31	30				Diagnostic	05/16	2.6	MSS
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL(hours)	Diagnostic			14.09	36				Diagnostic	06/22	4.0	MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			13.56	23				Diagnostic	05/16	2.6	MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			5.56	162				Diagnostic	06/22	4.0	MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/AL(hours)	Diagnostic			49.63	21				Diagnostic	05/16	2.6	MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/AL(hours)	Diagnostic			46.61	25				Diagnostic	06/22	4.0	MSS
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			14.47	34				Diagnostic	05/16	2.6	MSS
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			12.32	50				Diagnostic	06/22	4.0	MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL(hours)	Diagnostic			83.48	1				Diagnostic	05/16	2.6	MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL(hours)	Diagnostic			37.74	8				Diagnostic	06/22	4.0	MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			68.62	3				Diagnostic	05/16	2.6	MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			29.82	11				Diagnostic	06/22	4.0	MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			18.30	2				Diagnostic	05/16	2.6	MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			12.38	3				Diagnostic	06/22	4.0	MSS
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic			0.47	1				Diagnostic	05/16	2.6	MSS
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/AL(hours)	Diagnostic								Diagnostic	06/22	4.0	MSS
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL(hours)	Diagnostic			31.56	5				Diagnostic	05/16	2.6	MSS
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL(hours)	Diagnostic			28.10	6				Diagnostic	06/22	4.0	MSS
		Total Service Order Cycle Time - Mechanized												
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.98	515				Diagnostic	05/16	2.6	MSS
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.84	559				Diagnostic	06/22	4.0	MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.65	6,575				Diagnostic	05/16	2.6	MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.64	7,010				Diagnostic	06/22	4.0	MSS
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			2.28	18				Diagnostic	05/16	2.6	MSS
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			2.27	18				Diagnostic	06/22	4.0	MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.82	49				Diagnostic	05/16	2.6	MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.87	49				Diagnostic	06/22	4.0	MSS
		Total Service Order Cycle Time - Partially Mechanized												
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.87	47				Diagnostic	05/16	2.6	MSS
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.88	49				Diagnostic	06/22	4.0	MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.41	872				Diagnostic	05/16	2.6	MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.10	917				Diagnostic	06/22	4.0	MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			1.92	8				Diagnostic	05/16	2.6	MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			1.66	13				Diagnostic	06/22	4.0	MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			2.03	35				Diagnostic	05/16	2.6	MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.20	66				Diagnostic	06/22	4.0	MSS
		Total Service Order Cycle Time - Non-Mechanized												
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			4.11	19				Diagnostic	05/16	2.6	MSS
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.10	18				Diagnostic	06/22	4.0	MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			3.00	18				Diagnostic	05/16	2.6	MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.64	18				Diagnostic	06/22	4.0	MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			10.00	5				Diagnostic	05/16	2.6	MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic			4.68	7				Diagnostic	06/22	4.0	MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.99	23				Diagnostic	05/16	2.6	MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.15	20				Diagnostic	06/22	4.0	MSS
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic								Diagnostic	05/16	2.6	MSS
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic			8.09	1				Diagnostic	06/22	4.0	MSS
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			6.33	3				Diagnostic	05/16	2.6	MSS
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			4.91	10				Diagnostic	06/22	4.0	MSS
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			6.00	2				Diagnostic	05/16	2.6	MSS
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			4.12	3				Diagnostic	06/22	4.0	MSS
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic			1.00	1				Diagnostic	05/16	2.6	MSS
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic								Diagnostic	06/22	4.0	MSS
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			13.33	3				Diagnostic	05/16	2.6	MSS
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			12.84	3				Diagnostic	06/22	4.0	MSS
		Total Service Order Cycle Time (offered) - Mechanized												
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.99	510				Diagnostic	05/16	2.6	MSS
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic			3.85	552				Diagnostic	06/22	4.0	MSS
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.83	2,812				Diagnostic	05/16	2.6	MSS
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			0.82	2,964				Diagnostic	06/22	4.0	MSS

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A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic									2.28	18				Diagnostic	06/22	4.0	MSS
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic									0.83	46				Diagnostic	06/22	4.0	MSS
		Total Service Order Cycle Time (offered) - Partially Mechanized																		
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic									3.82	45				Diagnostic	06/22	4.0	MSS
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic									1.47	778				Diagnostic	06/22	4.0	MSS
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic									1.90	7				Diagnostic	06/22	4.0	MSS
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic									2.03	33				Diagnostic	06/22	4.0	MSS
		Total Service Order Cycle Time (offered) - Non-Mechanized																		
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL(days)	Diagnostic									4.00	18				Diagnostic	06/22	4.0	MSS
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL(days)	Diagnostic									2.94	16				Diagnostic	06/22	4.0	MSS
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/AL(days)	Diagnostic									10.00	5				Diagnostic	06/22	4.0	MSS
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL(days)	Diagnostic									1.99	23				Diagnostic	06/22	4.0	MSS
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL(days)	Diagnostic									6.09	1				Diagnostic	06/22	4.0	MSS
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic									6.33	3				Diagnostic	06/22	4.0	MSS
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL(days)	Diagnostic									6.00	2				Diagnostic	06/22	4.0	MSS
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic									1.00	1				Diagnostic	06/22	4.0	MSS
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic									13.33	3				Diagnostic	06/22	4.0	MSS
		% Completions w/o Notice or < 24 hours																		
A.2.24.1.1	P-6	Residence/Dispatch/AL(%)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.24.1.1	P-6	Residence/Dispatch/AL(%)	Diagnostic									0.33%	609				Diagnostic	06/22	4.0	MSS
A.2.24.1.2	P-6	Residence/Non-Dispatch/AL(%)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.24.1.2	P-6	Residence/Non-Dispatch/AL(%)	Diagnostic									13.61%	7,680				Diagnostic	06/22	4.0	MSS
A.2.24.2.1	P-6	Business/Dispatch/AL(%)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.24.2.1	P-6	Business/Dispatch/AL(%)	Diagnostic									0.00%	40				Diagnostic	06/22	4.0	MSS
A.2.24.2.2	P-6	Business/Non-Dispatch/AL(%)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.24.2.2	P-6	Business/Non-Dispatch/AL(%)	Diagnostic									3.62%	138				Diagnostic	06/22	4.0	MSS
A.2.24.3.1	P-6	Design (Specials)/Dispatch/AL(%)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.24.3.1	P-6	Design (Specials)/Dispatch/AL(%)	Diagnostic									0.00%	1				Diagnostic	06/22	4.0	MSS
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/AL(%)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/AL(%)	Diagnostic									0.00%	3				Diagnostic	06/22	4.0	MSS
A.2.24.4.2	P-6	PBX/Non-Dispatch/AL(%)	Diagnostic														Diagnostic	05/16	2.6	MSS
A.2.24.4.2	P-6	PBX/Non-Dispatch/AL(%)	Diagnostic									0.00%	3				Diagnostic	06/22	4.0	MSS
		Missed Repair Appointments																		
A.3.1.1.1	M&R-1	Residence/Dispatch/AL(%)	Res	5.29%	22,513	1.98%	808										YES	05/16	2.6	MSS
A.3.1.1.1	M&R-1	Residence/Dispatch/AL(%)	Res	5.49%	24,354	2.28%	876					0.00801	4.1261				YES	06/22	4.0	MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/AL(%)	Res	0.96%	13,184	0.00%	194										YES	05/16	2.6	MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/AL(%)	Res	1.02%	13,974	0.00%	216					0.00706	1.3637				YES	06/22	4.0	MSS
A.3.1.2.1	M&R-1	Business/Dispatch/AL(%)	Bus	9.11%	3,029	6.06%	66										YES	05/16	2.6	MSS
A.3.1.2.1	M&R-1	Business/Dispatch/AL(%)	Bus	8.60%	3,208	6.94%	72					0.03581	0.8522				YES	06/22	4.0	MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/AL(%)	Bus	3.72%	1,774	0.00%	30										YES	05/16	2.6	MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/AL(%)	Bus	3.68%	1,848	0.00%	36					0.03485	1.0677				YES	06/22	4.0	MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/AL(%)	Design	6.95%	302	5.00%	20										YES	05/16	2.6	MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/AL(%)	Design	1.91%	577	0.00%	19					0.03188	0.5979				YES	06/22	4.0	MSS
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/AL(%)	Design	1.09%	457	0.00%	7										YES	05/16	2.6	MSS
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	06/22	4.0	MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/AL(%)	PBX	4.00%	50	0.00%	1										YES	05/16	2.6	MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/AL(%)	PBX	8.33%	72	33.33%	3					0.19791	0.2021				YES	06/22	4.0	MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/AL(%)	PBX	3.13%	32	0.00%	0					0.18286	-1.5350				YES	05/16	2.6	MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/AL(%)	PBX	1.41%	71	0.00%	0										YES	06/22	4.0	MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/AL(%)	Centrex	13.11%	267	0.00%	0										YES	05/16	2.6	MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/AL(%)	Centrex	14.73%	292	0.00%	0										YES	06/22	4.0	MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/AL(%)	Centrex	7.50%	240	0.00%	2					0.18702	0.4010				YES	05/16	2.6	MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/AL(%)	Centrex	7.00%	257	0.00%	2					0.18116	0.3866				YES	06/22	4.0	MSS
A.3.1.6.1	M&R-1	ISDN/Dispatch/AL(%)	ISDN	6.90%	58	0.00%	2					0.18224	0.3784				YES	05/16	2.6	MSS

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A.3.1.6.1	M&R-1	ISDN/Dispatch/AL(%)	ISDN	6.12%	49	0.00%	2		0.17295	0.3540	YES	06/22	4.0 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/AL(%)	ISDN	1.48%	135	0.00%	3		0.07052	0.2101	YES	05/16	2.6 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/AL(%)	ISDN	1.47%	136	0.00%	3		0.07029	0.2093	YES	06/22	4.0 MSS
	Customer Trouble Report Rate												
A.3.2.1.1	M&R-2	Residence/Dispatch/AL(%)	Res	1.76%	1,281,764	2.29%	35,264		0.00072	-7.4768	NO	05/16	2.6 MSS
A.3.2.1.1	M&R-2	Residence/Dispatch/AL(%)	Res	1.81%	1,341,918	1.93%	45,332		0.00084	-1.8271	NO	06/22	4.0 MSS
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/AL(%)	Res	1.03%	1,281,764	0.55%	35,264		0.00055	8.7395	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/AL(%)	Bus	1.05%	288,721	1.25%	5,278		0.00142	-1.4154	YES	05/16	2.6 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/AL(%)	Bus	1.07%	300,510	1.08%	6,653		0.00126	-0.1148	YES	06/22	4.0 MSS
A.3.2.2.2	M&R-2	Business/Non-Dispatch/AL(%)	Bus	0.61%	288,721	0.57%	5,278		0.00109	0.4228	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/AL(%)	Design	0.37%	82,205	0.92%	2,166		0.00132	-4.2140	NO	05/16	2.6 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/AL(%)	Design	0.85%	87,553	0.91%	2,097		0.00205	-0.2533	YES	06/22	4.0 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/AL(%)	Design	0.56%	82,205	0.32%	2,166		0.00162	1.4340	YES	05/16	2.6 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/AL(%)	Design	1.07%	87,553	0.33%	2,097		0.00229	3.2052	YES	06/22	4.0 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/AL(%)	PBX	0.10%	50,234	0.07%	1,383		0.00086	0.3166	YES	05/16	2.6 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/AL(%)	PBX	0.12%	59,859	0.32%	936		0.00114	-1.7527	NO	06/22	4.0 MSS
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/AL(%)	PBX	0.06%	50,234	0.00%	1,383		0.00069	0.9260	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/AL(%)	Centrex	0.28%	95,366	0.00%	679		0.00204	1.3739	YES	05/16	2.6 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/AL(%)	Centrex	0.29%	99,490	0.00%	859		0.00212	1.3862	YES	06/22	4.0 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/AL(%)	Centrex	0.25%	95,366	0.29%	679		0.00193	-0.2220	YES	05/16	2.6 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/AL(%)	Centrex	0.26%	99,490	0.30%	859		0.00189	-0.2274	YES	06/22	4.0 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/AL(%)	ISDN	0.04%	136,726	0.24%	830		0.00072	-2.7688	NO	05/16	2.6 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/AL(%)	ISDN	0.03%	144,695	0.27%	737		0.00068	-3.4949	NO	06/22	4.0 MSS
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/AL(%)	ISDN	0.10%	136,726	0.36%	830		0.00109	-2.4014	NO	05/16	2.6 MSS
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	06/22	4.0 MSS
	Maintenance Average Duration												
A.3.3.1.1	M&R-3	Residence/Dispatch/AL(hours)	Res	21.76	22,513	16.69	808	21.429	0.76728	6.5999	YES	05/16	2.6 MSS
A.3.3.1.1	M&R-3	Residence/Dispatch/AL(hours)	Res	21.66	24,354	17.04	876	21.183	0.72776	6.3503	YES	06/22	4.0 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/AL(hours)	Res	8.93	13,184	4.66	194	14.229	1.02909	4.1579	YES	05/16	2.6 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/AL(hours)	Res	8.82	13,974	4.67	218	14.149	0.97012	4.2747	YES	06/22	4.0 MSS
A.3.3.2.1	M&R-3	Business/Dispatch/AL(hours)	Bus	12.70	3,029	14.62	66	16.797	2.08999	-0.9221	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/AL(hours)	Bus	4.42	1,774	2.13	30	10.454	1.92461	1.1889	YES	05/16	2.6 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/AL(hours)	Bus	4.29	1,848	2.08	36	9.155	1.54084	1.4397	YES	06/22	4.0 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/AL(hours)	Design	15.29	302	4.81	20	120.073	27.72404	0.3782	YES	05/16	2.6 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/AL(hours)	Design	5.40	577	3.76	19	5.787	1.35185	1.2181	YES	06/22	4.0 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/AL(hours)	Design	2.77	457	0.91	7	7.694	2.93038	0.6351	YES	05/16	2.6 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/AL(hours)	Design	2.29	722	0.91	7	4.313	1.63760	0.8445	YES	06/22	4.0 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/AL(hours)	PBX	11.47	50	3.58	1	14.119	14.25920	0.5534	YES	05/16	2.6 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/AL(hours)	PBX	8.81	72	10.08	3	8.866	5.24192	-0.2803	YES	06/22	4.0 MSS
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/AL(hours)	PBX	6.23	32	0.00	0	14.499			YES	05/16	2.6 MSS
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/AL(hours)	PBX	4.03	71	0.00	0	10.052			YES	06/22	4.0 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/AL(hours)	Centrex	13.59	267	0.00	0	17.735			YES	05/16	2.6 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/AL(hours)	Centrex	14.78	292	0.00	0	18.864			YES	06/22	4.0 MSS
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/AL(hours)	Centrex	3.49	240	9.13	2	8.826	6.26685	-0.8987	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/AL(hours)	ISDN	10.28	58	2.14	2	17.992	12.93985	0.6286	YES	05/16	2.6 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/AL(hours)	ISDN	7.76	49	2.14	2	12.913	9.31631	0.8030	YES	06/22	4.0 MSS
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/AL(hours)	ISDN	3.85	135	1.68	3	5.686	3.31898	0.6531	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
	% Repeat Troubles within 30 Days												
A.3.4.1.1	M&R-4	Residence/Dispatch/AL(%)	Res	16.31%	22,513	10.64%	808		0.01323	4.2838	YES	05/16	2.6 MSS
A.3.4.1.1	M&R-4	Residence/Dispatch/AL(%)	Res	16.35%	24,354	10.62%	876		0.01272	4.5114	YES	06/22	4.0 MSS
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/AL(%)	Res	14.62%	13,184	12.37%	194		0.02555	0.8787	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/AL(%)	Bus	13.97%	3,029	12.12%	66		0.04313	0.4275	YES	05/16	2.6 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/AL(%)	Bus	14.40%	3,208	12.50%	72		0.04184	0.4545	YES	06/22	4.0 MSS
A.3.4.2.2	M&R-4	Business/Non-Dispatch/AL(%)	Bus	11.95%	1,774	13.33%	30		0.05972	-0.2316	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/AL(%)	Design	23.51%	302	30.00%	20		0.09791	-0.6628	YES	05/16	2.6 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/AL(%)	Design	22.53%	577	26.32%	19		0.09741	-0.3896	YES	06/22	4.0 MSS
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/AL(%)	Design	22.10%	457	28.57%	7		0.15802	-0.4095	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/AL(%)	PBX	10.00%	50	0.00%	1		0.30299	0.3300	YES	05/16	2.6 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/AL(%)	PBX	11.11%	72	0.00%	3		0.16519	0.6000	YES	06/22	4.0 MSS

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A.3.4.4.2	M&R-4	PBX/Non-Dispatch/AL(%)	PBX	6.25%	32	0.00%	0				YES	05/16	2.6 MSS
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/AL(%)	PBX	7.04%	71	0.00%	0				YES	06/22	4.0 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/AL(%)	Centrex	16.85%	267	0.00%	0				YES	05/16	2.6 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/AL(%)	Centrex	16.10%	292	0.00%	0				YES	06/22	4.0 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/AL(%)	Centrex	16.25%	240	0.00%	2		0.26194	0.6204	YES	05/16	2.6 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/AL(%)	Centrex	15.95%	257	0.00%	2		0.25993	0.6138	YES	06/22	4.0 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/AL(%)	ISDN	10.34%	58	0.00%	2		0.21903	0.4723	YES	05/16	2.6 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/AL(%)	ISDN	6.12%	49	50.00%	2		0.17295	-2.5370	NO	06/22	4.0 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/AL(%)	ISDN	9.63%	135	33.33%	3		0.17220	-1.3765	YES	05/16	2.6 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/AL(%)	ISDN	11.76%	136	66.67%	3		0.18806	-2.9194	NO	06/22	4.0 MSS
		Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/AL(%)	Res	26.63%	14,531	18.77%	602		0.01839	4.2762	YES	05/16	2.6 MSS
A.3.5.1.1	M&R-5	Residence/Dispatch/AL(%)	Res	26.38%	15,728	18.45%	656		0.01756	4.5182	YES	06/22	4.0 MSS
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/AL(%)	Res	16.06%	4,310	2.11%	95		0.03808	3.6636	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/AL(%)	Bus	10.33%	1,800	10.81%	37		0.05055	-0.0944	YES	05/16	2.6 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/AL(%)	Bus	10.10%	1,881	9.76%	41		0.04757	0.0725	YES	06/22	4.0 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/AL(%)	Bus	5.13%	565	0.00%	17		0.05432	0.9449	YES	05/16	2.6 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/AL(%)	Bus	4.92%	589	0.00%	21		0.04805	1.0247	YES	06/22	4.0 MSS
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/AL(%)	Design	6.95%	302	5.00%	20		0.05873	0.3326	YES	05/16	2.6 MSS
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/AL(%)	Design	1.91%	577	0.00%	19		0.03189	0.5979	YES	06/22	4.0 MSS
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/AL(%)	Design	1.09%	457	0.00%	7		0.03962	0.2762	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/AL(%)	PBX	12.50%	40	0.00%	0				YES	05/16	2.6 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/AL(%)	PBX	8.06%	62	50.00%	2		0.19562	-2.1437	NO	06/22	4.0 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/AL(%)	PBX	4.76%	21	0.00%	0				YES	05/16	2.6 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/AL(%)	PBX	1.67%	60	0.00%	0				YES	06/22	4.0 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/AL(%)	Centrex	9.59%	146	0.00%	0				YES	05/16	2.6 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/AL(%)	Centrex	13.58%	162	0.00%	0				YES	06/22	4.0 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/AL(%)	Centrex	1.96%	102	0.00%	1		0.13933	0.1407	YES	05/16	2.6 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/AL(%)	Centrex	1.69%	118	0.00%	1		0.12963	0.1308	YES	06/22	4.0 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/AL(%)	ISDN	6.90%	58	0.00%	2		0.18224	0.3784	YES	05/16	2.6 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/AL(%)	ISDN	6.25%	48	0.00%	2		0.17469	0.3578	YES	06/22	4.0 MSS
		Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890				YES	05/16	2.6 MSS
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,845				YES	06/22	4.0 MSS
		% Rejected Service Requests - Mechanized											
B.1.1.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			17.29%	3,401				Diagnostic	05/16	2.6 MSS
B.1.1.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			17.22%	3,404				Diagnostic	06/22	4.0 MSS
B.1.1.4	O-7	Combo Other/AL(%)	Diagnostic								Diagnostic	05/16	2.6 MSS
B.1.1.4	O-7	Combo Other/AL(%)	Diagnostic			100.00%	2				Diagnostic	06/22	4.0 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			19.09%	110				Diagnostic	05/16	2.6 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			17.65%	119				Diagnostic	06/22	4.0 MSS
B.1.1.7	O-7	Line Sharing/AL(%)	Diagnostic			15.38%	78				Diagnostic	05/16	2.6 MSS
B.1.1.7	O-7	Line Sharing/AL(%)	Diagnostic			15.58%	77				Diagnostic	06/22	4.0 MSS
B.1.1.8	O-7	2W Analog Loop Design/AL(%)	Diagnostic			38.89%	162				Diagnostic	05/16	2.6 MSS
B.1.1.8	O-7	2W Analog Loop Design/AL(%)	Diagnostic			38.51%	161				Diagnostic	06/22	4.0 MSS
B.1.1.12	O-13	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			83.33%	6				Diagnostic	05/16	2.6 MSS
B.1.1.12	O-13	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			87.50%	8				Diagnostic	06/22	4.0 MSS
B.1.1.17	O-13	LNP Standalone/AL(%)	Diagnostic			7.03%	555				Diagnostic	05/16	2.6 MSS
B.1.1.17	O-13	LNP Standalone/AL(%)	Diagnostic			7.14%	560				Diagnostic	06/22	4.0 MSS
		% Rejected Service Requests - Partially Mechanized											
B.1.2.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			37.46%	1,631				Diagnostic	05/16	2.6 MSS
B.1.2.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			31.19%	1,618				Diagnostic	06/22	4.0 MSS
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			0.00%	1				Diagnostic	05/16	2.6 MSS
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			0.00%	8				Diagnostic	06/22	4.0 MSS
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/AL(%)	Diagnostic			10.61%	66				Diagnostic	05/16	2.6 MSS
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/AL(%)	Diagnostic			13.04%	69				Diagnostic	06/22	4.0 MSS
B.1.2.8	O-7	2W Analog Loop Design/AL(%)	Diagnostic			26.92%	52				Diagnostic	05/16	2.6 MSS
B.1.2.8	O-7	2W Analog Loop Design/AL(%)	Diagnostic			27.45%	51				Diagnostic	06/22	4.0 MSS
B.1.2.12	O-13	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			42.55%	47				Diagnostic	05/16	2.6 MSS
B.1.2.12	O-13	2W Analog Loop w/LNP Design/AL(%)	Diagnostic			32.69%	52				Diagnostic	06/22	4.0 MSS
B.1.2.15	O-7	Other Non-Design/AL(%)	Diagnostic			34.89%	427				Diagnostic	05/16	2.6 MSS
B.1.2.15	O-7	Other Non-Design/AL(%)	Diagnostic			33.41%	419				Diagnostic	06/22	4.0 MSS
B.1.2.17	O-13	LNP Standalone/AL(%)	Diagnostic			20.44%	362				Diagnostic	05/16	2.6 MSS
B.1.2.17	O-13	LNP Standalone/AL(%)	Diagnostic			16.95%	413				Diagnostic	06/22	4.0 MSS
		% Rejected Service Requests - Non-Mechanized											
B.1.3.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			53.72%	188				Diagnostic	05/16	2.6 MSS
B.1.3.3	O-7	Loop + Port Combinations/AL(%)	Diagnostic			51.06%	188				Diagnostic	06/22	4.0 MSS
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/AL(%)	Diagnostic			40.00%	5				Diagnostic	05/16	2.6 MSS

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B.1.3.6	O-7	ISDN Loop (UDN, UDC)/AL(%)	Diagnostic	50.00%	4	Diagnostic	06/22	4.0	MSS
B.1.3.9	O-7	2W Analog Loop Non-Design/AL(%)	Diagnostic	51.61%	31	Diagnostic	05/16	2.6	MSS
B.1.3.9	O-7	2W Analog Loop Non-Design/AL(%)	Diagnostic			Diagnostic	06/22	4.0	MSS
B.1.3.15	O-7	Other Non-Design/AL(%)	Diagnostic	48.53%	408	Diagnostic	05/16	2.6	MSS
B.1.3.15	O-7	Other Non-Design/AL(%)	Diagnostic	45.59%	408	Diagnostic	06/22	4.0	MSS
B.1.3.16	O-7	INP Standalone/AL(%)	Diagnostic	31.58%	19	Diagnostic	05/16	2.6	MSS
B.1.3.16	O-7	INP Standalone/AL(%)	Diagnostic	41.67%	24	Diagnostic	06/22	4.0	MSS
B.1.3.17	O-13	LNP Standalone/AL(%)	Diagnostic	23.41%	410	Diagnostic	05/16	2.6	MSS
B.1.3.17	O-13	LNP Standalone/AL(%)	Diagnostic	23.81%	420	Diagnostic	06/22	4.0	MSS
		Reject Interval - Mechanized							
B.1.4.3	O-8	Loop + Port Combinations/AL(%)	>= 97% w in 1 hr	94.39%	588	NO	05/16	2.6	MSS
B.1.4.3	O-8	Loop + Port Combinations/AL(%)	>= 97% w in 1 hr	96.42%	586	NO	06/22	4.0	MSS
B.1.4.4	O-8	Combo Other/AL(%)	>= 97% w in 1 hr				05/16	2.6	MSS
B.1.4.4	O-8	Combo Other/AL(%)	>= 97% w in 1 hr	50.00%	2	NO	06/22	4.0	MSS
B.1.4.8	O-8	2W Analog Loop Design/AL(%)	>= 97% w in 1 hr	85.71%	63	NO	05/16	2.6	MSS
B.1.4.8	O-8	2W Analog Loop Design/AL(%)	>= 97% w in 1 hr	85.48%	62	NO	06/22	4.0	MSS
B.1.4.12	O-14	2W Analog Loop w/LNP Design/AL(%)	>= 97% w in 1 hr	100.00%	5	YES	05/16	2.6	MSS
B.1.4.12	O-14	2W Analog Loop w/LNP Design/AL(%)	>= 97% w in 1 hr	100.00%	7	YES	06/22	4.0	MSS
B.1.4.17	O-14	LNP Standalone/AL(%)	>= 97% w in 1 hr	97.44%	39	YES	05/16	2.6	MSS
B.1.4.17	O-14	LNP Standalone/AL(%)	>= 97% w in 1 hr	97.50%	40	YES	06/22	4.0	MSS
		Reject Interval - Partially Mechanized - 10 hours							
B.1.7.3	O-8	Loop + Port Combinations/AL(%)	>= 85% w in 10 hrs	98.55%	621	YES	05/16	2.6	MSS
B.1.7.3	O-8	Loop + Port Combinations/AL(%)	>= 85% w in 10 hrs	97.66%	512	YES	06/22	4.0	MSS
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 10 hrs	100.00%	8	YES	05/16	2.6	MSS
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 10 hrs	88.89%	9	YES	06/22	4.0	MSS
B.1.7.8	O-8	2W Analog Loop Design/AL(%)	>= 85% w in 10 hrs	85.71%	14	YES	05/16	2.6	MSS
B.1.7.8	O-8	2W Analog Loop Design/AL(%)	>= 85% w in 10 hrs	78.57%	14	NO	06/22	4.0	MSS
B.1.7.12	O-14	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 10 hrs	95.00%	20	YES	05/16	2.6	MSS
B.1.7.12	O-14	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 10 hrs	94.12%	17	YES	06/22	4.0	MSS
B.1.7.15	O-8	Other Non-Design/AL(%)	>= 85% w in 10 hrs	88.67%	150	YES	05/16	2.6	MSS
B.1.7.15	O-8	Other Non-Design/AL(%)	>= 85% w in 10 hrs	79.43%	141	NO	06/22	4.0	MSS
B.1.7.17	O-14	LNP Standalone/AL(%)	>= 85% w in 10 hrs	94.67%	75	YES	05/16	2.6	MSS
B.1.7.17	O-14	LNP Standalone/AL(%)	>= 85% w in 10 hrs	94.37%	71	YES	06/22	4.0	MSS
		Reject Interval - Non-Mechanized							
B.1.8.3	O-8	Loop + Port Combinations/AL(%)	>= 85% w in 24 hrs	96.19%	105	YES	05/16	2.6	MSS
B.1.8.3	O-8	Loop + Port Combinations/AL(%)	>= 85% w in 24 hrs	97.98%	99	YES	06/22	4.0	MSS
B.1.8.9	O-8	2W Analog Loop Non-Design/AL(%)	>= 85% w in 24 hrs	100.00%	16	YES	05/16	2.6	MSS
B.1.8.9	O-8	2W Analog Loop Non-Design/AL(%)	>= 85% w in 24 hrs				06/22	4.0	MSS
B.1.8.15	O-8	Other Non-Design/AL(%)	>= 85% w in 24 hrs	99.51%	203	YES	05/16	2.6	MSS
B.1.8.15	O-8	Other Non-Design/AL(%)	>= 85% w in 24 hrs	100.00%	188	YES	06/22	4.0	MSS
B.1.8.16	O-8	INP Standalone/AL(%)	>= 85% w in 24 hrs	100.00%	7	YES	05/16	2.6	MSS
B.1.8.16	O-8	INP Standalone/AL(%)	>= 85% w in 24 hrs	100.00%	10	YES	06/22	4.0	MSS
B.1.8.17	O-14	LNP Standalone/AL(%)	>= 85% w in 24 hrs	100.00%	100	YES	05/16	2.6	MSS
B.1.8.17	O-14	LNP Standalone/AL(%)	>= 85% w in 24 hrs	100.00%	101	YES	06/22	4.0	MSS
		FOC Timeliness - Mechanized							
B.1.9.3	O-9	Loop + Port Combinations/AL(%)	>= 95% w in 3 hrs	99.93%	2,819	YES	05/16	2.6	MSS
B.1.9.3	O-9	Loop + Port Combinations/AL(%)	>= 95% w in 3 hrs	99.22%	2,804	YES	06/22	4.0	MSS
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 95% w in 3 hrs	100.00%	4	YES	05/16	2.6	MSS
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 95% w in 3 hrs	100.00%	3	YES	06/22	4.0	MSS
B.1.9.7	O-9	Line Sharing/AL(%)	>= 95% w in 3 hrs	98.55%	69	YES	05/16	2.6	MSS
B.1.9.7	O-9	Line Sharing/AL(%)	>= 95% w in 3 hrs	98.51%	67	YES	06/22	4.0	MSS
B.1.9.14	O-9	Other Design/AL(%)	>= 95% w in 3 hrs	100.00%	47	YES	05/16	2.6	MSS
B.1.9.14	O-9	Other Design/AL(%)	>= 95% w in 3 hrs	95.74%	47	YES	06/22	4.0	MSS
B.1.9.15	O-9	Other Non-Design/AL(%)	>= 95% w in 3 hrs	100.00%	794	YES	05/16	2.6	MSS
B.1.9.15	O-9	Other Non-Design/AL(%)	>= 95% w in 3 hrs	95.16%	784	YES	06/22	4.0	MSS
B.1.9.17	O-15	LNP Standalone/AL(%)	>= 95% w in 3 hrs	99.81%	515	YES	05/16	2.6	MSS
B.1.9.17	O-15	LNP Standalone/AL(%)	>= 95% w in 3 hrs	99.81%	518	YES	06/22	4.0	MSS
		FOC Timeliness - Partially Mechanized - 10 hours							
B.1.12.3	O-9	Loop + Port Combinations/AL(%)	>= 85% w in 10 hrs	93.00%	1,242	YES	05/16	2.6	MSS
B.1.12.3	O-9	Loop + Port Combinations/AL(%)	>= 85% w in 10 hrs	91.37%	1,228	YES	06/22	4.0	MSS
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 10 hrs	96.72%	61	YES	05/16	2.6	MSS
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 10 hrs	95.16%	62	YES	06/22	4.0	MSS
B.1.12.8	O-9	2W Analog Loop Design/AL(%)	>= 85% w in 10 hrs	100.00%	43	YES	05/16	2.6	MSS
B.1.12.8	O-9	2W Analog Loop Design/AL(%)	>= 85% w in 10 hrs	97.62%	42	YES	06/22	4.0	MSS
B.1.12.12	O-15	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 10 hrs	88.46%	26	YES	05/16	2.6	MSS
B.1.12.12	O-15	2W Analog Loop w/LNP Design/AL(%)	>= 85% w in 10 hrs	82.86%	35	NO	06/22	4.0	MSS
B.1.12.15	O-9	Other Non-Design/AL(%)	>= 85% w in 10 hrs	84.81%	283	NO	05/16	2.6	MSS
B.1.12.15	O-9	Other Non-Design/AL(%)	>= 85% w in 10 hrs	70.12%	251	NO	06/22	4.0	MSS
B.1.12.17	O-15	LNP Standalone/AL(%)	>= 85% w in 10 hrs	97.94%	291	YES	05/16	2.6	MSS
B.1.12.17	O-15	LNP Standalone/AL(%)	>= 85% w in 10 hrs	95.65%	345	YES	06/22	4.0	MSS

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	FOC Timeliness - Non-Mechanized								
B.1.13.3	O-9	Loop + Port Combinations/AL(%)	>= 85% w in 36 hrs	97.78%	90	YES	05/16 2.6 MSS
B.1.13.3	O-9	Loop + Port Combinations/AL(%)	>= 85% w in 36 hrs	97.85%	85	YES	06/22 4.0 MSS
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 36 hrs	100.00%	3	YES	05/16 2.6 MSS
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/AL(%)	>= 85% w in 36 hrs	100.00%	2	YES	06/22 4.0 MSS
B.1.13.8	O-9	2W Analog Loop Design/AL(%)	>= 85% w in 36 hrs	100.00%	38	YES	05/16 2.6 MSS
B.1.13.8	O-9	2W Analog Loop Design/AL(%)	>= 85% w in 36 hrs	100.00%	34	YES	06/22 4.0 MSS
B.1.13.9	O-9	2W Analog Loop Non-Design/AL(%)	>= 85% w in 36 hrs	100.00%	14	YES	05/16 2.6 MSS
B.1.13.9	O-9	2W Analog Loop Non-Design/AL(%)	>= 85% w in 36 hrs				06/22 4.0 MSS
B.1.13.15	O-9	Other Non-Design/AL(%)	>= 85% w in 36 hrs	100.00%	220	YES	05/16 2.6 MSS
B.1.13.15	O-9	Other Non-Design/AL(%)	>= 85% w in 36 hrs	100.00%	219	YES	06/22 4.0 MSS
B.1.13.16	O-9	INP Standalone/AL(%)	>= 85% w in 36 hrs	100.00%	13	YES	05/16 2.6 MSS
B.1.13.16	O-9	INP Standalone/AL(%)	>= 85% w in 36 hrs	100.00%	14	YES	06/22 4.0 MSS
B.1.13.17	O-15	LNP Standalone/AL(%)	>= 85% w in 36 hrs	100.00%	311	YES	05/16 2.6 MSS
B.1.13.17	O-15	LNP Standalone/AL(%)	>= 85% w in 36 hrs	100.00%	297	YES	06/22 4.0 MSS
	FOC & Reject Response Completeness - Mechanized						
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	100.00%	631	YES	05/16 2.6 MSS
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	99.68%	631	YES	06/22 4.0 MSS
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	99.93%	2,770	YES	05/16 2.6 MSS
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	99.24%	2,773	YES	06/22 4.0 MSS
B.1.14.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%				05/16 2.6 MSS
B.1.14.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%	100.00%	2	YES	06/22 4.0 MSS
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%	100.00%	93	YES	05/16 2.6 MSS
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%	95.96%	99	YES	06/22 4.0 MSS
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%	100.00%	17	YES	05/16 2.6 MSS
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%	85.00%	20	NO	06/22 4.0 MSS
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	100.00%	3	YES	05/16 2.6 MSS
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	66.67%	3	NO	06/22 4.0 MSS
B.1.14.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%	100.00%	59	YES	05/16 2.6 MSS
B.1.14.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%	100.00%	58	YES	06/22 4.0 MSS
B.1.14.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%	100.00%	19	YES	05/16 2.6 MSS
B.1.14.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%	94.74%	19	NO	06/22 4.0 MSS
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	100.00%	137	YES	05/16 2.6 MSS
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	100.00%	136	YES	06/22 4.0 MSS
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	100.00%	5	YES	05/16 2.6 MSS
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	100.00%	6	YES	06/22 4.0 MSS
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	100.00%	1	YES	05/16 2.6 MSS
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	100.00%	2	YES	06/22 4.0 MSS
B.1.14.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	99.81%	1,066	YES	05/16 2.6 MSS
B.1.14.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	99.16%	1,066	YES	06/22 4.0 MSS
B.1.14.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	99.82%	547	YES	05/16 2.6 MSS
B.1.14.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	99.64%	552	YES	06/22 4.0 MSS
	FOC & Reject Response Completeness - Partially Mechanized						
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	100.00%	393	YES	05/16 2.6 MSS
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	100.00%	390	YES	06/22 4.0 MSS
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	100.00%	1,238	YES	05/16 2.6 MSS
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	99.76%	1,228	YES	06/22 4.0 MSS
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%				05/16 2.6 MSS
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%	0.00%	3	NO	06/22 4.0 MSS
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%	100.00%	1	YES	05/16 2.6 MSS
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL(%)	>= 95%	20.00%	5	NO	06/22 4.0 MSS
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	100.00%	13	YES	05/16 2.6 MSS
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	100.00%	16	YES	06/22 4.0 MSS
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	100.00%	29	YES	05/16 2.6 MSS
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	100.00%	28	YES	06/22 4.0 MSS
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	100.00%	19	YES	05/16 2.6 MSS
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	100.00%	22	YES	06/22 4.0 MSS
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	100.00%	28	YES	05/16 2.6 MSS
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	100.00%	30	YES	06/22 4.0 MSS
B.1.15.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%	100.00%	60	YES	05/16 2.6 MSS
B.1.15.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%	88.33%	60	NO	06/22 4.0 MSS
B.1.15.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	98.91%	367	YES	05/16 2.6 MSS
B.1.15.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	97.77%	359	YES	06/22 4.0 MSS
B.1.15.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	99.71%	341	YES	05/16 2.6 MSS
B.1.15.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	100.00%	392	YES	06/22 4.0 MSS
	FOC & Reject Response Completeness - Non-Mechanized						
B.1.16.3	O-11	Loop + Port Combinations/AL(%)	>= 95%	95.74%	188	YES	05/16 2.6 MSS
B.1.16.3	O-11	Loop + Port Combinations/AL(%)	>= 95%	97.87%	188	YES	06/22 4.0 MSS
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/AL(%)	>= 95%	100.00%	5	YES	05/16 2.6 MSS

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B.1.16.6	O-11	ISDN Loop (UDN, UDC)/AL(%)	>= 95%	100.00%	4	YES	06/22	4.0 MSS
B.1.16.9	O-11	2W Analog Loop Non-Design/AL(%)	>= 95%	96.77%	31	YES	05/16	2.6 MSS
B.1.16.9	O-11	2W Analog Loop Non-Design/AL(%)	>= 95%				06/22	4.0 MSS
B.1.16.15	O-11	Other Non-Design/AL(%)	>= 95%	98.53%	408	YES	05/16	2.6 MSS
B.1.16.15	O-11	Other Non-Design/AL(%)	>= 95%	98.77%	408	YES	06/22	4.0 MSS
B.1.16.16	O-11	INP Standalone/AL(%)	>= 95%	94.74%	19	NO	05/16	2.6 MSS
B.1.16.16	O-11	INP Standalone/AL(%)	>= 95%	95.83%	24	YES	06/22	4.0 MSS
B.1.16.17	O-11	LNP Standalone/AL(%)	>= 95%	99.02%	410	YES	05/16	2.6 MSS
B.1.16.17	O-11	LNP Standalone/AL(%)	>= 95%	98.10%	420	YES	06/22	4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized						
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	82.88%	631	NO	05/16	2.6 MSS
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	99.52%	829	YES	06/22	4.0 MSS
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	89.02%	2,768	NO	05/16	2.6 MSS
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	99.71%	2,752	YES	06/22	4.0 MSS
B.1.17.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%				05/16	2.6 MSS
B.1.17.4.1	O-11	Combo Other/EDI/AL(%)	>= 95%	100.00%	2	YES	06/22	4.0 MSS
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%	98.92%	93	YES	05/16	2.6 MSS
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%	98.95%	95	YES	06/22	4.0 MSS
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	100.00%	3	YES	05/16	2.6 MSS
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	100.00%	2	YES	06/22	4.0 MSS
B.1.17.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%	86.44%	59	NO	05/16	2.6 MSS
B.1.17.7.1	O-11	Line Sharing/EDI/AL(%)	>= 95%	94.83%	58	NO	06/22	4.0 MSS
B.1.17.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%	100.00%	19	YES	05/16	2.6 MSS
B.1.17.7.2	O-11	Line Sharing/TAG/AL(%)	>= 95%	100.00%	18	YES	06/22	4.0 MSS
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	56.93%	137	NO	05/16	2.6 MSS
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	84.12%	136	NO	06/22	4.0 MSS
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/AL(%)	>= 95%	84.00%	25	NO	05/16	2.6 MSS
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/AL(%)	>= 95%	96.00%	25	YES	06/22	4.0 MSS
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	100.00%	5	YES	05/16	2.6 MSS
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	100.00%	6	YES	06/22	4.0 MSS
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	100.00%	1	YES	05/16	2.6 MSS
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	50.00%	2	NO	06/22	4.0 MSS
B.1.17.14.1	O-11	Other Design/EDI/AL(%)	>= 95%	80.00%	35	NO	05/16	2.6 MSS
B.1.17.14.1	O-11	Other Design/EDI/AL(%)	>= 95%	100.00%	35	YES	06/22	4.0 MSS
B.1.17.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	74.34%	1,064	NO	05/16	2.6 MSS
B.1.17.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	96.50%	1,057	YES	06/22	4.0 MSS
B.1.17.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%	100.00%	8	YES	05/16	2.6 MSS
B.1.17.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%	87.50%	8	NO	06/22	4.0 MSS
B.1.17.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	100.00%	546	YES	05/16	2.6 MSS
B.1.17.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	65.64%	550	NO	06/22	4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized						
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	88.30%	393	NO	05/16	2.6 MSS
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/AL(%)	>= 95%	90.26%	390	NO	06/22	4.0 MSS
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	83.20%	1,238	NO	05/16	2.6 MSS
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/AL(%)	>= 95%	84.55%	1,223	NO	06/22	4.0 MSS
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%				05/16	2.6 MSS
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL(%)	>= 95%	0.00%	0	NO	06/22	4.0 MSS
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	92.31%	13	NO	05/16	2.6 MSS
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL(%)	>= 95%	100.00%	16	YES	06/22	4.0 MSS
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	96.55%	29	YES	05/16	2.6 MSS
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/AL(%)	>= 95%	96.43%	28	YES	06/22	4.0 MSS
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	94.74%	19	NO	05/16	2.6 MSS
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL(%)	>= 95%	95.45%	22	YES	06/22	4.0 MSS
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	96.43%	28	YES	05/16	2.6 MSS
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL(%)	>= 95%	60.00%	30	NO	06/22	4.0 MSS
B.1.18.14.1	O-11	Other Design/EDI/AL(%)	>= 95%	97.22%	36	YES	05/16	2.6 MSS
B.1.18.14.1	O-11	Other Design/EDI/AL(%)	>= 95%	100.00%	36	YES	06/22	4.0 MSS
B.1.18.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%	98.33%	60	YES	05/16	2.6 MSS
B.1.18.15.1	O-11	Other Non-Design/EDI/AL(%)	>= 95%	100.00%	53	YES	06/22	4.0 MSS
B.1.18.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	97.52%	363	YES	05/16	2.6 MSS
B.1.18.15.2	O-11	Other Non-Design/TAG/AL(%)	>= 95%	98.56%	351	YES	06/22	4.0 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%	90.48%	21	NO	05/16	2.6 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/AL(%)	>= 95%	100.00%	21	YES	06/22	4.0 MSS
B.1.18.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	99.41%	340	YES	05/16	2.6 MSS
B.1.18.17.2	O-11	LNP Standalone/TAG/AL(%)	>= 95%	56.63%	392	NO	06/22	4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized						
B.1.19.3	O-11	Loop + Port Combinations/AL(%)	>= 95%	90.56%	180	NO	05/16	2.6 MSS
B.1.19.3	O-11	Loop + Port Combinations/AL(%)	>= 95%	90.76%	184	NO	06/22	4.0 MSS
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/AL(%)	>= 95%	100.00%	5	YES	05/16	2.6 MSS

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B.1.19.6	O-11	ISDN Loop (UDN, UDC)/AL(%)	>= 95%			100.00%	4					YES	06/22	4.0 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/AL(%)	>= 95%			96.67%	30					YES	05/16	2.6 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/AL(%)	>= 95%										06/22	4.0 MSS
B.1.19.12	O-11	2W Analog Loop w/LNP Design/AL(%)	>= 95%			88.89%	9					NO	05/16	2.6 MSS
B.1.19.12	O-11	2W Analog Loop w/LNP Design/AL(%)	>= 95%			77.78%	9					NO	06/22	4.0 MSS
B.1.19.15	O-11	Other Non-Design/AL(%)	>= 95%			95.52%	402					YES	05/16	2.6 MSS
B.1.19.15	O-11	Other Non-Design/AL(%)	>= 95%			95.29%	403					YES	06/22	4.0 MSS
B.1.19.16	O-11	INP Standalone/AL(%)	>= 95%			94.44%	18					NO	05/16	2.6 MSS
B.1.19.16	O-11	INP Standalone/AL(%)	>= 95%			91.30%	23					NO	06/22	4.0 MSS
B.1.19.17	O-11	LNP Standalone/AL(%)	>= 95%			98.77%	406					YES	05/16	2.6 MSS
B.1.19.17	O-11	LNP Standalone/AL(%)	>= 95%			98.12%	412					YES	06/22	4.0 MSS
	Order Completion Interval													
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,002			5.287					05/16	2.6 MSS
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,880			5.252					06/22	4.0 MSS
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	183,496			1.288					05/16	2.6 MSS
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					06/22	4.0 MSS
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.39	47			5.528					05/16	2.6 MSS
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.33	49			5.419					06/22	4.0 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	DS1/DS3	14.82	401			11.261					05/16	2.6 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/AL(days)	DS1/DS3	14.87	405			11.255					06/22	4.0 MSS
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	DS1/DS3										05/16	2.6 MSS
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(days)	DS1/DS3	0.33	1			0.000					06/22	4.0 MSS
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	R&B	3.63	16,374	3.55	176	5.533	0.41928	0.1802	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	R&B	0.77	184,181	0.56	2,312	1.289	0.02698	7.6990	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(days)	R&B	0.33	116,666	0.33	1,624	0.000	0.00000		YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/AL(days)	R&B	1.53	67,515	1.11	688	1.904	0.07296	5.7603	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	R&B	6.27	56	2.00	3	7.655	4.53646	0.9421	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	R&B	1.54	43			2.446					05/16	2.6 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(days)	R&B	3.90	61			10.620					06/22	4.0 MSS
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(days)	R&B	0.33	22			0.000					05/16	2.6 MSS
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					06/22	4.0 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(days)	R&B	2.81	21			3.043					05/16	2.6 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(days)	R&B	6.05	36			13.047					06/22	4.0 MSS
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/AL(days)	R&B&D - Disp	5.11	17,339	12.75	4	11.004	5.50270	-1.3878	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/AL(days)	R&B&D - Disp	5.11	17,339			15.314					05/16	2.6 MSS
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					06/22	4.0 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/AL(days)	R&B&D - Disp	7.04	59			8.294					05/16	2.6 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/AL(days)	R&B&D - Disp	6.56	60			7.665					06/22	4.0 MSS
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/AL(days)	R&B&D - Disp	7.04	59			18.324					05/16	2.6 MSS
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					06/22	4.0 MSS
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/AL(days)	ISDN - BRI	16.95	77	9.89	27	11.996	2.68292	2.6315	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/AL(days)	ISDN - BRI	1.87	98			2.548					05/16	2.6 MSS
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/AL(days)	ISDN - BRI	1.92	76			2.874					06/22	4.0 MSS
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/AL(days)	ADSL to Retail	11.40	788	4.00	1	21.782	21.79612	0.3395	YES		05/16	2.6 MSS
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	8.17088	0.7258	YES		06/22	4.0 MSS
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/AL(days)	ADSL to Retail	3.66	1,229	2.67	5	0.842	0.37709	2.6253	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	R&B - Disp	3.63	16,374	4.15	27	5.533	1.06564	-0.4897	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(days)	R&B - Disp	3.63	16,374			1.289					05/16	2.6 MSS
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					06/22	4.0 MSS
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	R&B - Disp	6.27	56	6.00	1	7.655	7.72305	0.0354	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(days)	R&B - Disp	6.27	56			2.446					05/16	2.6 MSS
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					06/22	4.0 MSS
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	16,002			5.287					05/16	2.6 MSS
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					06/22	4.0 MSS
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	67,203			1.904					05/16	2.6 MSS
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					06/22	4.0 MSS
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(days)	R&B (POTS) excl SB Or	5.39	47			5.528					05/16	2.6 MSS
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					06/22	4.0 MSS

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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			3.043				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(days)	R&B - Disp	3.63	16,374			5.533				05/16	2.6	MSS
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				06/22	4.0	MSS
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	16,374			1.289				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(days)	R&B - Disp	6.27	56			7.655				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(days)	R&B - Disp	6.27	56			2.446				05/16	2.6	MSS
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				06/22	4.0	MSS
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	16,002			5.287				05/16	2.6	MSS
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				06/22	4.0	MSS
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	67,203			1.904				05/16	2.6	MSS
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				06/22	4.0	MSS
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	5.39	47			5.528				05/16	2.6	MSS
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				06/22	4.0	MSS
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			3.043				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	R&B - Disp	3.63	16,374	4.67	6	5.533	2.25912	-0.4605	YES	05/16	2.6	MSS
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	4.88	7	5.522	2.08757	-0.5899	YES	06/22	4.0	MSS
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	16,374			1.289				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(days)	R&B - Disp	6.27	56			7.655				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(days)	R&B - Disp	6.27	56			2.446				05/16	2.6	MSS
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				06/22	4.0	MSS
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	16,002			5.287				05/16	2.6	MSS
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				06/22	4.0	MSS
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	67,203			1.904				05/16	2.6	MSS
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				06/22	4.0	MSS
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	5.39	47			5.528				05/16	2.6	MSS
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				06/22	4.0	MSS
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			3.043				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/AL(days)	Design	30.35	965	5.50	2	31.335	22.18000	1.1203	YES	05/16	2.6	MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/AL(days)	Design	27.80	1,001			30.253				06/22	4.0	MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/AL(days)	Design	8.17	123			15.314				05/16	2.6	MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/AL(days)	Design	5.31	350			9.682				06/22	4.0	MSS
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/AL(days)	Design	21.33	3			7.767				05/16	2.6	MSS
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/AL(days)	Design	17.00	2			2.628				06/22	4.0	MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Design	9.52	18			18.324				05/16	2.6	MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/AL(days)	Design									06/22	4.0	MSS
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/AL(days)	R&B	3.63	16,374	6.00	5	5.533	2.47466	-0.9592	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	R&B	0.77	184,181	0.33	1	1.289	1.28937	0.3407	YES	05/16	2.6	MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/AL(days)	R&B	0.77	184,881			1.292				06/22	4.0	MSS
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/AL(days)	R&B	6.27	56			7.655				05/16	2.6	MSS
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/AL(days)	R&B	6.20	58			7.531				06/22	4.0	MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	R&B	1.54	43			2.446				05/16	2.6	MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/AL(days)	R&B	3.90	61			10.620				06/22	4.0	MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,002			5.287				05/16	2.6	MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,880			5.252				06/22	4.0	MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	183,496	0.33	1	1.288	1.28752	0.3402	YES	05/16	2.6	MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	184,024	0.33	1	1.289	1.28851	0.3407	YES	06/22	4.0	MSS
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.39	47			5.528				05/16	2.6	MSS
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.33	49			5.419				06/22	4.0	MSS
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,002			5.287				05/16	2.6	MSS
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/AL(days)	R&B (POTS)	3.55	16,880			5.252				06/22	4.0	MSS
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	183,496	0.53	838	1.288	0.04458	5.4158	YES	05/16	2.6	MSS
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	R&B (POTS)	0.77	184,024	0.53	796	1.289	0.04576	5.3818	YES	06/22	4.0	MSS
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.39	47			5.528				05/16	2.6	MSS
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/AL(days)	R&B (POTS)	5.33	49			5.419				06/22	4.0	MSS
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Digital Loop < DS1	12.26	1,024	6.84	61	19.733	2.60071	2.0642	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(days)	Digital Loop < DS1	3.77	1,559			2.648				05/16	2.6	MSS
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				06/22	4.0	MSS
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Digital Loop >= DS1	25.70	154	5.88	50	30.083	4.89650	4.0475	YES	05/16	2.6	MSS

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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	06/22 4.0 MSS							
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(days)	Digital Loop >= DS1	5.34	88			14.625				05/16 2.6 MSS							
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				06/22 4.0 MSS							
	Held Orders																		
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/AL(days)	R&B (POTS)	19.55	53			32.518				05/16 2.6 MSS							
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/AL(days)	R&B (POTS)	47.40	10			52.585				06/22 4.0 MSS							
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/AL(days)	R&B (POTS)	14.40	5			22.165				05/16 2.6 MSS							
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/AL(days)	R&B (POTS)	0.00	0							06/22 4.0 MSS							
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/AL(days)	R&B (POTS)	3.00	1			0.000				05/16 2.6 MSS							
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/AL(days)	R&B (POTS)	0.00	0							06/22 4.0 MSS							
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/AL(days)	R&B	19.55	53	4.00	1	32.518	32.82312	0.4737	YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/AL(days)	R&B	14.40	5	0.00	0	22.165			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/AL(days)	R&B	3.00	1	0.00	0	0.000			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/AL(days)	R&B&D - Disp	19.26	61	0.00	0	30.571			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/AL(days)	R&B&D - Disp	4.33	3	0.00	0	1.528			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/AL(days)	R&B&D - Disp	3.00	1			0.000				05/16 2.6 MSS							
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/AL(days)	R&B&D - Disp	0.00	0							06/22 4.0 MSS							
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/AL(days)	ADSL to Retail	29.86	28	0.00	0	27.077			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/AL(days)	ADSL to Retail	4.50	2	0.00	0	2.121			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/AL(days)	ISDN - BRI	17.38	8	0.00	0	12.293			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/AL(days)	ADSL to Retail	29.86	28	0.00	0	27.077			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/AL(days)	ADSL to Retail	4.50	2	0.00	0	2.121			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/AL(days)	R&B - Disp	19.55	53	0.00	0	32.518			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/AL(days)	R&B - Disp	14.40	5	0.00	0	22.165			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/AL(days)	R&B - Disp	3.00	1	0.00	0	0.000			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/AL(days)	R&B (POTS) excl SB Or	19.55	53			32.518				05/16 2.6 MSS							
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				06/22 4.0 MSS							
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/AL(days)	R&B (POTS) excl SB Or	14.40	5			22.165				05/16 2.6 MSS							
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							06/22 4.0 MSS							
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/AL(days)	R&B (POTS) excl SB Or	3.00	1			0.000				05/16 2.6 MSS							
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							06/22 4.0 MSS							
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/AL(days)	R&B - Disp	19.55	53			32.518				05/16 2.6 MSS							
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				06/22 4.0 MSS							
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/AL(days)	R&B - Disp	14.40	5			22.165				05/16 2.6 MSS							
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							06/22 4.0 MSS							
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/AL(days)	R&B - Disp	3.00	1			0.000				05/16 2.6 MSS							
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							06/22 4.0 MSS							
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	19.55	53			32.518				05/16 2.6 MSS							
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				06/22 4.0 MSS							
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	14.40	5			22.165				05/16 2.6 MSS							
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							06/22 4.0 MSS							
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	3.00	1			0.000				05/16 2.6 MSS							
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							06/22 4.0 MSS							
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/AL(days)	R&B - Disp	19.55	53	0.00	0	32.518			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/AL(days)	R&B - Disp	14.40	5	0.00	0	22.165			YES	05/16 2.6 MSS							
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	06/22 4.0 MSS							
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/AL(days)	R&B - Disp	3.00	1			0.000				05/16 2.6 MSS							
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							06/22 4.0 MSS							
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	19.55	53			32.518				05/16 2.6 MSS							
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				06/22 4.0 MSS							
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	14.40	5			22.165				05/16 2.6 MSS							
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							06/22 4.0 MSS							
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	3.00	1			0.000				05/16 2.6 MSS							
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							06/22 4.0 MSS							

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B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/AL(days)	Design	17.38	8	0.00	0	12.293			YES	05/16 2.6 MSS
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/AL(days)	Design	48.00	1			0.000				06/22 4.0 MSS
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/AL(days)	Design	0.00	0	0.00	0				YES	05/16 2.6 MSS
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/AL(days)	Design	0.00	0							06/22 4.0 MSS
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/AL(days)	Design	0.00	0	0.00	0				YES	05/16 2.6 MSS
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/AL(days)	Design	0.00	0							06/22 4.0 MSS
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/AL(days)	R&B	19.55	53	0.00	0	32.518			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/AL(days)	R&B	14.40	5	0.00	0	22.165			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/AL(days)	R&B	3.00	1			0.000				05/16 2.6 MSS
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/AL(days)	R&B	0.00	0							06/22 4.0 MSS
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/AL(days)	R&B (POTS)	19.55	53	0.00	0	32.518			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/AL(days)	R&B (POTS)	14.40	5	0.00	0	22.165			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/AL(days)	R&B (POTS)	3.00	1			0.000				05/16 2.6 MSS
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/AL(days)	R&B (POTS)	0.00	0							06/22 4.0 MSS
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/AL(days)	R&B (POTS)	19.55	53	0.00	0	32.518			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/AL(days)	R&B (POTS)	14.40	5	0.00	0	22.165			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/AL(days)	R&B (POTS)	3.00	1	0.00	0	0.000			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/AL(days)	Digital Loop < DS1	27.08	36	0.00	0	24.970			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/AL(days)	Digital Loop < DS1	6.33	3	0.00	0	3.512			YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/AL(days)	Digital Loop >= DS1	6.00	1	5.00	1	0.000	0.00000		YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/AL(days)	Digital Loop >= DS1	0.00	0	7.00	1				NO	05/16 2.6 MSS
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	06/22 4.0 MSS
		% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/AL(%)	R&B (POTS)	0.44%	211,986							05/16 2.6 MSS
B.2.5.1	P-2	Switch Ports/AL(%)	R&B (POTS)	0.44%	223,015							06/22 4.0 MSS
B.2.5.2	P-2	Local Interoffice Transport/AL(%)	DS1/ DS3 - Interoffice	31.93%	451							05/16 2.6 MSS
B.2.5.2	P-2	Local Interoffice Transport/AL(%)	DS1/ DS3 - Interoffice	41.27%	395							06/22 4.0 MSS
B.2.5.3	P-2	Loop + Port Combinations/AL(%)	R&B	0.45%	213,107	0.57%	3,362		0.00116	-0.9851	YES	05/16 2.6 MSS
B.2.5.3	P-2	Loop + Port Combinations/AL(%)	R&B	0.45%	224,094	0.60%	3,348		0.00117	-1.2558	YES	06/22 4.0 MSS
B.2.5.4	P-2	Combo Other/AL(%)	R&B&D - Disp	5.32%	19,670	50.00%	2		0.15867	-2.8160	NO	05/16 2.6 MSS
B.2.5.4	P-2	Combo Other/AL(%)	R&B&D - Disp	5.88%	19,503							06/22 4.0 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	ADSL to Retail	9.97%	2,747	0.00%	46		0.04455	2.2389	YES	05/16 2.6 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	ADSL to Retail	10.69%	2,590							06/22 4.0 MSS
B.2.5.6	P-2	UNE ISDN/AL(%)	ISDN - BRI	13.23%	189	19.35%	31		0.06565	-0.9333	YES	05/16 2.6 MSS
B.2.5.6	P-2	UNE ISDN/AL(%)	ISDN - BRI	8.33%	180	18.52%	27		0.05704	-1.7656	NO	06/22 4.0 MSS
B.2.5.7	P-2	Line Sharing/AL(%)	ADSL to Retail	9.97%	2,747	0.00%	7		0.11341	0.6795	YES	05/16 2.6 MSS
B.2.5.7	P-2	Line Sharing/AL(%)	ADSL to Retail	10.69%	2,590	0.00%	4		0.15464	0.6918	YES	06/22 4.0 MSS
B.2.5.8	P-2	2W Analog Loop Design/AL(%)	R&B - Disp	0.45%	213,107	6.90%	29		0.01244	-5.1833	NO	05/16 2.6 MSS
B.2.5.8	P-2	2W Analog Loop Design/AL(%)	R&B - Disp	0.45%	224,094	7.14%	28		0.01287	-5.2834	NO	06/22 4.0 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	95,624							05/16 2.6 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	100,176							06/22 4.0 MSS
B.2.5.10	P-2	2W Analog Loop w/INP Design/AL(%)	R&B - Disp	0.45%	213,107							05/16 2.6 MSS
B.2.5.10	P-2	2W Analog Loop w/INP Design/AL(%)	R&B - Disp	0.45%	224,094							06/22 4.0 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	95,624							05/16 2.6 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	100,176							06/22 4.0 MSS
B.2.5.12	P-2	2W Analog Loop w/LNP Design/AL(%)	R&B - Disp	0.45%	213,107	5.56%	18		0.01578	-3.2342	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	95,624							05/16 2.6 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/AL(%)	R&B (POTS) excl SB Or	0.98%	100,176							06/22 4.0 MSS
B.2.5.14	P-2	Other Design/AL(%)	Design	6.97%	1,233	0.00%	3		0.14724	0.4737	YES	05/16 2.6 MSS
B.2.5.14	P-2	Other Design/AL(%)	Design	11.33%	1,200							06/22 4.0 MSS
B.2.5.15	P-2	Other Non-Design/AL(%)	R&B	0.45%	213,107	0.00%	1		0.06697	0.0673	YES	05/16 2.6 MSS
B.2.5.15	P-2	Other Non-Design/AL(%)	R&B	0.45%	224,094							06/22 4.0 MSS
B.2.5.16	P-2	INP (Standalone)/AL(%)	R&B (POTS)	0.44%	211,986	0.00%	1		0.06630	0.0666	YES	05/16 2.6 MSS
B.2.5.16	P-2	INP (Standalone)/AL(%)	R&B (POTS)	0.44%	223,015	0.00%	1		0.06635	0.0666	YES	06/22 4.0 MSS
B.2.5.17	P-2	LNP (Standalone)/AL(%)	R&B (POTS)	0.44%	211,986	0.00%	591		0.00273	1.6167	YES	05/16 2.6 MSS
B.2.5.17	P-2	LNP (Standalone)/AL(%)	R&B (POTS)	0.44%	223,015	0.00%	574		0.00277	1.5945	YES	06/22 4.0 MSS

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B.2.5.18	P-2	Digital Loop < DS1/AL(%)	Digital Loop < DS1	10.31%	3,336	7.79%	77		0.03505	0.7188	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.5.19	P-2	Digital Loop >= DS1/AL(%)	Digital Loop >= DS1	4.81%	291	62.69%	67		0.02900	-19.9584	NO	05/16	2.6	MSS
B.2.5.19	P-2	Digital Loop >= DS1/AL(%)	Digital Loop >= DS1	7.76%	245	75.86%	58		0.03908	-17.4382	NO	06/22	4.0	MSS
		% Jeopardies - Non-Mechanized												
B.2.6.3	P-2	Loop + Port Combinations/AL(%)	Diagnostic			0.00%	71				Diagnostic	05/16	2.6	MSS
B.2.6.3	P-2	Loop + Port Combinations/AL(%)	Diagnostic			0.00%	166				Diagnostic	06/22	4.0	MSS
B.2.6.4	P-2	Combo Other/AL(%)	Diagnostic			60.00%	5				Diagnostic	05/16	2.6	MSS
B.2.6.4	P-2	Combo Other/AL(%)	Diagnostic			42.86%	7				Diagnostic	06/22	4.0	MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			7.69%	13				Diagnostic	05/16	2.6	MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			0.00%	50				Diagnostic	06/22	4.0	MSS
B.2.6.6	P-2	UNE ISDN/AL(%)	Diagnostic			0.00%	2				Diagnostic	05/16	2.6	MSS
B.2.6.6	P-2	UNE ISDN/AL(%)	Diagnostic			0.00%	3				Diagnostic	06/22	4.0	MSS
B.2.6.7	P-2	Line Sharing/AL(%)	Diagnostic								Diagnostic	05/16	2.6	MSS
B.2.6.7	P-2	Line Sharing/AL(%)	Diagnostic			0.00%	62				Diagnostic	06/22	4.0	MSS
B.2.6.17	P-2	LNP (Standalone)/AL(%)	Diagnostic			0.00%	257				Diagnostic	05/16	2.6	MSS
B.2.6.17	P-2	LNP (Standalone)/AL(%)	Diagnostic			0.00%	230				Diagnostic	06/22	4.0	MSS
B.2.6.18	P-2	Digital Loop < DS1/AL(%)	Diagnostic			7.69%	13				Diagnostic	05/16	2.6	MSS
B.2.6.18	P-2	Digital Loop < DS1/AL(%)	Diagnostic			0.00%	51				Diagnostic	06/22	4.0	MSS
B.2.6.19	P-2	Digital Loop >= DS1/AL(%)	Diagnostic			66.67%	15				Diagnostic	05/16	2.6	MSS
B.2.6.19	P-2	Digital Loop >= DS1/AL(%)	Diagnostic			68.75%	16				Diagnostic	06/22	4.0	MSS
		Average Jeopardy Notice Interval - Mechanized												
B.2.8.3	P-2	Loop + Port Combinations/AL(hours)	>= 48 hrs			105.49	16				YES	05/16	2.6	MSS
B.2.8.3	P-2	Loop + Port Combinations/AL(hours)	>= 48 hrs			115.43	17				YES	06/22	4.0	MSS
B.2.8.4	P-2	Combo Other/AL(hours)	>= 48 hrs			219.47	1				YES	05/16	2.6	MSS
B.2.8.4	P-2	Combo Other/AL(hours)	>= 48 hrs									06/22	4.0	MSS
B.2.8.6	P-2	UNE ISDN/AL(hours)	>= 48 hrs			272.00	6				YES	05/16	2.6	MSS
B.2.8.6	P-2	UNE ISDN/AL(hours)	>= 48 hrs			258.78	5				YES	06/22	4.0	MSS
B.2.8.18	P-2	Digital Loop < DS1/AL(hours)	>= 48 hrs			272.00	6				YES	05/16	2.6	MSS
B.2.8.18	P-2	Digital Loop < DS1/AL(hours)	>= 48 hrs			258.78	5				YES	06/22	4.0	MSS
B.2.8.19	P-2	Digital Loop >= DS1/AL(hours)	>= 48 hrs			210.51	42				YES	05/16	2.6	MSS
B.2.8.19	P-2	Digital Loop >= DS1/AL(hours)	>= 48 hrs			225.76	44				YES	06/22	4.0	MSS
		Average Jeopardy Notice Interval - Non-Mechanized												
B.2.9.4	P-2	Combo Other/AL(hours)	Diagnostic			329.14	3				Diagnostic	05/16	2.6	MSS
B.2.9.4	P-2	Combo Other/AL(hours)	Diagnostic			333.48	3				Diagnostic	06/22	4.0	MSS
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(hours)	Diagnostic			49.43	1				Diagnostic	05/16	2.6	MSS
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(hours)	Diagnostic								Diagnostic	06/22	4.0	MSS
B.2.9.18	P-2	Digital Loop < DS1/AL(hours)	Diagnostic			49.43	1				Diagnostic	05/16	2.6	MSS
B.2.9.18	P-2	Digital Loop < DS1/AL(hours)	Diagnostic								Diagnostic	06/22	4.0	MSS
B.2.9.19	P-2	Digital Loop >= DS1/AL(hours)	Diagnostic			194.80	10				Diagnostic	05/16	2.6	MSS
B.2.9.19	P-2	Digital Loop >= DS1/AL(hours)	Diagnostic			196.20	11				Diagnostic	06/22	4.0	MSS
		% Jeopardy Notice >= 48 hours - Mechanized												
B.2.10.3	P-2	Loop + Port Combinations/AL(%)	95% >= 48 hrs			100.00%	16				YES	05/16	2.6	MSS
B.2.10.3	P-2	Loop + Port Combinations/AL(%)	95% >= 48 hrs			100.00%	17				YES	06/22	4.0	MSS
B.2.10.4	P-2	Combo Other/AL(%)	95% >= 48 hrs			100.00%	1				YES	05/16	2.6	MSS
B.2.10.4	P-2	Combo Other/AL(%)	95% >= 48 hrs									06/22	4.0	MSS
B.2.10.6	P-2	UNE ISDN/AL(%)	95% >= 48 hrs			83.33%	6				NO	05/16	2.6	MSS
B.2.10.6	P-2	UNE ISDN/AL(%)	95% >= 48 hrs			80.00%	5				NO	06/22	4.0	MSS
B.2.10.18	P-2	Digital Loop < DS1/AL(%)	95% >= 48 hrs			83.33%	6				NO	05/16	2.6	MSS
B.2.10.18	P-2	Digital Loop < DS1/AL(%)	95% >= 48 hrs			80.00%	5				NO	06/22	4.0	MSS
B.2.10.19	P-2	Digital Loop >= DS1/AL(%)	95% >= 48 hrs			100.00%	42				YES	05/16	2.6	MSS
B.2.10.19	P-2	Digital Loop >= DS1/AL(%)	95% >= 48 hrs			100.00%	44				YES	06/22	4.0	MSS
		% Jeopardy Notice >= 48 hours - Non-Mechanized												
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic			100.00%	1				Diagnostic	05/16	2.6	MSS
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/AL(%)	Diagnostic								Diagnostic	06/22	4.0	MSS
B.2.11.18	P-2	Digital Loop < DS1/AL(%)	Diagnostic			100.00%	1				Diagnostic	05/16	2.6	MSS
B.2.11.18	P-2	Digital Loop < DS1/AL(%)	Diagnostic								Diagnostic	06/22	4.0	MSS
B.2.11.19	P-2	Digital Loop >= DS1/AL(%)	Diagnostic			100.00%	10				Diagnostic	05/16	2.6	MSS
B.2.11.19	P-2	Digital Loop >= DS1/AL(%)	Diagnostic			100.00%	11				Diagnostic	06/22	4.0	MSS
		% Provisioning Troubles within 7 Days - Hot Cuts												
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/AL(%)	<= 5%			0.00%	57				YES	05/16	2.6	MSS
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/AL(%)	<= 5%									06/22	4.0	MSS
		% Missed Installation Appointments												
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.94%	17,745							05/16	2.6	MSS
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.82%	18,708							06/22	4.0	MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.09%	193,924							05/16	2.6	MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.10%	204,914							06/22	4.0	MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	8.16%	49							05/16	2.6	MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	9.80%	51							06/22	4.0	MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/AL(%)	DS1/DS3	0.25%	401							05/16	2.6	MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/AL(%)	DS1/DS3	0.25%	405							06/22	4.0	MSS

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B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(%)	DS1/DS3										05/16 2.6 MSS
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(%)	DS1/DS3	0.00%	1								06/22 4.0 MSS
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/AL(%)	R&B	4.96%	18,117	4.38%	297		0.01270	0.4606	YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(%)	R&B	0.09%	194,609	0.16%	3,125		0.00055	-1.2061	YES		05/16 2.6 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(%)	R&B	0.10%	205,562	0.19%	3,226		0.00055	-1.6263	YES		06/22 4.0 MSS
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(%)	R&B	0.00%	116,719	0.00%	1,629		0.00007	0.1173	YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/AL(%)	R&B	0.23%	77,890	0.33%	1,496		0.00126	-0.8104	YES		05/16 2.6 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/AL(%)	R&B	0.24%	82,390	0.36%	1,537		0.00126	-1.1904	YES		06/22 4.0 MSS
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/AL(%)	R&B	6.90%	58	0.00%	4		0.13099	0.5265	YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(%)	R&B	0.00%	43								05/16 2.6 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(%)	R&B	0.00%	84								06/22 4.0 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(%)	R&B	0.00%	22								05/16 2.6 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(%)	R&B	0.00%	23								06/22 4.0 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(%)	R&B	0.00%	21								05/16 2.6 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(%)	R&B	0.00%	41								06/22 4.0 MSS
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/AL(%)	R&B&D - Disp	5.00%	19,100	16.67%	6		0.08899	-1.3110	YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/AL(%)	R&B&D - Disp	5.00%	19,100								05/16 2.6 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/AL(%)	R&B&D - Disp	4.94%	20,099								06/22 4.0 MSS
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/AL(%)	R&B&D - Disp	6.56%	61								05/16 2.6 MSS
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/AL(%)	R&B&D - Disp	6.06%	62								06/22 4.0 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/AL(%)	R&B&D - Disp	6.56%	61								05/16 2.6 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/AL(%)	R&B&D - Disp	6.06%	62								06/22 4.0 MSS
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(%)	ADSL to Retail	22.12%	1,311	1.92%	52		0.05869	3.4415	YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1,440								05/16 2.6 MSS
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								06/22 4.0 MSS
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/AL(%)	ISDN - BRI	16.67%	78	3.03%	33		0.07739	1.7620	YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN - BRI	0.00%	98								05/16 2.6 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN - BRI	0.00%	112								06/22 4.0 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/AL(%)	ADSL to Retail	22.12%	1,311	0.00%	1		0.41522	0.5327	YES		05/16 2.6 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/AL(%)	ADSL to Retail	21.81%	1,348	14.28%	7		0.15649	0.4808	YES		06/22 4.0 MSS
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	0.00%	1,440	0.00%	6		0.00000		YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	4.96%	18,117	0.00%	46		0.03206	1.5478	YES		05/16 2.6 MSS
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		06/22 4.0 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	4.96%	18,117								05/16 2.6 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	4.94%	19,078								06/22 4.0 MSS
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	6.90%	58	0.00%	1		0.25557	0.2698	YES		05/16 2.6 MSS
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		0.27668	0.2990	YES		06/22 4.0 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	6.90%	58								05/16 2.6 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	8.33%	60								06/22 4.0 MSS
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	4.94%	17,745								05/16 2.6 MSS
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								06/22 4.0 MSS
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	0.23%	77,578								05/16 2.6 MSS
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								06/22 4.0 MSS
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	8.16%	49								05/16 2.6 MSS
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								06/22 4.0 MSS
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	4.96%	18,117								05/16 2.6 MSS
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								06/22 4.0 MSS
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	4.96%	18,117								05/16 2.6 MSS
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								06/22 4.0 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	6.90%	58								05/16 2.6 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	8.33%	60								06/22 4.0 MSS
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	6.90%	58								05/16 2.6 MSS
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								06/22 4.0 MSS
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	4.94%	17,745								05/16 2.6 MSS
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								06/22 4.0 MSS
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	0.23%	77,578								05/16 2.6 MSS
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								06/22 4.0 MSS
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	8.16%	49								05/16 2.6 MSS
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								06/22 4.0 MSS
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	4.96%	18,117	0.00%	20		0.04859	1.0213	YES		05/16 2.6 MSS

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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	06/22	4.0	MSS
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	4.96%	18,117							05/16	2.6	MSS
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							06/22	4.0	MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	6.90%	58							05/16	2.6	MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	8.33%	60							06/22	4.0	MSS
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	6.90%	58							05/16	2.6	MSS
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							06/22	4.0	MSS
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	4.94%	17,745							05/16	2.6	MSS
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							06/22	4.0	MSS
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	0.23%	77,578							05/16	2.6	MSS
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							06/22	4.0	MSS
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	8.16%	49							05/16	2.6	MSS
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							06/22	4.0	MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/AL(%)	Design	5.70%	983	0.00%	3		0.13402	0.4251	YES	05/16	2.6	MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/AL(%)	Design	5.00%	1,021							06/22	4.0	MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/AL(%)	Design	0.81%	124							05/16	2.6	MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/AL(%)	Design	0.00%	350							06/22	4.0	MSS
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/AL(%)	Design	0.00%	3							05/16	2.6	MSS
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/AL(%)	Design	0.00%	2							06/22	4.0	MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/AL(%)	Design	0.00%	21							05/16	2.6	MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/AL(%)	Design									06/22	4.0	MSS
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/AL(%)	R&B	4.96%	18,117	0.00%	5		0.09713	0.5109	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/AL(%)	R&B	0.09%	194,609	0.00%	1		0.03057	0.0306	YES	05/16	2.6	MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/AL(%)	R&B	0.10%	205,582							06/22	4.0	MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/AL(%)	R&B	6.90%	58							05/16	2.6	MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/AL(%)	R&B	8.33%	60							06/22	4.0	MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/AL(%)	R&B	0.00%	43							05/16	2.6	MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/AL(%)	R&B	0.00%	64							06/22	4.0	MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.94%	17,745							05/16	2.6	MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.92%	18,706							06/22	4.0	MSS
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.09%	193,924	0.00%	1		0.03054	0.0306	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	8.16%	49							05/16	2.6	MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	9.80%	51							06/22	4.0	MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.94%	17,745							05/16	2.6	MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	4.92%	18,706							06/22	4.0	MSS
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	0.09%	193,924	0.00%	843		0.00105	0.8855	YES	05/16	2.6	MSS
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	-0.2816	YES	06/22	4.0	MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	8.16%	49							05/16	2.6	MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	9.80%	51							06/22	4.0	MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/AL(%)	Digital Loop < DS1	20.32%	1,550	2.41%	83		0.04534	3.9511	YES	05/16	2.6	MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/AL(%)	Digital Loop < DS1	20.18%	1,575	2.41%	83		0.04521	3.9331	YES	06/22	4.0	MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	0.00%	1,768							05/16	2.6	MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	0.00%	1,869							06/22	4.0	MSS
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/AL(%)	Digital Loop >= DS1	1.24%	161	10.53%	76		0.01541	-6.0228	NO	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	89							05/16	2.6	MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	105							06/22	4.0	MSS
		% Provisioning Troubles within 30 Days												
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/AL(%)	R&B (POTS)	5.78%	16,720							05/16	2.6	MSS
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/AL(%)	R&B (POTS)	10.54%	17,670							06/22	4.0	MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	3.01%	189,146							05/16	2.6	MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	2.92%	200,240							06/22	4.0	MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	0.00%	48							05/16	2.6	MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	16.00%	50							06/22	4.0	MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/AL(%)	DS1/DS3	3.46%	463							05/16	2.6	MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/AL(%)	DS1/DS3	7.10%	465							06/22	4.0	MSS
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/AL(%)	R&B	5.70%	17,024	5.78%	277		0.01404	-0.0558	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(%)	R&B	3.01%	189,743	4.05%	2,861		0.00322	-3.2498	NO	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(%)	R&B	3.12%	112,772	4.35%	1,425		0.00483	-2.6661	NO	05/16	2.6	MSS
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	06/22	4.0	MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/AL(%)	R&B	2.85%	76,971	3.76%	1,436		0.00443	-2.0499	NO	05/16	2.6	MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/AL(%)	R&B	2.68%	81,794	4.70%	1,488		0.00425	-4.7668	NO	06/22	4.0	MSS
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/AL(%)	R&B	1.59%	63	0.00%	4		0.06445	0.2463	YES	05/16	2.6	MSS
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	06/22	4.0	MSS

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B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(%)	R&B	8.00%	50	0.00%	1		0.27399	0.2920	YES	05/16 2.6 MSS
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	-2.9081	NO	06/22 4.0 MSS
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(%)	R&B	4.17%	24							05/16 2.6 MSS
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(%)	R&B	16.00%	25							06/22 4.0 MSS
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(%)	R&B	11.54%	26	0.00%	1		0.32557	0.3544	YES	05/16 2.6 MSS
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	-3.5834	NO	06/22 4.0 MSS
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/AL(%)	R&B&D - Disp	5.51%	18,032	12.50%	8		0.08067	-0.8669	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/AL(%)	R&B&D - Disp	5.51%	18,032							05/16 2.6 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/AL(%)	R&B&D - Disp	10.26%	18,906							06/22 4.0 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/AL(%)	R&B&D - Disp	1.43%	70							05/16 2.6 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/AL(%)	R&B&D - Disp	18.57%	70							06/22 4.0 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/AL(%)	R&B&D - Disp	1.43%	70							05/16 2.6 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/AL(%)	R&B&D - Disp	18.57%	70							06/22 4.0 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(%)	ADSL to Retail	7.77%	1,030	7.14%	28		0.05126	0.1217	YES	05/16 2.6 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(%)	ADSL to Retail	2.84%	1,059	7.14%	28		0.03072	-1.4845	YES	06/22 4.0 MSS
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	10.17%	1,455							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(%)	ADSL to Retail	0.00%	4							05/16 2.6 MSS
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL(%)	ADSL to Retail	0.00%	3							06/22 4.0 MSS
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/AL(%)	ISDN - BRI	4.59%	109	11.11%	27		0.04497	-1.4506	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN - BRI	4.30%	93							05/16 2.6 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/AL(%)	ISDN - BRI	2.17%	92							06/22 4.0 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/AL(%)	ADSL to Retail	7.77%	1,030	100.00%	1		0.26778	-3.4443	NO	05/16 2.6 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/AL(%)	ADSL to Retail	2.84%	1,059	28.57%	7		0.06084	-4.2615	NO	06/22 4.0 MSS
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/AL(%)	ADSL to Retail	10.17%	1,455	0.00%	7		0.11452	0.8882	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/AL(%)	ADSL to Retail	0.00%	4							05/16 2.6 MSS
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/AL(%)	ADSL to Retail	0.00%	3							06/22 4.0 MSS
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	5.70%	17,024	13.33%	45		0.03460	-2.2068	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	5.70%	17,024							05/16 2.6 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	10.40%	18,065							06/22 4.0 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	1.59%	63							05/16 2.6 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	18.46%	65							06/22 4.0 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	1.59%	63							05/16 2.6 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	18.46%	65							06/22 4.0 MSS
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	5.78%	16,720							05/16 2.6 MSS
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%	17,870							06/22 4.0 MSS
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL(%)	R&B (POTS) excl SB Or	2.85%	76,771							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(%)	R&B (POTS) excl SB Or	0.00%	48							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	5.70%	17,024							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	5.70%	17,024							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	1.59%	63							05/16 2.6 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	18.46%	65							06/22 4.0 MSS
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	1.59%	63							05/16 2.6 MSS
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							06/22 4.0 MSS
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	5.78%	16,720							05/16 2.6 MSS
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%	17,870							06/22 4.0 MSS
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	2.85%	76,771							05/16 2.6 MSS
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							06/22 4.0 MSS
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	0.00%	48							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(%)	R&B - Disp	5.70%	17,024	0.00%	24		0.04735	1.2034	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(%)	R&B - Disp	5.70%	17,024							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	1.59%	63							05/16 2.6 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(%)	R&B - Disp	18.46%	65							06/22 4.0 MSS
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(%)	R&B - Disp	1.59%	63							05/16 2.6 MSS
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							06/22 4.0 MSS
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	5.78%	16,720							05/16 2.6 MSS

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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							06/22 4.0 MSS
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	2.85%	76,771							05/16 2.6 MSS
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							06/22 4.0 MSS
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	0.00%	48							05/16 2.6 MSS
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							06/22 4.0 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/AL(%)	Design	2.28%	1,008	0.00%	3		0.08634	0.2643	YES	05/16 2.6 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/AL(%)	Design	7.13%	841							06/22 4.0 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/AL(%)	Design	0.22%	453							05/16 2.6 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/AL(%)	Design	2.74%	328							06/22 4.0 MSS
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/AL(%)	Design	0.00%	7							05/16 2.6 MSS
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/AL(%)	Design	20.00%	5							06/22 4.0 MSS
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/AL(%)	Design	0.00%	20							05/16 2.6 MSS
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/AL(%)	Design	0.00%	1							06/22 4.0 MSS
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/AL(%)	R&B	5.70%	17,024	0.00%	5		0.10368	0.5496	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/AL(%)	R&B	3.01%	189,743	0.00%	1		0.17083	0.1761	YES	05/16 2.6 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/AL(%)	R&B	2.92%	201,094							06/22 4.0 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/AL(%)	R&B	1.59%	63							05/16 2.6 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/AL(%)	R&B	18.46%	65							06/22 4.0 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/AL(%)	R&B	8.00%	50							05/16 2.6 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/AL(%)	R&B	10.45%	67							06/22 4.0 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	5.78%	16,720							05/16 2.6 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	10.54%	17,670							06/22 4.0 MSS
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	3.01%	189,146	0.00%	1		0.17097	0.1763	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	0.00%	48							05/16 2.6 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	16.00%	50							06/22 4.0 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	5.78%	16,720							05/16 2.6 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/AL(%)	R&B (POTS)	10.54%	17,670							06/22 4.0 MSS
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(%)	R&B (POTS)	3.01%	189,146	0.00%	908		0.00569	5.2994	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	0.00%	48							05/16 2.6 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/AL(%)	R&B (POTS)	16.00%	50							06/22 4.0 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/AL(%)	Digital Loop < DS1	6.98%	1,275	7.41%	54		0.03540	-0.1206	YES	05/16 2.6 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/AL(%)	Digital Loop < DS1	3.58%	1,293	7.41%	54		0.02573	-1.4964	YES	06/22 4.0 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	8.91%	1,705							05/16 2.6 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop < DS1	2.32%	1,764							06/22 4.0 MSS
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/AL(%)	Digital Loop < DS1	0.00%	4							05/16 2.6 MSS
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/AL(%)	Digital Loop < DS1	0.00%	3							06/22 4.0 MSS
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/AL(%)	Digital Loop >= DS1	0.25%	399	12.20%	82		0.00606	-19.7024	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	442							05/16 2.6 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.22%	447							06/22 4.0 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	20							05/16 2.6 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL(%)	Digital Loop >= DS1	0.00%	19							06/22 4.0 MSS
		Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.22	17,722			11.676				05/16 2.6 MSS
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.19	18,591			12.381				06/22 4.0 MSS
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.56	193,615			3.758				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.38	49			4.995				05/16 2.6 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.33	51			4.198				06/22 4.0 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/AL(hours)	DS1/ DS3 - Interoffice	84.24	401			155.960				05/16 2.6 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/AL(hours)	DS1/ DS3 - Interoffice	88.75	396			158.970				06/22 4.0 MSS
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL(hours)	DS1/ DS3 - Interoffice									05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/AL(hours)	R&B	1.35	18,088	0.19	262	13.191	0.82082	1.4132	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(hours)	R&B	0.56	194,298	0.57	3,084	3.797	0.06892	-0.1727	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(hours)	R&B	0.56	116,541	0.53	1,816	3.410	0.08542	0.4478	YES	05/16 2.6 MSS
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	1,803	3.070	0.07717	0.4913	YES	06/22 4.0 MSS
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/AL(hours)	R&B	0.56	77,757	0.62	1,468	4.310	0.11355	-0.6021	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/AL(hours)	R&B	1.52	58	0.02	3	5.459	3.23232	0.4655	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(hours)	R&B	0.47	43			13.088				05/16 2.6 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL(hours)	R&B	0.46	64			0.219				06/22 4.0 MSS

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B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL(hours)	R&B	0.46	22			0.246				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(hours)	R&B	0.47	21			17.776				05/16 2.6 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/AL(hours)	R&B	0.47	41			0.208				06/22 4.0 MSS
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/AL(hours)	R&B&D - Disp	12.74	19,052			131.591				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/AL(hours)	R&B&D - Disp	1.78	61			5.799				05/16 2.6 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/AL(hours)	R&B&D - Disp	1.42	82			4.530				06/22 4.0 MSS
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(hours)	ADSL to Retail	4.44	1,305	7.11	42	22.399	3.51142	-0.7611	YES	05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL(hours)	ADSL to Retail	0.57	1,440			2.796				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/AL(hours)	ISDN - BRI	55.80	78	22.80	31	89.399	18.98104	1.7385	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/AL(hours)	ISDN - BRI	3.94	96			13.608				05/16 2.6 MSS
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/AL(hours)	ISDN - BRI	3.71	110			12.457				06/22 4.0 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL(hours)	ADSL to Retail	4.44	1,305	2.60	1	22.399	22.40756	0.0822	YES	05/16 2.6 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL(hours)	ADSL to Retail	3.57	1,317			14.977				06/22 4.0 MSS
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/AL(hours)	ADSL to Retail	0.57	1,440	0.24	4	2.796	1.40009	0.2406	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/AL(hours)	R&B - Disp	1.35	18,088	3.63	30	13.191	2.41032	-0.9465	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.35	18,088			3.797				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/AL(hours)	R&B - Disp	1.52	58	0.08	1	5.459	5.50599	0.2624	YES	05/16 2.6 MSS
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	0.2504	YES	06/22 4.0 MSS
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.52	58			13.088				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.22	17,722			11.676				05/16 2.6 MSS
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				06/22 4.0 MSS
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	77,446			4.310				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL(hours)	R&B (POTS) excl SB Or	1.38	49			4.995				05/16 2.6 MSS
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				06/22 4.0 MSS
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			17.776				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL(hours)	R&B - Disp	1.35	18,088			13.191				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.35	18,088			3.797				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL(hours)	R&B - Disp	1.52	58			5.459				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.52	58			13.088				05/16 2.6 MSS
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				06/22 4.0 MSS
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	1.22	17,722			11.676				05/16 2.6 MSS
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				06/22 4.0 MSS
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	77,446			4.310				05/16 2.6 MSS
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				06/22 4.0 MSS
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	1.38	49			4.995				05/16 2.6 MSS
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				06/22 4.0 MSS
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			17.776				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(hours)	R&B - Disp	1.35	18,088	28.77	17	13.191	3.20077	-8.5653	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.35	18,088			3.797				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL(hours)	R&B - Disp	1.52	58			5.459				05/16 2.6 MSS
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				06/22 4.0 MSS
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B - Disp	1.52	58			13.088				05/16 2.6 MSS
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				06/22 4.0 MSS
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	1.22	17,722			11.676				05/16 2.6 MSS
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				06/22 4.0 MSS
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	77,446			4.310				05/16 2.6 MSS
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				06/22 4.0 MSS
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	1.38	49			4.995				05/16 2.6 MSS
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				06/22 4.0 MSS
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			17.776				05/16 2.6 MSS

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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				06/22	4.0 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL(hours)	Design	226.33	964	0.02	2	503.916	356.69181	0.6345	YES	05/16	2.6 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL(hours)	Design	238.04	962			472.646				06/22	4.0 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/AL(hours)	Design	60.32	123			153.858				05/16	2.6 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/AL(hours)	Design	10.75	349			76.289				06/22	4.0 MSS
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/AL(hours)	Design	6.77	3			11.697				05/16	2.6 MSS
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/AL(hours)	Design	0.02	2			0.000				06/22	4.0 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/AL(hours)	Design	0.46	21			0.212				05/16	2.6 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/AL(hours)	Design									06/22	4.0 MSS
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/AL(hours)	R&B	1.35	18,088			13.191				05/16	2.6 MSS
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/AL(hours)	R&B	1.29	18,947			13.505				06/22	4.0 MSS
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/AL(hours)	R&B	0.56	194,298	0.28	1	3.797	3.79733	0.0741	YES	05/16	2.6 MSS
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				06/22	4.0 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/AL(hours)	R&B	1.52	58			5.459				05/16	2.6 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/AL(hours)	R&B	1.47	60			4.599				06/22	4.0 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B	0.47	43			13.088				05/16	2.6 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/AL(hours)	R&B	0.46	64			0.219				06/22	4.0 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.22	17,722			11.676				05/16	2.6 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.19	18,591			12.381				06/22	4.0 MSS
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.56	193,615	0.28	1	3.758	3.75810	0.0739	YES	05/16	2.6 MSS
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	3.47187	0.0781	YES	06/22	4.0 MSS
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.38	49			4.995				05/16	2.6 MSS
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.33	51			4.198				06/22	4.0 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.22	17,722			11.676				05/16	2.6 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.19	18,591			12.381				06/22	4.0 MSS
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	R&B (POTS)	0.56	193,615	0.46	583	3.758	0.15588	0.6089	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.38	49			4.995				05/16	2.6 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/AL(hours)	R&B (POTS)	1.33	51			4.198				06/22	4.0 MSS
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/AL(hours)	Digital Loop < DS1	15.79	1,544	13.77	73	62.322	7.46464	0.2695	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL(hours)	Digital Loop < DS1	0.76	1,766			4.187				05/16	2.6 MSS
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				06/22	4.0 MSS
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/AL(hours)	Digital Loop >= DS1	198.36	149	27.13	61	545.268	82.88225	2.0660	YES	05/16	2.6 MSS
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	06/22	4.0 MSS
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL(hours)	Digital Loop >= DS1	20.30	88			70.142				05/16	2.6 MSS
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				06/22	4.0 MSS

Average Completion Notice Interval - Non-Mechanized

B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/AL(hours)	Diagnostic			20.04	35				Diagnostic	05/16	2.6 MSS
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/AL(hours)	Diagnostic			17.59	42				Diagnostic	06/22	4.0 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			15.02	41				Diagnostic	05/16	2.6 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			5.69	129				Diagnostic	06/22	4.0 MSS
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(hours)	Diagnostic			21.69	13				Diagnostic	05/16	2.6 MSS
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL(hours)	Diagnostic			4.26	64				Diagnostic	06/22	4.0 MSS
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/AL(hours)	Diagnostic			11.92	28				Diagnostic	05/16	2.6 MSS
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/AL(hours)	Diagnostic			8.38	45				Diagnostic	06/22	4.0 MSS
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/AL(hours)	Diagnostic			97.96	6				Diagnostic	05/16	2.6 MSS
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/AL(hours)	Diagnostic			100.33	6				Diagnostic	06/22	4.0 MSS
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(hours)	Diagnostic			28.62	10				Diagnostic	05/16	2.6 MSS
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(hours)	Diagnostic			10.11	51				Diagnostic	06/22	4.0 MSS
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/AL(hours)	Diagnostic			29.56	2				Diagnostic	05/16	2.6 MSS
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/AL(hours)	Diagnostic			47.61	3				Diagnostic	06/22	4.0 MSS
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic	05/16	2.6 MSS
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL(hours)	Diagnostic			0.65	7				Diagnostic	06/22	4.0 MSS
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			0.20	2				Diagnostic	05/16	2.6 MSS
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			0.50	52				Diagnostic	06/22	4.0 MSS
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			55.32	16				Diagnostic	05/16	2.6 MSS
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			49.87	17				Diagnostic	06/22	4.0 MSS
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			31.41	3				Diagnostic	05/16	2.6 MSS
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			38.91	2				Diagnostic	06/22	4.0 MSS
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL(hours)	Diagnostic			16.75	1				Diagnostic	05/16	2.6 MSS
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL(hours)	Diagnostic								Diagnostic	06/22	4.0 MSS
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			2.52	260				Diagnostic	05/16	2.6 MSS
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(hours)	Diagnostic			2.75	228				Diagnostic	06/22	4.0 MSS
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/AL(hours)	Diagnostic			29.27	10				Diagnostic	05/16	2.6 MSS
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/AL(hours)	Diagnostic			11.65	52				Diagnostic	06/22	4.0 MSS
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/AL(hours)	Diagnostic			55.45	15				Diagnostic	05/16	2.6 MSS
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/AL(hours)	Diagnostic			52.94	16				Diagnostic	06/22	4.0 MSS

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		Total Service Order Cycle Time - Mechanized								
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic					Diagnostic	05/16	2.6 MSS
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic		3.48	77		Diagnostic	06/22	4.0 MSS
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		3.50	84		Diagnostic	05/16	2.6 MSS
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		0.61	1,519		Diagnostic	06/22	4.0 MSS
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic		0.63	1,595		Diagnostic	05/16	2.6 MSS
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic		2.00	2		Diagnostic	06/22	4.0 MSS
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic		1.98	2		Diagnostic	05/16	2.6 MSS
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic					Diagnostic	06/22	4.0 MSS
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic		3.00	1		Diagnostic	05/16	2.6 MSS
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic		4.00	6		Diagnostic	06/22	4.0 MSS
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		4.20	6		Diagnostic	05/16	2.6 MSS
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		0.57	323		Diagnostic	06/22	4.0 MSS
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic		0.54	331		Diagnostic	05/16	2.6 MSS
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic					Diagnostic	06/22	4.0 MSS
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic		3.00	1		Diagnostic	05/16	2.6 MSS
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic		6.44	25		Diagnostic	06/22	4.0 MSS
		Total Service Order Cycle Time - Partially Mechanized			6.84	25		Diagnostic		
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic							
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic		3.85	58		Diagnostic	05/16	2.6 MSS
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		3.54	60		Diagnostic	06/22	4.0 MSS
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		1.35	657		Diagnostic	05/16	2.6 MSS
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic		1.18	666		Diagnostic	06/22	4.0 MSS
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic		2.00	1		Diagnostic	05/16	2.6 MSS
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic		1.97	1		Diagnostic	06/22	4.0 MSS
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic		5.00	1		Diagnostic	05/16	2.6 MSS
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic					Diagnostic	06/22	4.0 MSS
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		6.00	3		Diagnostic	05/16	2.6 MSS
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic					Diagnostic	06/22	4.0 MSS
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic		5.89	9		Diagnostic	05/16	2.6 MSS
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic		5.77	9		Diagnostic	06/22	4.0 MSS
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic		7.00	1		Diagnostic	05/16	2.6 MSS
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic		6.71	1		Diagnostic	06/22	4.0 MSS
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic		5.50	4		Diagnostic	05/16	2.6 MSS
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		5.14	3		Diagnostic	06/22	4.0 MSS
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		0.53	168		Diagnostic	05/16	2.6 MSS
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic		0.58	240		Diagnostic	06/22	4.0 MSS
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic		3.00	1		Diagnostic	05/16	2.6 MSS
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic		2.61	1		Diagnostic	06/22	4.0 MSS
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic		10.07	15		Diagnostic	05/16	2.6 MSS
		Total Service Order Cycle Time - Non-Mechanized			7.42	14		Diagnostic	06/22	4.0 MSS
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic							
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic		5.00	18		Diagnostic	05/16	2.6 MSS
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		4.06	19		Diagnostic	06/22	4.0 MSS
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		2.33	17		Diagnostic	05/16	2.6 MSS
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic		1.43	13		Diagnostic	06/22	4.0 MSS
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic		15.25	4		Diagnostic	05/16	2.6 MSS
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic		14.66	3		Diagnostic	06/22	4.0 MSS
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic		6.63	8		Diagnostic	05/16	2.6 MSS
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic		4.89	8		Diagnostic	06/22	4.0 MSS
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic		13.00	2		Diagnostic	05/16	2.6 MSS
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic		12.08	2		Diagnostic	06/22	4.0 MSS
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic					Diagnostic	05/16	2.6 MSS
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		4.78	1		Diagnostic	06/22	4.0 MSS
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		8.00	1		Diagnostic	05/16	2.6 MSS
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic		4.33	1		Diagnostic	06/22	4.0 MSS
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic		5.78	9		Diagnostic	05/16	2.6 MSS
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic		4.75	9		Diagnostic	06/22	4.0 MSS
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic		6.00	1		Diagnostic	05/16	2.6 MSS
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic		4.20	1		Diagnostic	06/22	4.0 MSS
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic		6.00	1		Diagnostic	05/16	2.6 MSS
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic					Diagnostic	06/22	4.0 MSS
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic		8.60	5		Diagnostic	05/16	2.6 MSS
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		7.43	5		Diagnostic	06/22	4.0 MSS
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic		1.09	231		Diagnostic	05/16	2.6 MSS
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic		0.73	220		Diagnostic	06/22	4.0 MSS
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic		1.00	1		Diagnostic	05/16	2.6 MSS
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic		1.39	1		Diagnostic	06/22	4.0 MSS
					7.38	8		Diagnostic	05/16	2.6 MSS

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B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	6.42	8	Diagnostic	06/22	4.0	MSS	
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	8.44	9	Diagnostic	05/16	2.6	MSS	
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	6.51	9	Diagnostic	06/22	4.0	MSS	
		Total Service Order Cycle Time (offered) - Mechanized								
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic	3.47	76	Diagnostic	05/16	2.6	MSS	
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic	3.50	83	Diagnostic	06/22	4.0	MSS	
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	0.68	1,112	Diagnostic	05/16	2.6	MSS	
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	0.70	1,154	Diagnostic	06/22	4.0	MSS	
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic	2.00	2	Diagnostic	05/16	2.6	MSS	
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic	1.98	2	Diagnostic	06/22	4.0	MSS	
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic			Diagnostic	05/16	2.6	MSS	
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic	3.00	1	Diagnostic	06/22	4.0	MSS	
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic	4.20	5	Diagnostic	05/16	2.6	MSS	
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic	4.38	5	Diagnostic	06/22	4.0	MSS	
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	0.57	323	Diagnostic	05/16	2.6	MSS	
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	0.54	331	Diagnostic	06/22	4.0	MSS	
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic			Diagnostic	05/16	2.6	MSS	
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	3.00	1	Diagnostic	06/22	4.0	MSS	
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	6.46	24	Diagnostic	05/16	2.6	MSS	
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	6.84	25	Diagnostic	06/22	4.0	MSS	
		Total Service Order Cycle Time (offered) - Partially Mechanized								
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic	3.79	56	Diagnostic	05/16	2.6	MSS	
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic	3.45	57	Diagnostic	06/22	4.0	MSS	
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	1.37	572	Diagnostic	05/16	2.6	MSS	
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	1.17	581	Diagnostic	06/22	4.0	MSS	
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic	2.00	1	Diagnostic	05/16	2.6	MSS	
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL(days)	Diagnostic	1.97	1	Diagnostic	06/22	4.0	MSS	
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic	12.50	6	Diagnostic	05/16	2.6	MSS	
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic	12.42	6	Diagnostic	06/22	4.0	MSS	
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic	5.00	1	Diagnostic	05/16	2.6	MSS	
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic			Diagnostic	06/22	4.0	MSS	
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	6.00	3	Diagnostic	05/16	2.6	MSS	
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic			Diagnostic	06/22	4.0	MSS	
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic	5.89	9	Diagnostic	05/16	2.6	MSS	
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic	5.77	9	Diagnostic	06/22	4.0	MSS	
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic	7.00	1	Diagnostic	05/16	2.6	MSS	
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL(days)	Diagnostic	6.71	1	Diagnostic	06/22	4.0	MSS	
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic	5.50	4	Diagnostic	05/16	2.6	MSS	
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL(days)	Diagnostic	5.14	3	Diagnostic	06/22	4.0	MSS	
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	0.53	168	Diagnostic	05/16	2.6	MSS	
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	0.58	240	Diagnostic	06/22	4.0	MSS	
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic	3.00	1	Diagnostic	05/16	2.6	MSS	
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic	2.61	1	Diagnostic	06/22	4.0	MSS	
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	12.50	6	Diagnostic	05/16	2.6	MSS	
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	12.42	6	Diagnostic	06/22	4.0	MSS	
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	10.07	15	Diagnostic	05/16	2.6	MSS	
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic	7.42	14	Diagnostic	06/22	4.0	MSS	
		Total Service Order Cycle Time (offered) - Non-Mechanized								
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic	4.93	14	Diagnostic	05/16	2.6	MSS	
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL(days)	Diagnostic	4.26	16	Diagnostic	06/22	4.0	MSS	
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	2.33	17	Diagnostic	05/16	2.6	MSS	
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	1.43	13	Diagnostic	06/22	4.0	MSS	
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic	15.25	4	Diagnostic	05/16	2.6	MSS	
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL(days)	Diagnostic	14.05	3	Diagnostic	06/22	4.0	MSS	
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic	8.00	4	Diagnostic	05/16	2.6	MSS	
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL(days)	Diagnostic	5.48	4	Diagnostic	06/22	4.0	MSS	
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic	14.00	1	Diagnostic	05/16	2.6	MSS	
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL(days)	Diagnostic	12.96	1	Diagnostic	06/22	4.0	MSS	
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic			Diagnostic	05/16	2.6	MSS	
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL(days)	Diagnostic	4.78	1	Diagnostic	06/22	4.0	MSS	
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	8.00	1	Diagnostic	05/16	2.6	MSS	
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL(days)	Diagnostic	4.33	1	Diagnostic	06/22	4.0	MSS	
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic	5.67	6	Diagnostic	05/16	2.6	MSS	
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL(days)	Diagnostic	4.61	6	Diagnostic	06/22	4.0	MSS	
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic	6.00	1	Diagnostic	05/16	2.6	MSS	
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL(days)	Diagnostic			Diagnostic	06/22	4.0	MSS	
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic	8.60	5	Diagnostic	05/16	2.6	MSS	
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL(days)	Diagnostic	7.43	5	Diagnostic	06/22	4.0	MSS	

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B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic					1.09	230						Diagnostic	05/16	2.6 MSS
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL(days)	Diagnostic					0.73	219						Diagnostic	06/22	4.0 MSS
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic					1.00	1						Diagnostic	05/16	2.6 MSS
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL(days)	Diagnostic					1.38	1						Diagnostic	06/22	4.0 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic					8.67	3						Diagnostic	05/16	2.6 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL(days)	Diagnostic					7.64	3						Diagnostic	06/22	4.0 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic					8.71	7						Diagnostic	05/16	2.6 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL(days)	Diagnostic					6.50	7						Diagnostic	06/22	4.0 MSS
		% Completions w/o Notice or < 24 hours															
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/AL(%)	Diagnostic					3.35%	179						Diagnostic	05/16	2.6 MSS
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/AL(%)	Diagnostic					17.24%	203						Diagnostic	06/22	4.0 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/AL(%)	Diagnostic					6.10%	2,312						Diagnostic	05/16	2.6 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/AL(%)	Diagnostic					9.09%	2,409						Diagnostic	06/22	4.0 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/AL(%)	Diagnostic					0.00%	27						Diagnostic	05/16	2.6 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/AL(%)	Diagnostic					3.70%	27						Diagnostic	06/22	4.0 MSS
B.2.32.7.1	P-6	Line Sharing/Dispatch/AL(%)	Diagnostic					0.00%	1						Diagnostic	05/16	2.6 MSS
B.2.32.7.1	P-6	Line Sharing/Dispatch/AL(%)	Diagnostic					0.00%	7						Diagnostic	06/22	4.0 MSS
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/AL(%)	Diagnostic					0.00%	5						Diagnostic	05/16	2.6 MSS
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/AL(%)	Diagnostic					0.00%	55						Diagnostic	06/22	4.0 MSS
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/AL(%)	Diagnostic					0.00%	28						Diagnostic	05/16	2.6 MSS
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/AL(%)	Diagnostic					7.14%	28						Diagnostic	06/22	4.0 MSS
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/AL(%)	Diagnostic					0.00%	6						Diagnostic	05/16	2.6 MSS
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/AL(%)	Diagnostic					28.57%	7						Diagnostic	06/22	4.0 MSS
B.2.32.14.1	P-6	Other Design/Dispatch/AL(%)	Diagnostic					0.00%	2						Diagnostic	05/16	2.6 MSS
B.2.32.14.1	P-6	Other Design/Dispatch/AL(%)	Diagnostic												Diagnostic	06/22	4.0 MSS
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/AL(%)	Diagnostic					0.00%	1						Diagnostic	05/16	2.6 MSS
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/AL(%)	Diagnostic												Diagnostic	06/22	4.0 MSS
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/AL(%)	Diagnostic					0.00%	840						Diagnostic	05/16	2.6 MSS
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/AL(%)	Diagnostic					16.00%	800						Diagnostic	06/22	4.0 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/AL(%)	Diagnostic					0.00%	61						Diagnostic	05/16	2.6 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/AL(%)	Diagnostic					1.64%	61						Diagnostic	06/22	4.0 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/AL(%)	Diagnostic					0.00%	50						Diagnostic	05/16	2.6 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/AL(%)	Diagnostic					3.85%	52						Diagnostic	06/22	4.0 MSS
		% Cooperative Test Attempts for xDSL															
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95% of requests					100.00%	52						YES	05/16	2.6 MSS
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95% of requests					100.00%	50						YES	06/22	4.0 MSS
		Missed Repair Appointments															
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/AL(%)	R&B (POTS)	5.74%	25,542											05/16	2.6 MSS
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/AL(%)	R&B (POTS)	5.85%	27,562											06/22	4.0 MSS
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	1.29%	14,958											05/16	2.6 MSS
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	1.33%	15,822											06/22	4.0 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	0.00%	261	0.00%	0							YES		05/16	2.6 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	0.00%	255	0.00%	0							YES		06/22	4.0 MSS
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	0.00%	192	0.00%	0							YES		05/16	2.6 MSS
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	0.00%	186	0.00%	0							YES		06/22	4.0 MSS
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/AL(%)	R&B	5.81%	25,832	2.88%	659					0.00923	3.1753	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	1.39%	15,210	2.65%	226					0.00786	-1.6052	YES		05/16	2.6 MSS
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	-1.4498	YES		06/22	4.0 MSS
B.3.1.4.1	M&R-1	Combo Other/Dispatch/AL(%)	R&B&D - Disp	5.80%	26,152	0.00%	1					0.23376	0.2481	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	5.80%	26,152	0.00%	3					0.13497	0.4298	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	49.65%	425	0.00%	5					0.22491	2.2074	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	3.78%	502	0.00%	0							YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	9.76%	41	10.00%	10					0.10465	-0.0233	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	2.25%	89	0.00%	4					0.07575	0.2966	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/AL(%)	ADSL to Retail	49.65%	425	0.00%	0							YES		05/16	2.6 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/AL(%)	ADSL to Retail	50.51%	297	0.00%	0							YES		06/22	4.0 MSS
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	3.78%	502	0.00%	6					0.07837	0.4829	YES		05/16	2.6 MSS
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		06/22	4.0 MSS
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	5.81%	25,832	1.64%	61					0.03000	1.3918	YES		05/16	2.6 MSS
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	1.3783	YES		06/22	4.0 MSS
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	5.81%	25,832	0.00%	20					0.05235	1.1107	YES		05/16	2.6 MSS
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		06/22	4.0 MSS

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B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	5.71%	25,475	0.00%	0				YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	1.28%	13,388	0.00%	0				YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.1.10.1	M&R-1	Other Design/Dispatch/AL(%)	Design	3.70%	757	0.00%	1		0.18886	0.1959	YES	05/16 2.6 MSS
B.3.1.10.1	M&R-1	Other Design/Dispatch/AL(%)	Design	2.78%	684	0.00%	0				YES	06/22 4.0 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/AL(%)	Design	0.75%	1,065	0.00%	0				YES	05/16 2.6 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/AL(%)	Design	0.65%	929	0.00%	0				YES	06/22 4.0 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/AL(%)	R&B	5.81%	25,832	22.22%	9		0.07802	-2.1030	NO	05/16 2.6 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/AL(%)	R&B	5.95%	27,868	0.00%	0				YES	06/22 4.0 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/AL(%)	R&B	1.39%	15,210	0.00%	9		0.03909	0.3566	YES	05/16 2.6 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/AL(%)	R&B	1.43%	16,079	0.00%	0				YES	06/22 4.0 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	5.74%	25,542							05/16 2.6 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	5.85%	27,562							06/22 4.0 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	1.29%	14,958							05/16 2.6 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	1.33%	15,822							06/22 4.0 MSS
	Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/AL(%)	R&B (POTS)	1.63%	1,570,485							05/16 2.6 MSS
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/AL(%)	R&B (POTS)	1.68%	1,642,428							06/22 4.0 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	0.95%	1,570,485							05/16 2.6 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	0.96%	1,642,428							06/22 4.0 MSS
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	1.96%	13,287	0.00%	53		0.01929	1.0183	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	1.45%	13,287	0.00%	53		0.01654	0.8734	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/AL(%)	R&B	1.52%	1,699,603	1.15%	57,131		0.00052	6.9872	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	0.89%	1,699,603	0.40%	57,131		0.00040	12.4095	YES	05/16 2.6 MSS
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	13.5683	YES	06/22 4.0 MSS
B.3.2.4.1	M&R-2	Combo Other/Dispatch/AL(%)	R&B&D - Disp	1.35%	1,935,016	1.37%	73		0.01361	-0.0135	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	1.35%	1,935,016	4.11%	73		0.01361	-2.0270	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	1.18%	35,883	0.32%	1,547		0.00283	3.0474	YES	05/16 2.6 MSS
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	2.2689	YES	06/22 4.0 MSS
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	1.40%	35,883	0.00%	1,547		0.00307	4.5550	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	0.56%	7,378	1.03%	975		0.00254	-1.8500	NO	05/16 2.6 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	0.39%	7,885	1.03%	973		0.00213	-2.9788	NO	06/22 4.0 MSS
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	1.21%	7,378	0.41%	975		0.00374	2.1269	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/AL(%)	ADSL to Retail	1.18%	35,883	0.00%	543		0.00471	2.5170	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	1.40%	35,883	1.10%	543		0.00511	0.5749	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	1.52%	1,699,603	0.51%	12,046		0.00113	8.9909	YES	05/16 2.6 MSS
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	1.57%	1,774,383	0.46%	12,219		0.00114	9.5813	YES	06/22 4.0 MSS
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	1.52%	1,699,603	0.17%	12,046		0.00113	12.0103	YES	05/16 2.6 MSS
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	12.3689	YES	06/22 4.0 MSS
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	1.62%	1,570,485	0.00%	8		0.04503	0.3602	YES	05/16 2.6 MSS
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	0.4685	YES	06/22 4.0 MSS
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	0.85%	1,570,485	0.00%	8		0.03264	0.2611	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.10.1	M&R-2	Other Design/Dispatch/AL(%)	Design	0.23%	322,243	0.69%	144		0.00404	-1.1375	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/AL(%)	Design	0.33%	322,243	0.00%	144		0.00479	0.6897	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/AL(%)	R&B	1.52%	1,699,603	0.59%	1,520		0.00316	2.9327	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/AL(%)	R&B	0.89%	1,699,603	0.59%	1,520		0.00243	1.2474	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	1.63%	1,570,485							05/16 2.6 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	1.68%	1,642,428							06/22 4.0 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	0.95%	1,570,485							05/16 2.6 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	0.96%	1,642,428							06/22 4.0 MSS
	Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/AL(hours)	R&B (POTS)	20.68	25,542			21.137				05/16 2.6 MSS
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/AL(hours)	R&B (POTS)	20.61	27,562			20.866				06/22 4.0 MSS

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B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/AL(hours)	R&B (POTS)	8.40	14,958			13.912				05/16	2.6	MSS
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/AL(hours)	R&B (POTS)	8.29	15,822			13.737				06/22	4.0	MSS
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/AL(hours)	DS1/DS3	3.56	261	0.00	0	2.266			YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/AL(hours)	DS1/DS3	1.71	192	0.00	0	2.036			YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/AL(hours)	R&B	20.60	25,832	10.23	659	21.115	0.83295	12.4566	YES	05/16	2.6	MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/AL(hours)	R&B	20.54	27,868	10.48	701	20.851	0.79739	12.6492	YES	06/22	4.0	MSS
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/AL(hours)	R&B	8.32	15,210	4.08	226	13.868	0.92929	4.5634	YES	05/16	2.6	MSS
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	4.8801	YES	06/22	4.0	MSS
B.3.3.4.1	M&R-3	Combo Other/Dispatch/AL(hours)	R&B&D - Disp	20.51	26,152	3.85	1	24.639	24.63906	0.6760	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/AL(hours)	R&B&D - Disp	20.51	26,152	1.47	3	14.034	8.10314	2.3489	YES	05/16	2.6	MSS
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	1.3622	YES	06/22	4.0	MSS
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(hours)	ADSL to Retail	42.70	425	2.77	5	70.670	31.79008	1.2562	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(hours)	ADSL to Retail	3.91	502	0.00	0	20.059			YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/AL(hours)	ISDN - BRI	13.40	41	6.20	10	20.629	7.27579	0.9885	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/AL(hours)	ISDN - BRI	4.38	89	5.75	4	6.422	3.28262	-0.4174	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/AL(hours)	ADSL to Retail	42.70	425	0.00	0	70.670			YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/AL(hours)	ADSL to Retail	3.91	502	11.28	6	20.059	6.23776	-0.8938	YES	05/16	2.6	MSS
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	6.81771	-0.8124	YES	06/22	4.0	MSS
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/AL(hours)	R&B - Disp	20.60	25,832	5.90	61	21.115	2.70670	5.4338	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/AL(hours)	R&B - Disp	20.60	25,832	1.15	20	13.868	3.10210	6.2699	YES	05/16	2.6	MSS
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	4.1586	YES	06/22	4.0	MSS
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/AL(hours)	R&B (POTS) excl SB FT	20.68	25,475	0.00	0	21.147			YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/AL(hours)	R&B (POTS) excl SB FT	9.00	13,388	0.00	0	14.263			YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/AL(hours)	Design	9.53	757	4.23	1	76.161	76.21089	0.0696	YES	05/16	2.6	MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/AL(hours)	Design	5.81	684	0.00	0	6.912			YES	06/22	4.0	MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/AL(hours)	Design	2.56	1,065	0.00	0	5.750			YES	05/16	2.6	MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/AL(hours)	Design	2.51	929	0.00	0	4.496			YES	06/22	4.0	MSS
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/AL(hours)	R&B	20.60	25,832	23.15	9	21.115	7.03960	-0.3613	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/AL(hours)	R&B	8.32	15,210	4.67	9	13.868	4.62391	0.7896	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/AL(hours)	R&B (POTS)	20.68	25,542			21.137				05/16	2.6	MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/AL(hours)	R&B (POTS)	20.61	27,582			20.866				06/22	4.0	MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/AL(hours)	R&B (POTS)	8.40	14,958			13.912				05/16	2.6	MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/AL(hours)	R&B (POTS)	8.29	15,822			13.737				06/22	4.0	MSS
		% Repeat Troubles within 30 Days												
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/AL(%)	R&B (POTS)	16.03%	25,542							05/16	2.6	MSS
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/AL(%)	R&B (POTS)	16.13%	27,582							06/22	4.0	MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	14.30%	14,958							05/16	2.6	MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	14.13%	15,822							06/22	4.0	MSS
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	22.99%	261	0.00%	0				YES	05/16	2.6	MSS
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	27.06%	255	0.00%	0				YES	06/22	4.0	MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	15.10%	192	0.00%	0				YES	05/16	2.6	MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	16.13%	186	0.00%	0				YES	06/22	4.0	MSS
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/AL(%)	R&B	16.03%	25,832	14.11%	659		0.01447	1.3254	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	14.32%	15,210	13.27%	226		0.02347	0.4453	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.4.4.1	M&R-4	Combo Other/Dispatch/AL(%)	R&B&D - Disp	16.10%	26,152	0.00%	1		0.36752	0.4380	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	16.10%	26,152	33.33%	3		0.21220	-0.8122	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	22.82%	425	0.00%	5		0.18879	1.2089	YES	05/16	2.6	MSS
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	06/22	4.0	MSS
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	18.53%	502	0.00%	0				YES	05/16	2.6	MSS
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	06/22	4.0	MSS

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B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	14.63%	41	10.00%	10		0.12466	0.3717	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	13.48%	89	0.00%	4		0.17457	0.7724	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/AL(%)	ADSL to Retail	22.82%	425	0.00%	0				YES	05/16 2.6 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/AL(%)	ADSL to Retail	16.16%	297	0.00%	0				YES	06/22 4.0 MSS
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	18.53%	502	16.67%	6		0.15955	0.1165	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	16.03%	25,832	8.20%	61		0.04703	1.6657	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	16.03%	25,832	5.00%	20		0.08207	1.3440	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	16.03%	25,475	0.00%	0				YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	14.28%	13,388	0.00%	0				YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/AL(%)	Design	21.93%	757	0.00%	1		0.41404	0.5296	YES	05/16 2.6 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/AL(%)	Design	20.61%	684	0.00%	0				YES	06/22 4.0 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/AL(%)	Design	19.25%	1,065	0.00%	0				YES	05/16 2.6 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/AL(%)	Design	17.12%	929	0.00%	0				YES	06/22 4.0 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/AL(%)	R&B	16.03%	25,832	22.22%	9		0.12232	-0.5062	YES	05/16 2.6 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/AL(%)	R&B	16.12%	27,868	0.00%	0				YES	06/22 4.0 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/AL(%)	R&B	14.32%	15,210	0.00%	9		0.11679	1.2261	YES	05/16 2.6 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/AL(%)	R&B	14.16%	16,079	0.00%	0				YES	06/22 4.0 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	16.03%	25,542							05/16 2.6 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	16.13%	27,562							06/22 4.0 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	14.30%	14,958							05/16 2.6 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	14.13%	15,822							06/22 4.0 MSS
	Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/AL(%)	R&B (POTS)	24.84%	16,331							05/16 2.6 MSS
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/AL(%)	R&B (POTS)	24.64%	17,609							06/22 4.0 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	14.79%	4,875							05/16 2.6 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/AL(%)	R&B (POTS)	14.65%	5,121							06/22 4.0 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	0.00%	261	0.00%	0				YES	05/16 2.6 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/AL(%)	DS1/DS3	0.00%	255	0.00%	0				YES	06/22 4.0 MSS
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	0.00%	192	0.00%	0				YES	05/16 2.6 MSS
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/AL(%)	DS1/DS3	0.00%	186	0.00%	0				YES	06/22 4.0 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/AL(%)	R&B	24.71%	16,490	6.87%	422		0.02126	8.3875	YES	05/16 2.6 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/AL(%)	R&B	24.54%	17,774	6.77%	443		0.02070	8.5627	YES	06/22 4.0 MSS
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/AL(%)	R&B	14.54%	4,978	2.00%	100		0.03561	3.5229	YES	05/16 2.6 MSS
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	3.5874	YES	06/22 4.0 MSS
B.3.5.4.1	M&R-5	Combo Other/Dispatch/AL(%)	R&B&D - Disp	24.30%	16,874	0.00%	1		0.42889	0.5665	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/AL(%)	R&B&D - Disp	24.30%	16,874	0.00%	3		0.24764	0.9812	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/AL(%)	ADSL to Retail	49.65%	425	0.00%	5		0.22491	2.2074	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL(%)	ADSL to Retail	3.78%	502	0.00%	0				YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/AL(%)	ISDN - BRI	9.76%	41	10.00%	10		0.10465	-0.0233	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/AL(%)	ISDN - BRI	2.25%	89	0.00%	4		0.07575	0.2966	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/AL(%)	ADSL to Retail	49.65%	425	0.00%	0				YES	05/16 2.6 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/AL(%)	ADSL to Retail	50.51%	297	0.00%	0				YES	06/22 4.0 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	3.78%	502	0.00%	0				YES	05/16 2.6 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/AL(%)	ADSL to Retail	3.75%	400	0.00%	0				YES	06/22 4.0 MSS
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/AL(%)	R&B - Disp	24.71%	16,490	1.64%	61		0.05532	4.1693	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/AL(%)	R&B - Disp	24.71%	16,490	0.00%	20		0.09650	2.5602	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/AL(%)	R&B (POTS) excl SB FT	24.84%	16,328	0.00%	0				YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/AL(%)	R&B (POTS) excl SB FT	14.81%	4,863	0.00%	0				YES	05/16 2.6 MSS
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	06/22 4.0 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/AL(%)	Design	3.70%	757	0.00%	1		0.18886	0.1959	YES	05/16 2.6 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/AL(%)	Design	2.78%	684	0.00%	0				YES	06/22 4.0 MSS
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/AL(%)	Design	0.75%	1,065	0.00%	0				YES	05/16 2.6 MSS

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B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/AL(%)	Design	0.65%	929	0.00%	0				YES	06/22 4.0 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/AL(%)	R&B	24.71%	16,490	16.67%	6		0.17611	0.4585	YES	05/16 2.6 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/AL(%)	R&B	24.54%	17,774	0.00%	0				YES	06/22 4.0 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/AL(%)	R&B	14.54%	4,978	0.00%	3		0.20360	0.7143	YES	05/16 2.6 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/AL(%)	R&B	14.41%	5,227	0.00%	0				YES	06/22 4.0 MSS
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	24.84%	16,331							05/16 2.6 MSS
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/AL(%)	R&B (POTS)	24.84%	17,609							06/22 4.0 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	14.79%	4,875							05/16 2.6 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/AL(%)	R&B (POTS)	14.65%	5,121							06/22 4.0 MSS
		Invoice Accuracy										
B.4.1	B-1	AL(%)	BST - State	99.13%	########	98.43%	$1,764,514		0.00007	99.9985	NO	05/16 2.6 MSS
B.4.1	B-1	AL(%)	BST - State	99.13%	########	98.43%	$1,763,793		0.00007	100.0898	NO	06/22 4.0 MSS
		Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.51	1,643				NO	05/16 2.6 MSS
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.29	1,492				NO	06/22 4.0 MSS
		Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/AL(days)	Parity w Retail	38.68	79	22.90	10	21.895	7.34883	2.1478	YES	05/16 2.6 MSS
C.2.1	P-4	Local Interconnection Trunks/AL(days)	Parity w Retail	42.37	141	25.74	19	27.055	6.61181	2.5155	YES	06/22 4.0 MSS
		% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/AL(%)	Parity w Retail	0.00%	91	0.00%	9		0.00000		YES	05/16 2.6 MSS
C.2.3	P-2	Local Interconnection Trunks/AL(%)	Parity w Retail	0.00%	115	0.00%	18		0.00000		YES	06/22 4.0 MSS
		% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/AL(%)	Parity w Retail	0.00%	79	0.00%	10		0.00000		YES	05/16 2.6 MSS
C.2.5	P-3	Local Interconnection Trunks/AL(%)	Parity w Retail	0.00%	141	0.00%	22		0.00000		YES	06/22 4.0 MSS
		% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/AL(%)	Parity w Retail	0.51%	1,176	0.00%	264		0.00485	1.0515	YES	05/16 2.6 MSS
C.2.6	P-9	Local Interconnection Trunks/AL(%)	Parity w Retail	1.45%	1,657	0.00%	1,188		0.00454	3.1873	YES	06/22 4.0 MSS
		Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/AL(hours)	Parity w Retail	210.53	79	0.02	7	418.519	165.04486	1.2754	YES	05/16 2.6 MSS
C.2.7	P-5	Local Interconnection Trunks/AL(hours)	Parity w Retail	173.25	133	63.31	18	385.874	102.10648	1.0768	YES	06/22 4.0 MSS
		Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/AL(days)	Diagnostic			21.60	10				Diagnostic	05/16 2.6 MSS
C.2.8	P-10	Local Interconnection Trunks/AL(days)	Diagnostic			26.79	13				Diagnostic	06/22 4.0 MSS
		% Completions w/o Notice or < 24 hours										
C.2.10.1	P-8	Local Interconnection Trunks/Dispatch/AL(%)	Diagnostic			0.00%	10				Diagnostic	05/16 2.6 MSS
C.2.10.1	P-8	Local Interconnection Trunks/Dispatch/AL(%)	Diagnostic			0.00%	19				Diagnostic	06/22 4.0 MSS
		Missed Repair Appointments										
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	29	0.00%	2		0.00000		YES	05/16 2.6 MSS
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	31	0.00%	0				YES	06/22 4.0 MSS
		Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/AL(%)	Parity w Retail	0.00%	116,506	0.00%	22,672		0.00000		YES	05/16 2.6 MSS
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	06/22 4.0 MSS
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.02%	116,506	0.01%	22,672		0.00011	1.4032	YES	05/16 2.6 MSS
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	06/22 4.0 MSS
		Maintenance Average Duration										
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/AL(hours)	Parity w Retail	0.62	29	2.60	2	1.385	1.01230	-1.9519	NO	05/16 2.6 MSS
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	06/22 4.0 MSS
		% Repeat Troubles within 30 Days										
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	29	0.00%	2		0.00000		YES	05/16 2.6 MSS
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	31	0.00%	0				YES	06/22 4.0 MSS
		Out of Service > 24 hours										
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	29	0.00%	2		0.00000		YES	05/16 2.6 MSS
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/AL(%)	Parity w Retail	0.00%	31	0.00%	0				YES	06/22 4.0 MSS
		Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.55	5,933				YES	05/16 2.6 MSS
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.54	5,911				YES	06/22 4.0 MSS
		Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95% w in 5 bus days			100.00%	7				YES	05/16 2.6 MSS
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/AL(%)	>= 95% w in 5 bus days			91.67%	12				NO	06/22 4.0 MSS
		Mean Interval										
F.8.1	E-3	AL(hours)	PBD			1.01	1,653				PBD	05/16 2.6 MSS
F.8.1	E-3	AL(hours)	PBD			1.02	1,653				PBD	06/22 4.0 MSS
		Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		0.00000		YES	05/16 2.6 MSS
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,207		0.00000		YES	06/22 4.0 MSS
		Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119		0.00078	67.5131	NO	05/16 2.6 MSS
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.14%	383,659,492		0.00078	67.1352	NO	06/22 4.0 MSS
		Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119		0.00048	-10.5279	YES	05/16 2.6 MSS
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	383,659,492		0.00048	-10.5259	YES	06/22 4.0 MSS
		Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119				YES	05/16 2.6 MSS
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	383,659,492				YES	06/22 4.0 MSS
		Recurring Charge Completeness										

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F.9.5.2	B-7	UNE/AL(%)	>= 90%				98.86%	$74,515		YES	05/16 2.6 MSS
F.9.5.2	B-7	UNE/AL(%)	>= 90%				98.85%	$74,998		YES	06/22 4.0 MSS
	Non-Recurring Charge Completeness										
F.9.6.2	B-8	UNE/AL(%)	>= 90%				99.24%	$216,753		YES	05/16 2.6 MSS
F.9.6.2	B-8	UNE/AL(%)	>= 90%				99.24%	$216,713		YES	06/22 4.0 MSS
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min				100.00%	93,807		YES	05/16 2.6 MSS
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min				99.97%	93,889		YES	06/22 4.0 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min				100.00%	334,739		YES	05/16 2.6 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min				100.00%	373,485		YES	06/22 4.0 MSS
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%				100.00%	93,807		YES	05/16 2.6 MSS
F.12.2.1	O-2	EDI/Region(%)	100%				100.00%	93,889		YES	06/22 4.0 MSS
F.12.2.2	O-2	TAG/Region(%)	100%				100.00%	334,739		NO	05/16 2.6 MSS
F.12.2.2	O-2	TAG/Region(%)	100%				100.00%	373,485		NO	06/22 4.0 MSS
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/AL(hours)	PBD	0.51	21		0.51	21		PBD	05/16 2.6 MSS
F.13.1.1	D-1	LIDB/AL(hours)	PBD	0.52	21		0.52	21		PBD	06/22 4.0 MSS
F.13.1.2	D-1	Directory Listings/AL(hours)	PBD	0.09	26		0.09	26		PBD	05/16 2.6 MSS
F.13.1.2	D-1	Directory Listings/AL(hours)	PBD	0.10	26		0.10	26		PBD	06/22 4.0 MSS
F.13.1.3	D-1	Directory Assistance/AL(hours)	PBD	4.52	26		4.51	26		PBD	05/16 2.6 MSS
F.13.1.3	D-1	Directory Assistance/AL(hours)	PBD	4.52	26		4.52	26		PBD	06/22 4.0 MSS
	% Update Accuracy										
F.13.2.1	D-2	LIDB/AL(%)	>= 95%				100.00%	538		YES	05/16 2.6 MSS
F.13.2.1	D-2	LIDB/AL(%)	>= 95%				100.00%	537		YES	06/22 4.0 MSS
F.13.2.3	D-2	Directory Assistance/AL(%)	>= 95%				100.00%	177		YES	05/16 2.6 MSS
F.13.2.3	D-2	Directory Assistance/AL(%)	>= 95%				100.00%	176		YES	06/22 4.0 MSS
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%				96.77%	30		NO	05/16 2.6 MSS
F.13.3	D-3	Region(%)	100%				96.77%	31		NO	06/22 4.0 MSS

Yes to No	26
Yes to Blank	25
No to Yes	25
No to Blank	2
Blank to Yes	4
Blank to No	3

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		% Rejected Service Requests - Mechanized							
A.1.1.1	O-7	Residence/KY(%)	Diagnostic	8.83%	7,123	Diagnostic	Posted 2.6 MSS		
A.1.1.1	O-7	Residence/KY(%)	Diagnostic	8.83%	7,132	Diagnostic	07/02 4.0 MSS		
A.1.1.2	O-7	Business/KY(%)	Diagnostic	17.35%	196	Diagnostic	Posted 2.6 MSS		
A.1.1.2	O-7	Business/KY(%)	Diagnostic	16.75%	197	Diagnostic	07/02 4.0 MSS		
		% Rejected Service Requests - Partially Mechanized							
A.1.2.1	O-7	Residence/KY(%)	Diagnostic	27.43%	1,050	Diagnostic	Posted 2.6 MSS		
A.1.2.1	O-7	Residence/KY(%)	Diagnostic	23.05%	1,037	Diagnostic	07/02 4.0 MSS		
		% Rejected Service Requests - Non-Mechanized							
A.1.3.1	O-7	Residence/KY(%)	Diagnostic	43.69%	103	Diagnostic	Posted 2.6 MSS		
A.1.3.1	O-7	Residence/KY(%)	Diagnostic	43.14%	102	Diagnostic	07/02 4.0 MSS		
A.1.3.2	O-7	Business/KY(%)	Diagnostic	61.61%	112	Diagnostic	Posted 2.6 MSS		
A.1.3.2	O-7	Business/KY(%)	Diagnostic	58.56%	111	Diagnostic	07/02 4.0 MSS		
A.1.3.3	O-7	Design (Specials)/KY(%)	Diagnostic	36.96%	92	Diagnostic	Posted 2.6 MSS		
A.1.3.3	O-7	Design (Specials)/KY(%)	Diagnostic	37.36%	91	Diagnostic	07/02 4.0 MSS		
A.1.3.6	O-7	ISDN/KY(%)	Diagnostic	22.73%	22	Diagnostic	Posted 2.6 MSS		
A.1.3.6	O-7	ISDN/KY(%)	Diagnostic	18.18%	22	Diagnostic	07/02 4.0 MSS		
		Reject Interval - Mechanized							
A.1.4.1	O-8	Residence/KY(%)	>= 97% w in 1 hr	93.33%	630	NO	Posted 2.6 MSS		
A.1.4.1	O-8	Residence/KY(%)	>= 97% w in 1 hr	93.50%	631	NO	07/02 4.0 MSS		
A.1.4.2	O-8	Business/KY(%)	>= 97% w in 1 hr	91.18%	34	NO	Posted 2.6 MSS		
A.1.4.2	O-8	Business/KY(%)	>= 97% w in 1 hr	93.94%	33	NO	07/02 4.0 MSS		
		Reject Interval - Partially Mechanized - 10 hours							
A.1.7.1	O-8	Residence/KY(%)	>= 85% w in 10 hrs	88.36%	292	YES	Posted 2.6 MSS		
A.1.7.1	O-8	Residence/KY(%)	>= 85% w in 10 hrs	91.32%	242	YES	07/02 4.0 MSS		
A.1.7.2	O-8	Business/KY(%)	>= 85% w in 10 hrs	97.62%	84	YES	Posted 2.6 MSS		
A.1.7.2	O-8	Business/KY(%)	>= 85% w in 10 hrs	97.59%	83	YES	07/02 4.0 MSS		
		Reject Interval - Non-Mechanized							
A.1.8.1	O-8	Residence/KY(%)	>= 85% w in 24 hrs	100.00%	45	YES	Posted 2.6 MSS		
A.1.8.1	O-8	Residence/KY(%)	>= 85% w in 24 hrs	100.00%	44	YES	07/02 4.0 MSS		
A.1.8.2	O-8	Business/KY(%)	>= 85% w in 24 hrs	100.00%	72	YES	Posted 2.6 MSS		
A.1.8.2	O-8	Business/KY(%)	>= 85% w in 24 hrs	100.00%	67	YES	07/02 4.0 MSS		
A.1.8.6	O-8	ISDN/KY(%)	>= 85% w in 24 hrs	100.00%	5	YES	Posted 2.6 MSS		
A.1.8.6	O-8	ISDN/KY(%)	>= 85% w in 24 hrs	100.00%	4	YES	07/02 4.0 MSS		
		FOC Timeliness - Mechanized							
A.1.9.1	O-9	Residence/KY(%)	>= 95% w in 3 hrs	99.94%	6,511	YES	Posted 2.6 MSS		
A.1.9.1	O-9	Residence/KY(%)	>= 95% w in 3 hrs	99.42%	6,504	YES	07/02 4.0 MSS		
A.1.9.2	O-9	Business/KY(%)	>= 95% w in 3 hrs	100.00%	164	YES	Posted 2.6 MSS		
A.1.9.2	O-9	Business/KY(%)	>= 95% w in 3 hrs	99.28%	138	YES	07/02 4.0 MSS		
		FOC Timeliness - Partially Mechanized - 10 hours							
A.1.12.1	O-9	Residence/KY(%)	>= 85% w in 10 hrs	87.38%	848	YES	Posted 2.6 MSS		
A.1.12.1	O-9	Residence/KY(%)	>= 85% w in 10 hrs	93.24%	828	YES	07/02 4.0 MSS		
A.1.12.2	O-9	Business/KY(%)	>= 85% w in 10 hrs	97.65%	85	YES	Posted 2.6 MSS		
A.1.12.2	O-9	Business/KY(%)	>= 85% w in 10 hrs	97.62%	84	YES	07/02 4.0 MSS		
		FOC Timeliness - Non-Mechanized							
A.1.13.2	O-9	Business/KY(%)	>= 85% w in 36 hrs	100.00%	41	YES	Posted 2.6 MSS		
A.1.13.2	O-9	Business/KY(%)	>= 85% w in 36 hrs	100.00%	43	YES	07/02 4.0 MSS		
A.1.13.3	O-9	Design (Specials)/KY(%)	>= 85% w in 36 hrs	100.00%	61	YES	Posted 2.6 MSS		
A.1.13.3	O-9	Design (Specials)/KY(%)	>= 85% w in 36 hrs	100.00%	60	YES	07/02 4.0 MSS		
		FOC & Reject Response Completeness - Mechanized							
A.1.14.1.2	O-11	Residence/TAG/KY(%)	>= 95%	100.00%	6,819	YES	Posted 2.6 MSS		
A.1.14.1.2	O-11	Residence/TAG/KY(%)	>= 95%	99.78%	6,828	YES	07/02 4.0 MSS		
A.1.14.2.2	O-11	Business/TAG/KY(%)	>= 95%	100.00%	196	YES	Posted 2.6 MSS		
A.1.14.2.2	O-11	Business/TAG/KY(%)	>= 95%	85.28%	197	NO	07/02 4.0 MSS		
		FOC & Reject Response Completeness - Partially Mechanized							
A.1.15.1.2	O-11	Residence/TAG/KY(%)	>= 95%	99.81%	1,032	YES	Posted 2.6 MSS		
A.1.15.1.2	O-11	Residence/TAG/KY(%)	>= 95%	99.31%	1,019	YES	07/02 4.0 MSS		
		FOC & Reject Response Completeness - Non-Mechanized							
A.1.16.1	O-11	Residence/KY(%)	>= 95%	92.23%	103	NO	Posted 2.6 MSS		
A.1.16.1	O-11	Residence/KY(%)	>= 95%	93.14%	102	NO	07/02 4.0 MSS		
A.1.16.2	O-11	Business/KY(%)	>= 95%	97.32%	112	YES	Posted 2.6 MSS		
A.1.16.2	O-11	Business/KY(%)	>= 95%	99.10%	111	YES	07/02 4.0 MSS		
A.1.16.3	O-11	Design (Specials)/KY(%)	>= 95%	96.74%	92	YES	Posted 2.6 MSS		
A.1.16.3	O-11	Design (Specials)/KY(%)	>= 95%	94.51%	91	NO	07/02 4.0 MSS		
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized							
A.1.17.1.1	O-11	Residence/EDI/KY(%)	>= 95%	91.45%	304	NO	Posted 2.6 MSS		
A.1.17.1.1	O-11	Residence/EDI/KY(%)	>= 95%	99.34%	304	YES	07/02 4.0 MSS		
A.1.17.1.2	O-11	Residence/TAG/KY(%)	>= 95%	99.27%	6,819	YES	Posted 2.6 MSS		
A.1.17.1.2	O-11	Residence/TAG/KY(%)	>= 95%	99.78%	6,813	YES	07/02 4.0 MSS		
A.1.17.2.2	O-11	Business/TAG/KY(%)	>= 95%	98.98%	196	YES	Posted 2.6 MSS		

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A.1.17.2.2	O-11	Business/TAG/KY(%)	>= 95%			98.81%	168				YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/KY(%)	>= 95%			77.78%	18				NO	Posted 2.6 MSS
A.1.18.1.1	O-11	Residence/EDI/KY(%)	>= 95%			83.33%	18				NO	07/02 4.0 MSS
A.1.18.1.2	O-11	Residence/TAG/KY(%)	>= 95%			92.33%	1,030				NO	Posted 2.6 MSS
A.1.18.1.2	O-11	Residence/TAG/KY(%)	>= 95%			92.98%	1,012				NO	07/02 4.0 MSS
A.1.18.2.2	O-11	Business/TAG/KY(%)	>= 95%			95.51%	156				YES	Posted 2.6 MSS
A.1.18.2.2	O-11	Business/TAG/KY(%)	>= 95%			98.08%	156				YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.2	O-11	Business/KY(%)	>= 95%			95.41%	109				YES	Posted 2.6 MSS
A.1.19.2	O-11	Business/KY(%)	>= 95%			95.45%	110				YES	07/02 4.0 MSS
A.1.19.3	O-11	Design (Specials)/KY(%)	>= 95%			95.51%	89				YES	Posted 2.6 MSS
A.1.19.3	O-11	Design (Specials)/KY(%)	>= 95%			95.35%	86				YES	07/02 4.0 MSS
		Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY(days)	Res	5.64	4,698	4.88	339	6.733	0.37865	2.0135	YES	Posted 2.6 MSS
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY(days)	Res	5.58	5,360	4.89	349	6.695	0.36984	1.8873	YES	07/02 4.0 MSS
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY(days)	Res	0.86	106,297	0.64	4,291	1.019	0.01587	13.8556	YES	Posted 2.6 MSS
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY(days)	Res	0.90	112,533	0.65	4,631	1.056	0.01584	15.4050	YES	07/02 4.0 MSS
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY(days)	Res	4.86	7			0.690				Posted 2.6 MSS
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY(days)	Res	4.88	8			0.641				07/02 4.0 MSS
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/KY(days)	Bus	2.39	5,166	2.52	30	7.027	1.28659	-0.1045	YES	Posted 2.6 MSS
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/KY(days)	Bus	2.40	5,533	2.77	36	6.882	1.15072	-0.3172	YES	07/02 4.0 MSS
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY(days)	Bus	1.21	5,295	0.96	122	4.372	0.40036	0.6437	YES	Posted 2.6 MSS
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY(days)	Bus	1.28	5,859	0.92	142	4.789	0.40684	0.8899	YES	07/02 4.0 MSS
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY(days)	Bus	9.47	34	19.00	1	17.727	17.98609	-0.5298	YES	Posted 2.6 MSS
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY(days)	Bus	9.19	36	19.00	1	17.252	17.49042	-0.5806	YES	07/02 4.0 MSS
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/KY(days)	Design	24.00	478			28.456				Posted 2.6 MSS
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/KY(days)	Design	23.73	512	2.36	8	28.202	10.04838	2.1255	YES	07/02 4.0 MSS
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	Design	15.28	25	5.00	3	6.847	4.18337	2.4573	YES	Posted 2.6 MSS
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	Design	4.15	240	3.49	49	6.032	1.25907	0.5277	YES	07/02 4.0 MSS
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY(days)	PBX	2.92	36	2.86	7	3.869	1.59811	0.0421	YES	Posted 2.6 MSS
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY(days)	PBX	2.68	41	2.30	9	3.892	1.35903	0.2685	YES	07/02 4.0 MSS
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY(days)	PBX	1.17	6			1.427				Posted 2.6 MSS
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY(days)	PBX	0.96	8			1.265				07/02 4.0 MSS
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY(days)	Centrex	3.63	78			4.132				Posted 2.6 MSS
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY(days)	Centrex	7.06	80			14.450				07/02 4.0 MSS
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY(days)	Centrex	4.30	103			11.804				Posted 2.6 MSS
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY(days)	Centrex	4.02	98			11.441				07/02 4.0 MSS
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY(days)	Centrex	14.00	14			16.961				Posted 2.6 MSS
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY(days)	Centrex	12.88	16			16.103				07/02 4.0 MSS
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY(days)	Centrex	10.60	16			22.088				Posted 2.6 MSS
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY(days)	Centrex	10.00	17			21.531				07/02 4.0 MSS
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/KY(days)	ISDN	18.93	154			19.119				Posted 2.6 MSS
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/KY(days)	ISDN	18.92	155			19.058				07/02 4.0 MSS
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY(days)	ISDN	4.35	59			8.158				Posted 2.6 MSS
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY(days)	ISDN	4.20	66			7.897				07/02 4.0 MSS
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY(days)	ISDN	7.18	11			13.068				Posted 2.6 MSS
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY(days)	ISDN	6.67	12			12.587				07/02 4.0 MSS
		Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY(days)	Res	30.40	57	3.00	1	37.463	37.79044	0.7251	YES	Posted 2.6 MSS
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY(days)	Res	36.67	18	0.00	0	40.341			YES	07/02 4.0 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY(days)	Res	3.50	2	0.00	0	0.707			YES	Posted 2.6 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY(days)	Res	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY(days)	Bus	22.67	12	0.00	0	13.760			YES	Posted 2.6 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY(days)	Bus	32.67	3	0.00	0	18.175			YES	07/02 4.0 MSS
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY(days)	Bus	3.00	1	0.00	0	0.000			YES	Posted 2.6 MSS
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY(days)	Bus	0.00	0	0.00	0				YES	07/02 4.0 MSS
		% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/KY(%)	Res	0.40%	117,630	0.67%	5,250		0.00089	-2.9384	NO	Posted 2.6 MSS
A.2.4.1	P-2	Residence/KY(%)	Res	0.58%	124,899	0.68%	5,583		0.00104	-0.6248	YES	07/02 4.0 MSS
A.2.4.2	P-2	Business/KY(%)	Bus	1.43%	10,727	1.59%	189		0.00870	-0.1850	YES	Posted 2.6 MSS
A.2.4.2	P-2	Business/KY(%)	Bus	1.38%	11,530	1.58%	192		0.00849	-0.2162	YES	07/02 4.0 MSS
A.2.4.3	P-2	Design (Specials)/KY(%)	Design	4.56%	570							Posted 2.6 MSS
A.2.4.3	P-2	Design (Specials)/KY(%)	Design	7.02%	655							07/02 4.0 MSS
A.2.4.4	P-2	PBX/KY(%)	PBX	1.72%	58							Posted 2.6 MSS
A.2.4.4	P-2	PBX/KY(%)	PBX	3.08%	65							07/02 4.0 MSS
A.2.4.5	P-2	Centrex/KY(%)	Centrex	4.76%	210							Posted 2.6 MSS
A.2.4.5	P-2	Centrex/KY(%)	Centrex	4.98%	201							07/02 4.0 MSS
A.2.4.6	P-2	ISDN/KY(%)	ISDN	6.84%	234	0.00%	1		0.25293	0.2703	YES	Posted 2.6 MSS

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A.2.4.6	P-2	ISDN/KY(%)	ISDN	10.53%	209								07/02 4.0 MSS
	% Jeopardies - Non-Mechanized												
A.2.5.1	P-2	Residence/KY(%)	Diagnostic			1.89%	53					Diagnostic	Posted 2.6 MSS
A.2.5.1	P-2	Residence/KY(%)	Diagnostic			1.77%	113					Diagnostic	07/02 4.0 MSS
A.2.5.2	P-2	Business/KY(%)	Diagnostic			2.56%	39					Diagnostic	Posted 2.6 MSS
A.2.5.2	P-2	Business/KY(%)	Diagnostic			1.56%	64					Diagnostic	07/02 4.0 MSS
A.2.5.3	P-2	Design (Specials)/KY(%)	Diagnostic			0.00%	3					Diagnostic	Posted 2.6 MSS
A.2.5.3	P-2	Design (Specials)/KY(%)	Diagnostic			0.00%	80					Diagnostic	07/02 4.0 MSS
A.2.5.4	P-2	PBX/KY(%)	Diagnostic			0.00%	7					Diagnostic	Posted 2.6 MSS
A.2.5.4	P-2	PBX/KY(%)	Diagnostic			0.00%	9					Diagnostic	07/02 4.0 MSS
A.2.5.6	P-2	ISDN/KY(%)	Diagnostic			0.00%	1					Diagnostic	Posted 2.6 MSS
A.2.5.6	P-2	ISDN/KY(%)	Diagnostic			0.00%	8					Diagnostic	07/02 4.0 MSS
	Average Jeopardy Notice Interval - Mechanized												
A.2.7.1	P-2	Residence/KY(hours)	>= 48 hrs			165.05	34					YES	Posted 2.6 MSS
A.2.7.1	P-2	Residence/KY(hours)	>= 48 hrs			272.93	37					YES	07/02 4.0 MSS
	Average Jeopardy Notice Interval - Non-Mechanized												
A.2.8.1	P-2	Residence/KY(hours)	Diagnostic			154.00	1					Diagnostic	Posted 2.6 MSS
A.2.8.1	P-2	Residence/KY(hours)	Diagnostic			286.92	2					Diagnostic	07/02 4.0 MSS
A.2.8.2	P-2	Business/KY(hours)	Diagnostic			34.00	1					Diagnostic	Posted 2.6 MSS
A.2.8.2	P-2	Business/KY(hours)	Diagnostic			40.18	1					Diagnostic	07/02 4.0 MSS
	% Jeopardy Notice >= 48 hours - Mechanized												
A.2.9.1	P-2	Residence/KY(%)	95% >= 48 hrs			97.06%	34					YES	Posted 2.6 MSS
A.2.9.1	P-2	Residence/KY(%)	95% >= 48 hrs			97.30%	37					YES	07/02 4.0 MSS
	% Jeopardy Notice >= 48 hours - Non-Mechanized												
A.2.10.1	P-2	Residence/KY(%)	Diagnostic			100.00%	1					Diagnostic	Posted 2.6 MSS
A.2.10.1	P-2	Residence/KY(%)	Diagnostic			100.00%	2					Diagnostic	07/02 4.0 MSS
	% Missed Installation Appointments												
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY(%)	Res	7.48%	5,468	4.85%	371		0.01411	1.8621	YES		Posted 2.6 MSS
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY(%)	Res	7.61%	6,396	4.95%	384		0.01364	1.8133	YES		07/02 4.0 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY(%)	Res	0.05%	111,984	0.06%	4,928		0.00032	-0.3647	YES		Posted 2.6 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY(%)	Res	0.06%	118,772	0.08%	5,328		0.00033	-0.5613	YES		07/02 4.0 MSS
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY(%)	Res	0.00%	11	0.00%	1		0.00000		YES		Posted 2.6 MSS
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY(%)	Res	0.00%	12	0.00%	1		0.00000		YES		07/02 4.0 MSS
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY(%)	Bus	1.28%	5,292	8.93%	56		0.01513	-5.0521	NO		Posted 2.6 MSS
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY(%)	Bus	1.30%	5,853	4.48%	67		0.01391	-2.2856	NO		07/02 4.0 MSS
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY(%)	Bus	0.26%	5,349	0.00%	164		0.00405	0.6462	YES		Posted 2.6 MSS
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY(%)	Bus	0.28%	5,717	0.00%	190		0.00390	0.7184	YES		07/02 4.0 MSS
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY(%)	Bus	9.76%	41	50.00%	2		0.21487	-1.8729	NO		Posted 2.6 MSS
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY(%)	Bus	8.89%	45	50.00%	2		0.20565	-1.9990	NO		07/02 4.0 MSS
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY(%)	Bus	0.00%	1								Posted 2.6 MSS
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY(%)	Bus	0.00%	1	0.00%	1		0.00000		YES		07/02 4.0 MSS
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY(%)	Design	2.46%	488								Posted 2.6 MSS
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY(%)	Design	2.49%	523	0.00%	15		0.04077	0.6097	YES		07/02 4.0 MSS
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	Design	0.00%	25	0.00%	3		0.00000		YES		Posted 2.6 MSS
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	Design	0.00%	240	0.00%	65		0.00000		YES		07/02 4.0 MSS
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY(%)	PBX	0.00%	36	0.00%	7		0.00000		YES		Posted 2.6 MSS
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY(%)	PBX	0.00%	41	0.00%	9		0.00000		YES		07/02 4.0 MSS
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY(%)	PBX	0.00%	6								Posted 2.6 MSS
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY(%)	PBX	0.00%	6								07/02 4.0 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY(%)	Centrex	0.00%	78								Posted 2.6 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY(%)	Centrex	0.00%	80								07/02 4.0 MSS
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY(%)	Centrex	0.00%	103								Posted 2.6 MSS
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY(%)	Centrex	0.00%	98								07/02 4.0 MSS
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY(%)	Centrex	0.00%	14								Posted 2.6 MSS
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY(%)	Centrex	0.00%	16								07/02 4.0 MSS
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY(%)	Centrex	0.00%	16								Posted 2.6 MSS
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY(%)	Centrex	0.00%	17								07/02 4.0 MSS
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY(%)	ISDN	1.27%	157								Posted 2.6 MSS
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY(%)	ISDN	1.90%	158								07/02 4.0 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN	1.69%	59	20.00%	5		0.06012	-3.0446	NO		Posted 2.6 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN	1.52%	66	11.11%	9		0.04341	-2.2107	NO		07/02 4.0 MSS
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY(%)	ISDN	0.00%	11								Posted 2.6 MSS
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY(%)	ISDN	0.00%	12								07/02 4.0 MSS
	% Provisioning Troubles within 30 Days												
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY(%)	Res	8.72%	5,265	6.85%	438		0.01403	1.3320	YES		Posted 2.6 MSS
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY(%)	Res	10.76%	6,021	7.69%	455		0.01507	2.0375	YES		07/02 4.0 MSS
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY(%)	Res	3.17%	111,648	6.25%	5,038		0.00252	-12.2429	NO		Posted 2.6 MSS
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY(%)	Res	3.13%	118,467	6.21%	5,480		0.00241	-12.7837	NO		07/02 4.0 MSS
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY(%)	Res	12.50%	16								Posted 2.6 MSS
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY(%)	Res	25.00%	16								07/02 4.0 MSS

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A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY(%)	Bus	2.37%	4,345	7.84%	51		0.02143	-2.5541	NO	Posted 2.6 MSS
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY(%)	Bus	8.98%	4,776	14.29%	58		0.03843	-1.3759	YES	07/02 4.0 MSS
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY(%)	Bus	3.41%	5,364	5.16%	213		0.01268	-1.3820	YES	Posted 2.6 MSS
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY(%)	Bus	4.63%	5,677	5.29%	227		0.01423	-0.4594	YES	07/02 4.0 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY(%)	Bus	5.00%	20							Posted 2.6 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY(%)	Bus	9.09%	22							07/02 4.0 MSS
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY(%)	Design	2.99%	535							Posted 2.6 MSS
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY(%)	Design	4.84%	579	9.09%	11		0.06529	-0.8517	YES	07/02 4.0 MSS
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	Design	0.00%	16							Posted 2.6 MSS
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY(%)	Design	3.24%	216	0.00%	9		0.06024	0.6379	YES	07/02 4.0 MSS
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY(%)	PBX	0.00%	14							Posted 2.6 MSS
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY(%)	PBX	23.08%	13							07/02 4.0 MSS
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY(%)	PBX	3.57%	28	0.00%	1		0.18886	0.1891	YES	Posted 2.6 MSS
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY(%)	PBX	2.94%	34	0.00%	1		0.17142	0.1718	YES	07/02 4.0 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY(%)	Centrex	0.00%	102							Posted 2.6 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY(%)	Centrex	8.08%	99							07/02 4.0 MSS
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY(%)	Centrex	0.63%	158	0.00%	1		0.07955	0.0796	YES	Posted 2.6 MSS
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY(%)	Centrex	6.62%	136							07/02 4.0 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY(%)	ISDN	2.33%	129							Posted 2.6 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY(%)	ISDN	6.82%	130							07/02 4.0 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN	0.87%	115	0.00%	2		0.06622	0.1313	YES	Posted 2.6 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN	0.00%	122	0.00%	2		0.00000		YES	07/02 4.0 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY(%)	ISDN	0.00%	2							Posted 2.6 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY(%)	ISDN	0.00%	3							07/02 4.0 MSS
		Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY(hours)	Res	4.51	5,467	0.17	353	21.578	1.18500	3.6574	YES	Posted 2.6 MSS
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY(hours)	Res	4.13	6,365	0.16	363	20.504	1.10646	3.6015	YES	07/02 4.0 MSS
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY(hours)	Res	0.64	111,813	0.31	4,687	8.082	0.11811	2.8234	YES	Posted 2.6 MSS
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY(hours)	Res	0.63	118,556	0.31	5,235	7.912	0.11174	2.8410	YES	07/02 4.0 MSS
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY(hours)	Res	0.02	11			0.000				Posted 2.6 MSS
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY(hours)	Res	0.02	12			0.000				07/02 4.0 MSS
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY(hours)	Bus	1.86	5,287	1.09	45	51.336	7.68523	0.1009	YES	Posted 2.6 MSS
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY(hours)	Bus	1.81	5,830	0.94	52	46.611	6.77108	0.1286	YES	07/02 4.0 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY(hours)	Bus	1.07	5,341	0.25	134	12.219	1.06871	0.7669	YES	Posted 2.6 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY(hours)	Bus	1.06	5,677	0.25	142	11.727	0.99635	0.8196	YES	07/02 4.0 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY(hours)	Bus	0.70	41	0.02	1	3.213	3.25159	0.2079	YES	Posted 2.6 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY(hours)	Bus	0.64	45	0.02	1	3.069	3.10273	0.2001	YES	07/02 4.0 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY(hours)	Design	197.07	486			567.324				Posted 2.6 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY(hours)	Design	201.07	503			483.031				07/02 4.0 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY(hours)	Design	0.08	25			0.159				Posted 2.6 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY(hours)	Design	1.51	240			13.924				07/02 4.0 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY(hours)	PBX	11.81	16			16.724				Posted 2.6 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY(hours)	PBX	8.27	15			9.260				07/02 4.0 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY(hours)	PBX	3.09	36			19.978				Posted 2.6 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY(hours)	PBX	2.80	40			14.225				07/02 4.0 MSS
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY(hours)	PBX	11.07	6			26.617				Posted 2.6 MSS
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY(hours)	PBX	8.33	8			23.061				07/02 4.0 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY(hours)	Centrex	4.31	74			14.334				Posted 2.6 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY(hours)	Centrex	5.51	75			20.482				07/02 4.0 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY(hours)	Centrex	0.43	103			12.421				Posted 2.6 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY(hours)	Centrex	0.58	98			2.065				07/02 4.0 MSS
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY(hours)	Centrex	0.26	14			0.728				Posted 2.6 MSS
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY(hours)	Centrex	0.43	16			1.033				07/02 4.0 MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY(hours)	Centrex	0.25	16			0.097				Posted 2.6 MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY(hours)	Centrex	0.25	17			0.064				07/02 4.0 MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY(hours)	ISDN	132.30	157			359.602				Posted 2.6 MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY(hours)	ISDN	134.63	150			373.195				07/02 4.0 MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY(hours)	ISDN	18.50	58	0.02	1	70.441	71.04515	0.2602	YES	Posted 2.6 MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY(hours)	ISDN	12.27	63			57.711				07/02 4.0 MSS
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY(hours)	ISDN	0.31	11			0.064				Posted 2.6 MSS
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY(hours)	ISDN	0.32	12			0.065				07/02 4.0 MSS
		Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY(hours)	Diagnostic			15.19	18				Diagnostic	Posted 2.6 MSS
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY(hours)	Diagnostic			13.67	20				Diagnostic	07/02 4.0 MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			10.14	41				Diagnostic	Posted 2.6 MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			7.87	93				Diagnostic	07/02 4.0 MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY(hours)	Diagnostic			14.73	11				Diagnostic	Posted 2.6 MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY(hours)	Diagnostic			12.56	17				Diagnostic	07/02 4.0 MSS

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A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	9.99	30	Diagnostic	Posted 2.6 MSS
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	9.78	48	Diagnostic	07/02 4.0 MSS
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic			Diagnostic	Posted 2.6 MSS
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic	0.15	1	Diagnostic	07/02 4.0 MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY(hours)	Diagnostic			Diagnostic	Posted 2.6 MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY(hours)	Diagnostic	29.67	15	Diagnostic	07/02 4.0 MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	25.39	3	Diagnostic	Posted 2.6 MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	60.83	64	Diagnostic	07/02 4.0 MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	41.11	7	Diagnostic	Posted 2.6 MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	39.38	9	Diagnostic	07/02 4.0 MSS
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	16.74	4	Diagnostic	Posted 2.6 MSS
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic	12.79	9	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Mechanized					
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	5.28	288	Diagnostic	Posted 2.6 MSS
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	5.23	295	Diagnostic	07/02 4.0 MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.65	3,682	Diagnostic	Posted 2.6 MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.68	3,955	Diagnostic	07/02 4.0 MSS
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	2.29	14	Diagnostic	Posted 2.6 MSS
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	2.26	14	Diagnostic	07/02 4.0 MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.60	41	Diagnostic	Posted 2.6 MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.64	46	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Partially Mechanized					
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	3.75	24	Diagnostic	Posted 2.6 MSS
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	3.20	25	Diagnostic	07/02 4.0 MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.09	483	Diagnostic	Posted 2.6 MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.07	502	Diagnostic	07/02 4.0 MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	3.00	9	Diagnostic	Posted 2.6 MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	2.46	9	Diagnostic	07/02 4.0 MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.21	40	Diagnostic	Posted 2.6 MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.21	50	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Non-Mechanized					
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	2.78	9	Diagnostic	Posted 2.6 MSS
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	1.71	7	Diagnostic	07/02 4.0 MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.69	29	Diagnostic	Posted 2.6 MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.32	23	Diagnostic	07/02 4.0 MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	6.50	4	Diagnostic	Posted 2.6 MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	5.73	4	Diagnostic	07/02 4.0 MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	2.38	16	Diagnostic	Posted 2.6 MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.68	17	Diagnostic	07/02 4.0 MSS
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY(days)	Diagnostic	20.00	1	Diagnostic	Posted 2.6 MSS
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY(days)	Diagnostic	19.27	1	Diagnostic	07/02 4.0 MSS
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY(days)	Diagnostic			Diagnostic	Posted 2.6 MSS
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY(days)	Diagnostic	4.83	5	Diagnostic	07/02 4.0 MSS
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	7.50	2	Diagnostic	Posted 2.6 MSS
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	5.38	45	Diagnostic	07/02 4.0 MSS
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	5.43	7	Diagnostic	Posted 2.6 MSS
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	4.80	8	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Mechanized					
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	5.31	281	Diagnostic	Posted 2.6 MSS
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	5.26	288	Diagnostic	07/02 4.0 MSS
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.80	2,049	Diagnostic	Posted 2.6 MSS
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.85	2,192	Diagnostic	07/02 4.0 MSS
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	2.29	14	Diagnostic	Posted 2.6 MSS
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	2.26	14	Diagnostic	07/02 4.0 MSS
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.65	32	Diagnostic	Posted 2.6 MSS
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.72	35	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Partially Mechanized					
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	3.64	22	Diagnostic	Posted 2.6 MSS
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	3.20	23	Diagnostic	07/02 4.0 MSS
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.11	420	Diagnostic	Posted 2.6 MSS
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.03	441	Diagnostic	07/02 4.0 MSS
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	2.50	8	Diagnostic	Posted 2.6 MSS
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic	2.46	9	Diagnostic	07/02 4.0 MSS
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.10	38	Diagnostic	Posted 2.6 MSS
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.23	48	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Non-Mechanized					
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	2.75	8	Diagnostic	Posted 2.6 MSS
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY(days)	Diagnostic	1.68	6	Diagnostic	07/02 4.0 MSS
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.69	29	Diagnostic	Posted 2.6 MSS

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A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			1.32	23			Diagnostic	07/02 4.0 MSS
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic			6.50	4			Diagnostic	Posted 2.6 MSS
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY(days)	Diagnostic			5.73	4			Diagnostic	07/02 4.0 MSS
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			2.33	15			Diagnostic	Posted 2.6 MSS
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			1.81	18			Diagnostic	07/02 4.0 MSS
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY(days)	Diagnostic							Diagnostic	Posted 2.6 MSS
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY(days)	Diagnostic			4.83	5			Diagnostic	07/02 4.0 MSS
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			11.00	1			Diagnostic	Posted 2.6 MSS
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			5.44	44			Diagnostic	07/02 4.0 MSS
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			5.43	7			Diagnostic	Posted 2.6 MSS
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			4.60	8			Diagnostic	07/02 4.0 MSS
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/KY(%)	Diagnostic			0.00%	339			Diagnostic	Posted 2.6 MSS
A.2.24.1.1	P-6	Residence/Dispatch/KY(%)	Diagnostic			3.98%	352			Diagnostic	07/02 4.0 MSS
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY(%)	Diagnostic			8.37%	4,291			Diagnostic	Posted 2.6 MSS
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY(%)	Diagnostic			10.14%	4,673			Diagnostic	07/02 4.0 MSS
A.2.24.2.1	P-6	Business/Dispatch/KY(%)	Diagnostic			6.45%	31			Diagnostic	Posted 2.6 MSS
A.2.24.2.1	P-6	Business/Dispatch/KY(%)	Diagnostic			16.22%	37			Diagnostic	07/02 4.0 MSS
A.2.24.2.2	P-6	Business/Non-Dispatch/KY(%)	Diagnostic			3.28%	122			Diagnostic	Posted 2.6 MSS
A.2.24.2.2	P-6	Business/Non-Dispatch/KY(%)	Diagnostic			9.59%	146			Diagnostic	07/02 4.0 MSS
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY(%)	Diagnostic							Diagnostic	Posted 2.6 MSS
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY(%)	Diagnostic			0.00%	6			Diagnostic	07/02 4.0 MSS
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY(%)	Diagnostic			0.00%	3			Diagnostic	Posted 2.6 MSS
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY(%)	Diagnostic			4.26%	47			Diagnostic	07/02 4.0 MSS
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY(%)	Diagnostic			0.00%	7			Diagnostic	Posted 2.6 MSS
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY(%)	Diagnostic			0.00%	9			Diagnostic	07/02 4.0 MSS
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY(%)	Diagnostic							Diagnostic	Posted 2.6 MSS
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY(%)	Diagnostic			100.00%	3			Diagnostic	07/02 4.0 MSS
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/KY(%)	Res	9.20%	16,423	5.46%	549	0.01254	2.9793	YES	Posted 2.6 MSS
A.3.1.1.1	M&R-1	Residence/Dispatch/KY(%)	Res	9.05%	17,910	5.00%	600	0.01190	3.3981	YES	07/02 4.0 MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY(%)	Res	1.48%	7,723	0.00%	121	0.01105	1.3360	YES	Posted 2.6 MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY(%)	Res	1.39%	8,221	0.00%	131	0.01030	1.3486	YES	07/02 4.0 MSS
A.3.1.2.1	M&R-1	Business/Dispatch/KY(%)	Bus	8.03%	2,179	13.11%	61	0.03528	-1.4409	YES	Posted 2.6 MSS
A.3.1.2.1	M&R-1	Business/Dispatch/KY(%)	Bus	7.99%	2,379	12.86%	70	0.03287	-1.4816	YES	07/02 4.0 MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY(%)	Bus	2.21%	858	0.00%	25	0.02986	0.7417	YES	Posted 2.6 MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY(%)	Bus	2.14%	888	0.00%	30	0.02686	0.7965	YES	07/02 4.0 MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY(%)	Design	4.15%	289	0.00%	7	0.07631	0.5441	YES	Posted 2.6 MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY(%)	Design	2.16%	417	0.00%	7	0.05538	0.3897	YES	07/02 4.0 MSS
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY(%)	Design	0.43%	467	0.00%	8	0.02328	0.1839	YES	Posted 2.6 MSS
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY(%)	Design	0.37%	545	0.00%	10	0.01930	0.1902	YES	07/02 4.0 MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/KY(%)	PBX	20.83%	48	0.00%	0			YES	Posted 2.6 MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/KY(%)	PBX	14.46%	83	0.00%	0			YES	07/02 4.0 MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY(%)	PBX	2.94%	34	0.00%	0			YES	Posted 2.6 MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY(%)	PBX	1.92%	52	0.00%	0			YES	07/02 4.0 MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY(%)	Centrex	10.30%	165	33.33%	3	0.17710	-1.3004	YES	Posted 2.6 MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY(%)	Centrex	9.04%	188	33.33%	3	0.16689	-1.4555	YES	07/02 4.0 MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY(%)	Centrex	2.78%	72	0.00%	0			YES	Posted 2.6 MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY(%)	Centrex	4.94%	81	0.00%	0			YES	07/02 4.0 MSS
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY(%)	ISDN	0.00%	33	0.00%	0			YES	Posted 2.6 MSS
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY(%)	ISDN	0.00%	38	0.00%	0			YES	07/02 4.0 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY(%)	ISDN	1.59%	63	0.00%	3	0.07386	0.2149	YES	Posted 2.6 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY(%)	ISDN	1.49%	67	0.00%	3	0.07158	0.2086	YES	07/02 4.0 MSS
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/KY(%)	Res	2.02%	812,974	2.54%	21,596	0.00098	-5.3272	NO	Posted 2.6 MSS
A.3.2.1.1	M&R-2	Residence/Dispatch/KY(%)	Res	2.09%	855,937	2.19%	27,434	0.00089	-1.0665	YES	07/02 4.0 MSS
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY(%)	Res	0.95%	812,974	0.56%	21,596	0.00067	5.7989	YES	Posted 2.6 MSS
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY(%)	Res	0.96%	855,937	0.48%	27,434	0.00060	8.0346	YES	07/02 4.0 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/KY(%)	Bus	1.09%	199,319	0.96%	6,357	0.00133	1.0033	YES	Posted 2.6 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/KY(%)	Bus	1.14%	208,364	0.94%	7,432	0.00126	1.5846	YES	07/02 4.0 MSS
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY(%)	Bus	0.43%	199,319	0.39%	6,357	0.00084	0.4450	YES	Posted 2.6 MSS
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY(%)	Bus	0.43%	208,364	0.40%	7,432	0.00077	0.2922	YES	07/02 4.0 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY(%)	Design	0.76%	37,997	0.77%	910	0.00293	-0.0295	YES	Posted 2.6 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY(%)	Design	1.41%	29,481	0.87%	805	0.00425	1.2825	YES	07/02 4.0 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY(%)	Design	1.23%	37,997	0.88%	910	0.00372	0.9410	YES	Posted 2.6 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY(%)	Design	1.85%	29,481	1.24%	805	0.00486	1.2485	YES	07/02 4.0 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/KY(%)	PBX	0.16%	29,677	0.00%	648	0.00160	1.0128	YES	Posted 2.6 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/KY(%)	PBX	0.21%	38,924	0.00%	518	0.00204	1.0441	YES	07/02 4.0 MSS

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A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY(%)	PBX	0.11%	29,677	0.00%	648		0.00134	0.8524	YES	Posted 2.6 MSS
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY(%)	PBX	0.13%	38,924	0.00%	518		0.00162	0.8264	YES	07/02 4.0 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY(%)	Centrex	0.31%	53,057	0.70%	428		0.00271	-1.4408	YES	Posted 2.6 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY(%)	Centrex	0.34%	54,939	0.69%	437		0.00281	-1.2255	YES	07/02 4.0 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY(%)	Centrex	0.14%	53,057	0.00%	428		0.00179	0.7591	YES	Posted 2.6 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY(%)	Centrex	0.15%	54,939	0.00%	437		0.00184	0.7995	YES	07/02 4.0 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY(%)	ISDN	0.05%	72,479	0.00%	563		0.00090	0.5043	YES	Posted 2.6 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY(%)	ISDN	0.05%	76,464	0.00%	476		0.00102	0.4849	YES	07/02 4.0 MSS
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY(%)	ISDN	0.09%	72,479	0.53%	563		0.00125	-3.5751	NO	Posted 2.6 MSS
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY(%)	ISDN	0.09%	76,464	0.63%	476		0.00136	-3.9870	NO	07/02 4.0 MSS
		Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/KY(hours)	Res	22.94	16,423	18.73	549	24.932	1.08172	3.8908	YES	Posted 2.6 MSS
A.3.3.1.1	M&R-3	Residence/Dispatch/KY(hours)	Res	23.04	17,910	18.82	600	24.950	1.03551	4.2634	YES	07/02 4.0 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY(hours)	Res	9.18	7,723	5.93	121	18.876	1.72936	1.8753	YES	Posted 2.6 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY(hours)	Res	8.98	8,221	5.79	131	18.543	1.83293	1.9432	YES	07/02 4.0 MSS
A.3.3.2.1	M&R-3	Business/Dispatch/KY(hours)	Bus	9.52	2,179	12.67	61	12.838	1.66660	-2.0092	NO	Posted 2.6 MSS
A.3.3.2.1	M&R-3	Business/Dispatch/KY(hours)	Bus	9.46	2,379	12.56	70	12.569	1.52983	-2.0285	NO	07/02 4.0 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY(hours)	Bus	2.72	858	3.88	25	5.887	1.19452	-0.9706	YES	Posted 2.6 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY(hours)	Bus	2.85	888	3.44	30	5.805	1.07760	-0.7347	YES	07/02 4.0 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY(hours)	Design	5.94	289	2.56	7	8.482	3.24438	1.0420	YES	Posted 2.6 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY(hours)	Design	4.73	417	2.56	7	5.820	2.21796	0.9781	YES	07/02 4.0 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY(hours)	Design	2.30	467	3.38	8	6.722	2.39672	-0.4507	YES	Posted 2.6 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY(hours)	Design	2.25	545	3.11	10	6.254	1.99580	-0.4308	YES	07/02 4.0 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/KY(hours)	PBX	12.75	48	0.00	0	15.877			YES	Posted 2.6 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/KY(hours)	PBX	11.03	83	0.00	0	15.030			YES	07/02 4.0 MSS
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY(hours)	PBX	4.25	34	0.00	0	8.663			YES	Posted 2.6 MSS
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY(hours)	PBX	3.92	52	0.00	0	7.116			YES	07/02 4.0 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY(hours)	Centrex	9.52	165	22.75	3	10.545	6.14336	-2.1539	NO	Posted 2.6 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY(hours)	Centrex	12.58	188	22.75	3	50.876	29.60796	-0.3435	YES	07/02 4.0 MSS
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY(hours)	Centrex	3.31	72	0.00	0	6.992			YES	Posted 2.6 MSS
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY(hours)	Centrex	4.23	81	0.00	0	7.548			YES	07/02 4.0 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY(hours)	ISDN	4.76	33	0.00	0	3.288			YES	Posted 2.6 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY(hours)	ISDN	4.74	38	0.00	0	3.101			YES	07/02 4.0 MSS
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY(hours)	ISDN	2.49	63	4.76	3	7.812	4.61661	-0.4946	YES	Posted 2.6 MSS
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY(hours)	ISDN	2.37	67	4.78	3	7.588	4.47776	-0.5375	YES	07/02 4.0 MSS
		% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/KY(%)	Res	17.20%	16,423	12.39%	549		0.01637	2.9409	YES	Posted 2.6 MSS
A.3.4.1.1	M&R-4	Residence/Dispatch/KY(%)	Res	17.15%	17,910	12.33%	600		0.01564	3.0771	YES	07/02 4.0 MSS
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY(%)	Res	14.93%	7,723	13.22%	121		0.03265	0.5226	YES	Posted 2.6 MSS
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY(%)	Res	14.79%	8,221	12.21%	131		0.03126	0.8245	YES	07/02 4.0 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/KY(%)	Bus	13.95%	2,179	11.48%	61		0.04498	0.5505	YES	Posted 2.6 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/KY(%)	Bus	14.12%	2,379	12.68%	70		0.04223	0.2969	YES	07/02 4.0 MSS
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY(%)	Bus	14.34%	858	8.00%	25		0.07110	0.8911	YES	Posted 2.6 MSS
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY(%)	Bus	14.08%	888	10.00%	30		0.06456	0.6314	YES	07/02 4.0 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY(%)	Design	22.84%	289	28.57%	7		0.16057	-0.3571	YES	Posted 2.6 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY(%)	Design	17.03%	417	28.57%	7		0.14325	-0.8059	YES	07/02 4.0 MSS
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY(%)	Design	20.77%	467	25.00%	8		0.14485	-0.2924	YES	Posted 2.6 MSS
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY(%)	Design	13.03%	545	10.00%	10		0.10742	0.2818	YES	07/02 4.0 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/KY(%)	PBX	16.67%	48	0.00%	0				YES	Posted 2.6 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/KY(%)	PBX	8.43%	83	0.00%	0				YES	07/02 4.0 MSS
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY(%)	PBX	5.88%	34	0.00%	0				YES	Posted 2.6 MSS
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY(%)	PBX	3.85%	52	0.00%	0				YES	07/02 4.0 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY(%)	Centrex	11.52%	165	33.33%	3		0.18596	-1.1733	YES	Posted 2.6 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY(%)	Centrex	11.70%	188	33.33%	3		0.18706	-1.1564	YES	07/02 4.0 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY(%)	Centrex	4.17%	72	0.00%	0				YES	Posted 2.6 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY(%)	Centrex	6.17%	81	0.00%	0				YES	07/02 4.0 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY(%)	ISDN	15.15%	33	0.00%	0				YES	Posted 2.6 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY(%)	ISDN	13.16%	38	0.00%	0				YES	07/02 4.0 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY(%)	ISDN	7.94%	63	0.00%	3		0.15973	0.4969	YES	Posted 2.6 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY(%)	ISDN	8.96%	67	0.00%	3		0.16851	0.5314	YES	07/02 4.0 MSS
		Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/KY(%)	Res	14.14%	10,271	9.24%	422		0.01730	2.8288	YES	Posted 2.6 MSS
A.3.5.1.1	M&R-5	Residence/Dispatch/KY(%)	Res	14.06%	11,140	8.96%	462		0.01651	3.2809	YES	07/02 4.0 MSS
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY(%)	Res	6.43%	2,023	3.85%	52		0.03444	0.7491	YES	Posted 2.6 MSS
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY(%)	Res	6.18%	2,189	5.17%	58		0.03203	0.3139	YES	07/02 4.0 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/KY(%)	Bus	3.25%	1,231	2.33%	43		0.02751	0.3358	YES	Posted 2.6 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/KY(%)	Bus	3.12%	1,347	2.08%	48		0.02553	0.4053	YES	07/02 4.0 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY(%)	Bus	1.09%	276	0.00%	7		0.03968	0.2739	YES	Posted 2.6 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY(%)	Bus	1.06%	282	0.00%	11		0.03153	0.3374	YES	07/02 4.0 MSS

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A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY(%)	Design	4.15%	289	0.00%	7		0.07631	0.5441	YES	Posted 2.6 MSS
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY(%)	Design	2.16%	417	0.00%	7		0.05538	0.3897	YES	07/02 4.0 MSS
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY(%)	Design	0.43%	467	0.00%	8		0.02328	0.1839	YES	Posted 2.6 MSS
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY(%)	Design	0.37%	545	0.00%	10		0.01830	0.1902	YES	07/02 4.0 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/KY(%)	PBX	3.03%	33	0.00%	0				YES	Posted 2.6 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/KY(%)	PBX	6.06%	66	0.00%	0				YES	07/02 4.0 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY(%)	PBX	3.70%	27	0.00%	0				YES	Posted 2.6 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY(%)	PBX	2.27%	44	0.00%	0				YES	07/02 4.0 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY(%)	Centrex	4.55%	88	0.00%	1		0.20948	0.2170	YES	Posted 2.6 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY(%)	Centrex	5.10%	98	0.00%	1		0.22116	0.2307	YES	07/02 4.0 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY(%)	Centrex	5.71%	35	0.00%	0				YES	Posted 2.6 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY(%)	Centrex	4.65%	43	0.00%	0				YES	07/02 4.0 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY(%)	ISDN	0.00%	33	0.00%	0				YES	Posted 2.6 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/KY(%)	ISDN	0.00%	38	0.00%	0				YES	07/02 4.0 MSS
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY(%)	ISDN	1.59%	63	0.00%	3		0.07386	0.2149	YES	Posted 2.6 MSS
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY(%)	ISDN	1.49%	67	0.00%	3		0.07156	0.2086	YES	07/02 4.0 MSS
		Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890				YES	Posted 2.6 MSS
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,845				YES	07/02 4.0 MSS
		% Rejected Service Requests - Mechanized										
B.1.1.3	O-7	Loop + Port Combinations/KY(%)	Diagnostic			23.81%	2,360				Diagnostic	Posted 2.6 MSS
B.1.1.3	O-7	Loop + Port Combinations/KY(%)	Diagnostic			23.64%	2,385				Diagnostic	07/02 4.0 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY(%)	Diagnostic			38.10%	42				Diagnostic	Posted 2.6 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY(%)	Diagnostic			33.33%	51				Diagnostic	07/02 4.0 MSS
B.1.1.17	O-13	LNP Standalone/KY(%)	Diagnostic			4.04%	1,088				Diagnostic	Posted 2.6 MSS
B.1.1.17	O-13	LNP Standalone/KY(%)	Diagnostic			4.07%	1,107				Diagnostic	07/02 4.0 MSS
		% Rejected Service Requests - Partially Mechanized										
B.1.2.3	O-7	Loop + Port Combinations/KY(%)	Diagnostic			31.78%	1,032				Diagnostic	Posted 2.6 MSS
B.1.2.3	O-7	Loop + Port Combinations/KY(%)	Diagnostic			26.57%	1,020				Diagnostic	07/02 4.0 MSS
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY(%)	Diagnostic			14.81%	27				Diagnostic	Posted 2.6 MSS
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY(%)	Diagnostic			10.00%	30				Diagnostic	07/02 4.0 MSS
B.1.2.7	O-7	Line Sharing/KY(%)	Diagnostic			50.00%	8				Diagnostic	Posted 2.6 MSS
B.1.2.7	O-7	Line Sharing/KY(%)	Diagnostic			57.14%	7				Diagnostic	07/02 4.0 MSS
B.1.2.8	O-7	2W Analog Loop Design/KY(%)	Diagnostic			42.86%	21				Diagnostic	Posted 2.6 MSS
B.1.2.8	O-7	2W Analog Loop Design/KY(%)	Diagnostic			45.00%	20				Diagnostic	07/02 4.0 MSS
B.1.2.15	O-7	Other Non-Design/KY(%)	Diagnostic			45.38%	130				Diagnostic	Posted 2.6 MSS
B.1.2.15	O-7	Other Non-Design/KY(%)	Diagnostic			44.62%	130				Diagnostic	07/02 4.0 MSS
B.1.2.17	O-13	LNP Standalone/KY(%)	Diagnostic			16.93%	437				Diagnostic	Posted 2.6 MSS
B.1.2.17	O-13	LNP Standalone/KY(%)	Diagnostic			15.94%	458				Diagnostic	07/02 4.0 MSS
		% Rejected Service Requests - Non-Mechanized										
B.1.3.3	O-7	Loop + Port Combinations/KY(%)	Diagnostic			57.14%	203				Diagnostic	Posted 2.6 MSS
B.1.3.3	O-7	Loop + Port Combinations/KY(%)	Diagnostic			51.71%	205				Diagnostic	07/02 4.0 MSS
B.1.3.4	O-7	Combo Other/KY(%)	Diagnostic								Diagnostic	Posted 2.6 MSS
B.1.3.4	O-7	Combo Other/KY(%)	Diagnostic			66.67%	3				Diagnostic	07/02 4.0 MSS
B.1.3.8	O-7	2W Analog Loop Design/KY(%)	Diagnostic			20.00%	5				Diagnostic	Posted 2.6 MSS
B.1.3.8	O-7	2W Analog Loop Design/KY(%)	Diagnostic			0.00%	4				Diagnostic	07/02 4.0 MSS
B.1.3.9	O-7	2W Analog Loop Non-Design/KY(%)	Diagnostic			54.55%	11				Diagnostic	Posted 2.6 MSS
B.1.3.9	O-7	2W Analog Loop Non-Design/KY(%)	Diagnostic								Diagnostic	07/02 4.0 MSS
B.1.3.15	O-7	Other Non-Design/KY(%)	Diagnostic			27.16%	81				Diagnostic	Posted 2.6 MSS
B.1.3.15	O-7	Other Non-Design/KY(%)	Diagnostic			28.63%	81				Diagnostic	07/02 4.0 MSS
B.1.3.16	O-7	INP Standalone/KY(%)	Diagnostic			100.00%	2				Diagnostic	Posted 2.6 MSS
B.1.3.16	O-7	INP Standalone/KY(%)	Diagnostic			75.00%	4				Diagnostic	07/02 4.0 MSS
B.1.3.17	O-13	LNP Standalone/KY(%)	Diagnostic			22.41%	58				Diagnostic	Posted 2.6 MSS
B.1.3.17	O-13	LNP Standalone/KY(%)	Diagnostic			27.27%	66				Diagnostic	07/02 4.0 MSS
		Reject Interval - Mechanized										
B.1.4.3	O-8	Loop + Port Combinations/KY(%)	>= 97% w in 1 hr			91.50%	565				NO	Posted 2.6 MSS
B.1.4.3	O-8	Loop + Port Combinations/KY(%)	>= 97% w in 1 hr			93.58%	561				NO	07/02 4.0 MSS
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/KY(%)	>= 97% w in 1 hr			100.00%	18				YES	Posted 2.6 MSS
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/KY(%)	>= 97% w in 1 hr			100.00%	17				YES	07/02 4.0 MSS
B.1.4.17	O-14	LNP Standalone/KY(%)	>= 97% w in 1 hr			100.00%	44				YES	Posted 2.6 MSS
B.1.4.17	O-14	LNP Standalone/KY(%)	>= 97% w in 1 hr			100.00%	45				YES	07/02 4.0 MSS
		Reject Interval - Partially Mechanized - 10 hours										
B.1.7.3	O-8	Loop + Port Combinations/KY(%)	>= 85% w in 10 hrs			98.25%	342				YES	Posted 2.6 MSS
B.1.7.3	O-8	Loop + Port Combinations/KY(%)	>= 85% w in 10 hrs			94.37%	284				YES	07/02 4.0 MSS
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 10 hrs			100.00%	4				YES	Posted 2.6 MSS
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 10 hrs			100.00%	3				YES	07/02 4.0 MSS
B.1.7.15	O-8	Other Non-Design/KY(%)	>= 85% w in 10 hrs			96.61%	59				YES	Posted 2.6 MSS
B.1.7.15	O-8	Other Non-Design/KY(%)	>= 85% w in 10 hrs			93.10%	58				YES	07/02 4.0 MSS
B.1.7.17	O-14	LNP Standalone/KY(%)	>= 85% w in 10 hrs			97.30%	74				YES	Posted 2.6 MSS
B.1.7.17	O-14	LNP Standalone/KY(%)	>= 85% w in 10 hrs			84.93%	73				NO	07/02 4.0 MSS

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	Reject Interval - Non-Mechanized							
B.1.8.3	O-8	Loop + Port Combinations/KY(%)	>= 85% w in 24 hrs	97.52%	121	YES	Posted 2.6 MSS	
B.1.8.3	O-8	Loop + Port Combinations/KY(%)	>= 85% w in 24 hrs	98.17%	109	YES	07/02 4.0 MSS	
B.1.8.4	O-8	Combo Other/KY(%)	>= 85% w in 24 hrs				Posted 2.6 MSS	
B.1.8.4	O-8	Combo Other/KY(%)	>= 85% w in 24 hrs	100.00%	2	YES	07/02 4.0 MSS	
B.1.8.8	O-8	2W Analog Loop Design/KY(%)	>= 85% w in 24 hrs	100.00%	1	YES	Posted 2.6 MSS	
B.1.8.8	O-8	2W Analog Loop Design/KY(%)	>= 85% w in 24 hrs				07/02 4.0 MSS	
B.1.8.9	O-8	2W Analog Loop Non-Design/KY(%)	>= 85% w in 24 hrs	100.00%	6	YES	Posted 2.6 MSS	
B.1.8.9	O-8	2W Analog Loop Non-Design/KY(%)	>= 85% w in 24 hrs				07/02 4.0 MSS	
B.1.8.15	O-8	Other Non-Design/KY(%)	>= 85% w in 24 hrs	100.00%	22	YES	Posted 2.6 MSS	
B.1.8.15	O-8	Other Non-Design/KY(%)	>= 85% w in 24 hrs	100.00%	24	YES	07/02 4.0 MSS	
B.1.8.16	O-8	INP Standalone/KY(%)	>= 85% w in 24 hrs	100.00%	3	YES	Posted 2.6 MSS	
B.1.8.16	O-8	INP Standalone/KY(%)	>= 85% w in 24 hrs	100.00%	4	YES	07/02 4.0 MSS	
B.1.8.17	O-14	LNP Standalone/KY(%)	>= 85% w in 24 hrs	100.00%	14	YES	Posted 2.6 MSS	
B.1.8.17	O-14	LNP Standalone/KY(%)	>= 85% w in 24 hrs	100.00%	19	YES	07/02 4.0 MSS	
	FOC Timeliness - Mechanized							
B.1.9.3	O-9	Loop + Port Combinations/KY(%)	>= 95% w in 3 hrs	99.89%	1,817	YES	Posted 2.6 MSS	
B.1.9.3	O-9	Loop + Port Combinations/KY(%)	>= 95% w in 3 hrs	99.27%	1,793	YES	07/02 4.0 MSS	
B.1.9.7	O-9	Line Sharing/KY(%)	>= 95% w in 3 hrs	100.00%	60	YES	Posted 2.6 MSS	
B.1.9.7	O-9	Line Sharing/KY(%)	>= 95% w in 3 hrs	100.00%	59	YES	07/02 4.0 MSS	
B.1.9.9	O-9	2W Analog Loop Non-Design/KY(%)	>= 95% w in 3 hrs	100.00%	7	YES	Posted 2.6 MSS	
B.1.9.9	O-9	2W Analog Loop Non-Design/KY(%)	>= 95% w in 3 hrs	100.00%	6	YES	07/02 4.0 MSS	
B.1.9.15	O-9	Other Non-Design/KY(%)	>= 95% w in 3 hrs	100.00%	782	YES	Posted 2.6 MSS	
B.1.9.15	O-9	Other Non-Design/KY(%)	>= 95% w in 3 hrs	98.36%	769	YES	07/02 4.0 MSS	
B.1.9.17	O-15	LNP Standalone/KY(%)	>= 95% w in 3 hrs	100.00%	1,044	YES	Posted 2.6 MSS	
B.1.9.17	O-15	LNP Standalone/KY(%)	>= 95% w in 3 hrs	99.91%	1,063	YES	07/02 4.0 MSS	
	FOC Timeliness - Partially Mechanized - 10 hours							
B.1.12.3	O-9	Loop + Port Combinations/KY(%)	>= 85% w in 10 hrs	96.56%	785	YES	Posted 2.6 MSS	
B.1.12.3	O-9	Loop + Port Combinations/KY(%)	>= 85% w in 10 hrs	92.80%	778	YES	07/02 4.0 MSS	
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 10 hrs	85.19%	27	YES	Posted 2.6 MSS	
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 10 hrs	96.30%	27	YES	07/02 4.0 MSS	
B.1.12.7	O-9	Line Sharing/KY(%)	>= 85% w in 10 hrs	100.00%	4	YES	Posted 2.6 MSS	
B.1.12.7	O-9	Line Sharing/KY(%)	>= 85% w in 10 hrs	100.00%	3	YES	07/02 4.0 MSS	
B.1.12.8	O-9	2W Analog Loop Design/KY(%)	>= 85% w in 10 hrs	100.00%	16	YES	Posted 2.6 MSS	
B.1.12.8	O-9	2W Analog Loop Design/KY(%)	>= 85% w in 10 hrs	100.00%	15	YES	07/02 4.0 MSS	
B.1.12.15	O-9	Other Non-Design/KY(%)	>= 85% w in 10 hrs	94.87%	78	YES	Posted 2.6 MSS	
B.1.12.15	O-9	Other Non-Design/KY(%)	>= 85% w in 10 hrs	83.77%	89	NO	07/02 4.0 MSS	
B.1.12.17	O-15	LNP Standalone/KY(%)	>= 85% w in 10 hrs	98.83%	343	YES	Posted 2.6 MSS	
B.1.12.17	O-15	LNP Standalone/KY(%)	>= 85% w in 10 hrs	66.74%	466	NO	07/02 4.0 MSS	
	FOC Timeliness - Non-Mechanized							
B.1.13.3	O-9	Loop + Port Combinations/KY(%)	>= 85% w in 36 hrs	100.00%	86	YES	Posted 2.6 MSS	
B.1.13.3	O-9	Loop + Port Combinations/KY(%)	>= 85% w in 36 hrs	100.00%	85	YES	07/02 4.0 MSS	
B.1.13.4	O-9	Combo Other/KY(%)	>= 85% w in 36 hrs				Posted 2.6 MSS	
B.1.13.4	O-9	Combo Other/KY(%)	>= 85% w in 36 hrs	100.00%	1	YES	07/02 4.0 MSS	
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 36 hrs	100.00%	4	YES	Posted 2.6 MSS	
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY(%)	>= 85% w in 36 hrs	100.00%	3	YES	07/02 4.0 MSS	
B.1.13.8	O-9	2W Analog Loop Design/KY(%)	>= 85% w in 36 hrs	100.00%	4	YES	Posted 2.6 MSS	
B.1.13.8	O-9	2W Analog Loop Design/KY(%)	>= 85% w in 36 hrs	100.00%	3	YES	07/02 4.0 MSS	
B.1.13.9	O-9	2W Analog Loop Non-Design/KY(%)	>= 85% w in 36 hrs	100.00%	4	YES	Posted 2.6 MSS	
B.1.13.9	O-9	2W Analog Loop Non-Design/KY(%)	>= 85% w in 36 hrs				07/02 4.0 MSS	
B.1.13.17	O-15	LNP Standalone/KY(%)	>= 85% w in 36 hrs	97.87%	47	YES	Posted 2.6 MSS	
B.1.13.17	O-15	LNP Standalone/KY(%)	>= 85% w in 36 hrs	98.00%	50	YES	07/02 4.0 MSS	
	FOC & Reject Response Completeness - Mechanized							
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY(%)	>= 95%	100.00%	65	YES	Posted 2.6 MSS	
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY(%)	>= 95%	98.48%	65	YES	07/02 4.0 MSS	
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	100.00%	2,295	YES	Posted 2.6 MSS	
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	98.52%	2,300	YES	07/02 4.0 MSS	
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY(%)	>= 95%	100.00%	28	YES	Posted 2.6 MSS	
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY(%)	>= 95%	87.50%	32	NO	07/02 4.0 MSS	
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY(%)	>= 95%	100.00%	14	YES	Posted 2.6 MSS	
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY(%)	>= 95%	78.95%	19	NO	07/02 4.0 MSS	
B.1.14.7.2	O-11	Line Sharing/TAG/KY(%)	>= 95%	100.00%	19	YES	Posted 2.6 MSS	
B.1.14.7.2	O-11	Line Sharing/TAG/KY(%)	>= 95%	94.74%	19	NO	07/02 4.0 MSS	
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/KY(%)	>= 95%	72.73%	11	NO	Posted 2.6 MSS	
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/KY(%)	>= 95%	63.64%	11	NO	07/02 4.0 MSS	
B.1.14.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%	100.00%	59	YES	Posted 2.6 MSS	
B.1.14.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%	76.27%	59	NO	07/02 4.0 MSS	
B.1.14.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%	100.00%	1,088	YES	Posted 2.6 MSS	
B.1.14.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%	100.00%	1,107	YES	07/02 4.0 MSS	

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		FOC & Reject Response Completeness - Partially Mechanized						
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	99.90%	998	YES	Posted 2.6 MSS	
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	99.49%	986	YES	07/02 4.0 MSS	
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY(%)	>= 95%	100.00%	20	YES	Posted 2.6 MSS	
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY(%)	>= 95%	100.00%	23	YES	07/02 4.0 MSS	
B.1.15.7.1	O-11	Line Sharing/EDI/KY(%)	>= 95%	100.00%	4	YES	Posted 2.6 MSS	
B.1.15.7.1	O-11	Line Sharing/EDI/KY(%)	>= 95%	100.00%	3	YES	07/02 4.0 MSS	
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/KY(%)	>= 95%	100.00%	3	YES	Posted 2.6 MSS	
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/KY(%)	>= 95%	100.00%	2	YES	07/02 4.0 MSS	
B.1.15.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%	100.00%	38	YES	Posted 2.6 MSS	
B.1.15.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%	97.37%	38	YES	07/02 4.0 MSS	
B.1.15.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%	100.00%	437	YES	Posted 2.6 MSS	
B.1.15.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%	98.91%	458	YES	07/02 4.0 MSS	
		FOC & Reject Response Completeness - Non-Mechanized						
B.1.16.3	O-11	Loop + Port Combinations/KY(%)	>= 95%	97.54%	203	YES	Posted 2.6 MSS	
B.1.16.3	O-11	Loop + Port Combinations/KY(%)	>= 95%	97.56%	205	YES	07/02 4.0 MSS	
B.1.16.4	O-11	Combo Other/KY(%)	>= 95%				Posted 2.6 MSS	
B.1.16.4	O-11	Combo Other/KY(%)	>= 95%	100.00%	3	YES	07/02 4.0 MSS	
B.1.16.7	O-11	Line Sharing/KY(%)	>= 95%	100.00%	15	YES	Posted 2.6 MSS	
B.1.16.7	O-11	Line Sharing/KY(%)	>= 95%	93.33%	15	NO	07/02 4.0 MSS	
B.1.16.8	O-11	2W Analog Loop Design/KY(%)	>= 95%	100.00%	5	YES	Posted 2.6 MSS	
B.1.16.8	O-11	2W Analog Loop Design/KY(%)	>= 95%	100.00%	4	YES	07/02 4.0 MSS	
B.1.16.9	O-11	2W Analog Loop Non-Design/KY(%)	>= 95%	90.91%	11	NO	Posted 2.6 MSS	
B.1.16.9	O-11	2W Analog Loop Non-Design/KY(%)	>= 95%				07/02 4.0 MSS	
B.1.16.15	O-11	Other Non-Design/KY(%)	>= 95%	96.30%	81	YES	Posted 2.6 MSS	
B.1.16.15	O-11	Other Non-Design/KY(%)	>= 95%	98.77%	81	YES	07/02 4.0 MSS	
B.1.16.16	O-11	INP Standalone/KY(%)	>= 95%	100.00%	2	YES	Posted 2.6 MSS	
B.1.16.16	O-11	INP Standalone/KY(%)	>= 95%	75.00%	4	NO	07/02 4.0 MSS	
B.1.16.17	O-11	LNP Standalone/KY(%)	>= 95%	98.28%	58	YES	Posted 2.6 MSS	
B.1.16.17	O-11	LNP Standalone/KY(%)	>= 95%	98.97%	68	YES	07/02 4.0 MSS	
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized						
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY(%)	>= 95%	83.08%	65	NO	Posted 2.6 MSS	
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY(%)	>= 95%	93.75%	64	NO	07/02 4.0 MSS	
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	85.10%	2,295	NO	Posted 2.6 MSS	
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	98.98%	2,268	YES	07/02 4.0 MSS	
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY(%)	>= 95%	100.00%	14	YES	Posted 2.6 MSS	
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY(%)	>= 95%	100.00%	15	YES	07/02 4.0 MSS	
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY(%)	>= 95%	0.00%	0	NO	Posted 2.6 MSS	
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY(%)	>= 95%				07/02 4.0 MSS	
B.1.17.7.1	O-11	Line Sharing/EDI/KY(%)	>= 95%	86.27%	51	NO	Posted 2.6 MSS	
B.1.17.7.1	O-11	Line Sharing/EDI/KY(%)	>= 95%	98.04%	51	YES	07/02 4.0 MSS	
B.1.17.7.2	O-11	Line Sharing/TAG/KY(%)	>= 95%	100.00%	19	YES	Posted 2.6 MSS	
B.1.17.7.2	O-11	Line Sharing/TAG/KY(%)	>= 95%	100.00%	18	YES	07/02 4.0 MSS	
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY(%)	>= 95%	87.10%	31	NO	Posted 2.6 MSS	
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY(%)	>= 95%	96.77%	31	YES	07/02 4.0 MSS	
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY(%)	>= 95%	75.00%	8	NO	Posted 2.6 MSS	
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY(%)	>= 95%	71.43%	7	NO	07/02 4.0 MSS	
B.1.17.14.1	O-11	Other Design/EDI/KY(%)	>= 95%	37.50%	40	NO	Posted 2.6 MSS	
B.1.17.14.1	O-11	Other Design/EDI/KY(%)	>= 95%	100.00%	40	YES	07/02 4.0 MSS	
B.1.17.15.1	O-11	Other Non-Design/EDI/KY(%)	>= 95%	80.51%	898	NO	Posted 2.6 MSS	
B.1.17.15.1	O-11	Other Non-Design/EDI/KY(%)	>= 95%	99.55%	898	YES	07/02 4.0 MSS	
B.1.17.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%	100.00%	59	YES	Posted 2.6 MSS	
B.1.17.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%	100.00%	45	YES	07/02 4.0 MSS	
B.1.17.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%	100.00%	1,088	YES	Posted 2.6 MSS	
B.1.17.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%	73.26%	1,107	NO	07/02 4.0 MSS	
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized						
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/KY(%)	>= 95%	85.29%	34	NO	Posted 2.6 MSS	
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/KY(%)	>= 95%	91.18%	34	NO	07/02 4.0 MSS	
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	91.57%	997	NO	Posted 2.6 MSS	
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/KY(%)	>= 95%	91.74%	981	NO	07/02 4.0 MSS	
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY(%)	>= 95%	95.00%	20	YES	Posted 2.6 MSS	
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY(%)	>= 95%	95.65%	23	YES	07/02 4.0 MSS	
B.1.18.7.1	O-11	Line Sharing/EDI/KY(%)	>= 95%	75.00%	4	NO	Posted 2.6 MSS	
B.1.18.7.1	O-11	Line Sharing/EDI/KY(%)	>= 95%	100.00%	3	YES	07/02 4.0 MSS	
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/KY(%)	>= 95%	100.00%	3	YES	Posted 2.6 MSS	
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/KY(%)	>= 95%	100.00%	2	YES	07/02 4.0 MSS	
B.1.18.14.1	O-11	Other Design/EDI/KY(%)	>= 95%	90.91%	22	NO	Posted 2.6 MSS	
B.1.18.14.1	O-11	Other Design/EDI/KY(%)	>= 95%	95.45%	22	YES	07/02 4.0 MSS	
B.1.18.15.1	O-11	Other Non-Design/EDI/KY(%)	>= 95%	96.74%	92	YES	Posted 2.6 MSS	
B.1.18.15.1	O-11	Other Non-Design/EDI/KY(%)	>= 95%	97.83%	92	YES	07/02 4.0 MSS	

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B.1.18.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%				92.11%	38			NO	Posted 2.6 MSS
B.1.18.15.2	O-11	Other Non-Design/TAG/KY(%)	>= 95%				100.00%	37			YES	07/02 4.0 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%				99.31%	437			YES	Posted 2.6 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/KY(%)	>= 95%				50.99%	453			NO	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.3	O-11	Loop + Port Combinations/KY(%)	>= 95%				93.43%	198			NO	Posted 2.6 MSS
B.1.19.3	O-11	Loop + Port Combinations/KY(%)	>= 95%				93.50%	200			NO	07/02 4.0 MSS
B.1.19.4	O-11	Combo Other/KY(%)	>= 95%									Posted 2.6 MSS
B.1.19.4	O-11	Combo Other/KY(%)	>= 95%				100.00%	3			YES	07/02 4.0 MSS
B.1.19.7	O-11	Line Sharing/KY(%)	>= 95%				100.00%	15			YES	Posted 2.6 MSS
B.1.19.7	O-11	Line Sharing/KY(%)	>= 95%				100.00%	14			YES	07/02 4.0 MSS
B.1.19.8	O-11	2W Analog Loop Design/KY(%)	>= 95%				100.00%	5			YES	Posted 2.6 MSS
B.1.19.8	O-11	2W Analog Loop Design/KY(%)	>= 95%				100.00%	4			YES	07/02 4.0 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/KY(%)	>= 95%				90.00%	10			NO	Posted 2.6 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/KY(%)	>= 95%									07/02 4.0 MSS
B.1.19.15	O-11	Other Non-Design/KY(%)	>= 95%				96.15%	78			YES	Posted 2.6 MSS
B.1.19.15	O-11	Other Non-Design/KY(%)	>= 95%				95.00%	80			YES	07/02 4.0 MSS
B.1.19.16	O-11	INP Standalone/KY(%)	>= 95%				100.00%	2			YES	Posted 2.6 MSS
B.1.19.16	O-11	INP Standalone/KY(%)	>= 95%				100.00%	3			YES	07/02 4.0 MSS
B.1.19.17	O-11	LNP Standalone/KY(%)	>= 95%				96.49%	57			YES	Posted 2.6 MSS
B.1.19.17	O-11	LNP Standalone/KY(%)	>= 95%				98.86%	84			YES	07/02 4.0 MSS
		Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/KY(days)	R&B (POTS)	3.94	9,864			7.077				Posted 2.6 MSS
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/KY(days)	R&B (POTS)	3.97	10,893			6.974				07/02 4.0 MSS
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.88	111,592			1.379				Posted 2.6 MSS
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.92	118,192			1.472				07/02 4.0 MSS
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/KY(days)	R&B (POTS)	8.68	41			16.199				Posted 2.6 MSS
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/KY(days)	R&B (POTS)	8.41	44			15.658				07/02 4.0 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/KY(days)	DS1/DS3	16.78	308			15.254				Posted 2.6 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/KY(days)	DS1/DS3	16.89	317			15.568				07/02 4.0 MSS
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	R&B	3.93	9,942	2.64	90	7.058	0.74732	1.7307	YES	Posted 2.6 MSS
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	R&B	3.96	10,975	2.74	95	6.956	0.71674	1.7032	YES	07/02 4.0 MSS
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	R&B	0.88	111,746	0.61	1,539	1.427	0.03662	7.5365	YES	Posted 2.6 MSS
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	R&B	0.92	118,375	0.60	1,881	1.518	0.03723	8.5213	YES	07/02 4.0 MSS
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(days)	R&B	0.33	59,909	0.33	1,083	0.000	0.00000		YES	Posted 2.6 MSS
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(days)	R&B	0.33	62,338	0.33	1,187	0.000	0.00000		YES	07/02 4.0 MSS
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY(days)	R&B	1.52	51,837	1.26	456	1.905	0.08960	2.8781	YES	Posted 2.6 MSS
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY(days)	R&B	1.57	56,037	1.25	494	2.011	0.09089	3.5530	YES	07/02 4.0 MSS
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)	R&B	10.04	55	2.00	1	16.405	16.55303	0.4855	YES	Posted 2.6 MSS
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)	R&B	9.60	60	2.00	1	15.767	15.89736	0.4781	YES	07/02 4.0 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(days)	R&B	7.69	23			18.798				Posted 2.6 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(days)	R&B	6.79	38			16.158				07/02 4.0 MSS
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(days)	R&B	0.33	6			0.000				Posted 2.6 MSS
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(days)	R&B	0.33	9			0.000				07/02 4.0 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(days)	R&B	10.29	17			21.409				Posted 2.6 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(days)	R&B	8.79	29			18.098				07/02 4.0 MSS
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/KY(days)	R&B&D - Disp	5.06	10,584	11.08	13	10.430	2.89452	-2.0788	NO	Posted 2.6 MSS
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/KY(days)	R&B&D - Disp	5.06	11,650	10.91	11	10.277	3.10001	-1.8875	NO	07/02 4.0 MSS
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/KY(days)	R&B&D - Disp	5.06	10,584			9.221				Posted 2.6 MSS
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/KY(days)	R&B&D - Disp	5.06	11,650			10.277				07/02 4.0 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY(days)	R&B&D - Disp	10.04	55			16.405				Posted 2.6 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY(days)	R&B&D - Disp	9.60	60			15.767				07/02 4.0 MSS
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/KY(days)	R&B&D - Disp	10.04	55			13.068				Posted 2.6 MSS
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/KY(days)	R&B&D - Disp	9.60	60			15.787				07/02 4.0 MSS
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/KY(days)	ISDN - BRI	13.16	106	8.64	14	7.861	2.23524	2.0222	YES	Posted 2.6 MSS
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/KY(days)	ISDN - BRI	13.26	105	8.64	14	7.834	2.22908	2.0715	YES	07/02 4.0 MSS
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY(days)	ISDN - BRI	3.11	31			5.612				Posted 2.6 MSS
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY(days)	ISDN - BRI	3.32	25			6.261				07/02 4.0 MSS
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/KY(days)	ADSL to Retail	3.92	451	3.00	2	1.940	1.37461	0.6693	YES	Posted 2.6 MSS
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/KY(days)	ADSL to Retail	4.00	1	3.67	6	0.000	0.00000		YES	07/02 4.0 MSS
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/KY(days)	ADSL to Retail	3.75	1,132			0.846				Posted 2.6 MSS
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/KY(days)	ADSL to Retail			3.73	47					07/02 4.0 MSS
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/KY(days)	ADSL to Retail	6.00	2			1.414				Posted 2.6 MSS
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/KY(days)	ADSL to Retail									07/02 4.0 MSS
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY(days)	R&B - Disp	3.93	9,942			7.058				Posted 2.6 MSS
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY(days)	R&B - Disp	3.96	10,975			6.956				07/02 4.0 MSS
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(days)	R&B - Disp	3.93	9,942			1.427				Posted 2.6 MSS
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(days)	R&B - Disp	3.96	10,975			6.956				07/02 4.0 MSS

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B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY(days)	R&B - Disp	10.04	55			16.405						Posted 2.6 MSS
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY(days)	R&B - Disp	9.60	60			15.767						07/02 4.0 MSS
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(days)	R&B - Disp	10.04	55			18.798						Posted 2.6 MSS
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(days)	R&B - Disp	9.60	60			15.767						07/02 4.0 MSS
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	3.94	9,864	4.00	1	7.077	7.07731	-0.0089	YES			Posted 2.6 MSS
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	3.97	10,893	4.00	1	6.974	6.97413	-0.0046	YES			07/02 4.0 MSS
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(days)	R&B (POTS) excl SB Or	1.51	51,747			1.905						Posted 2.6 MSS
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(days)	R&B (POTS) excl SB Or	1.57	55,932			1.944						07/02 4.0 MSS
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	8.68	41			16.199						Posted 2.6 MSS
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	8.41	44			15.658						07/02 4.0 MSS
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)	R&B - Disp	3.93	9,942			7.058						Posted 2.6 MSS
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(days)	R&B - Disp	3.96	10,975			6.956						07/02 4.0 MSS
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(days)	R&B - Disp	3.93	9,942			1.427						Posted 2.6 MSS
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(days)	R&B - Disp	3.96	10,975			6.956						07/02 4.0 MSS
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(days)	R&B - Disp	10.04	55			16.405						Posted 2.6 MSS
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(days)	R&B - Disp	9.60	60			15.767						07/02 4.0 MSS
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(days)	R&B - Disp	10.04	55			18.798						Posted 2.6 MSS
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(days)	R&B - Disp	9.60	60			15.767						07/02 4.0 MSS
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	3.94	9,864			7.077						Posted 2.6 MSS
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	3.97	10,893			6.974						07/02 4.0 MSS
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(days)	R&B (POTS) excl SB Or	1.51	51,747			1.905						Posted 2.6 MSS
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(days)	R&B (POTS) excl SB Or	1.57	55,932			1.944						07/02 4.0 MSS
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	8.68	41			16.199						Posted 2.6 MSS
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	8.41	44			15.658						07/02 4.0 MSS
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(days)	R&B - Disp	3.93	9,942			7.058						Posted 2.6 MSS
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(days)	R&B - Disp	3.96	10,975			6.956						07/02 4.0 MSS
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(days)	R&B - Disp	3.93	9,942			1.427						Posted 2.6 MSS
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(days)	R&B - Disp	3.96	10,975			6.956						07/02 4.0 MSS
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(days)	R&B - Disp	10.04	55			16.405						Posted 2.6 MSS
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(days)	R&B - Disp	9.60	60			15.767						07/02 4.0 MSS
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(days)	R&B - Disp	10.04	55			18.798						Posted 2.6 MSS
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(days)	R&B - Disp	9.60	60			15.767						07/02 4.0 MSS
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	3.94	9,864			7.077						Posted 2.6 MSS
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	3.97	10,893			6.974						07/02 4.0 MSS
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(days)	R&B (POTS) excl SB Or	1.51	51,747			1.905						Posted 2.6 MSS
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(days)	R&B (POTS) excl SB Or	1.57	55,932			1.944						07/02 4.0 MSS
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	8.68	41			16.199						Posted 2.6 MSS
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(days)	R&B (POTS) excl SB Or	8.41	44			15.658						07/02 4.0 MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/KY(days)	Design	22.50	642			26.461						Posted 2.6 MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/KY(days)	Design	22.83	675			26.490						07/02 4.0 MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY(days)	Design	10.06	69			9.221						Posted 2.6 MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY(days)	Design	4.72	282			8.177						07/02 4.0 MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY(days)	Design	7.18	11			13.068						Posted 2.6 MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY(days)	Design											07/02 4.0 MSS
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/KY(days)	R&B	3.93	9,942	6.33	3	7.058	4.07545	-0.5888	YES			Posted 2.6 MSS
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/KY(days)	R&B	3.96	10,975	6.33	3	6.956	4.01654	-0.5897	YES			07/02 4.0 MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/KY(days)	R&B	0.88	111,746			1.427						Posted 2.6 MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/KY(days)	R&B	0.92	118,375			1.516						07/02 4.0 MSS
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/KY(days)	R&B	10.04	55			16.405						Posted 2.6 MSS
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/KY(days)	R&B	9.60	60			15.767						07/02 4.0 MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/KY(days)	R&B	7.69	23			18.798						Posted 2.6 MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/KY(days)	R&B	6.79	38			16.158						07/02 4.0 MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/KY(days)	R&B (POTS)	3.94	9,864			7.077						Posted 2.6 MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/KY(days)	R&B (POTS)	3.97	10,893			6.974						07/02 4.0 MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.88	111,592			1.379						Posted 2.6 MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.92	118,192			1.472						07/02 4.0 MSS
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/KY(days)	R&B (POTS)	8.68	41			16.199						Posted 2.6 MSS
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/KY(days)	R&B (POTS)	8.41	44			15.658						07/02 4.0 MSS
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/KY(days)	R&B (POTS)	3.94	9,864			7.077						Posted 2.6 MSS
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/KY(days)	R&B (POTS)	3.97	10,893			6.974						07/02 4.0 MSS
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.88	111,592	0.82	1,245	1.379	0.03930	1.4294	YES			Posted 2.6 MSS
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.92	118,192	0.83	1,270	1.472	0.04153	2.1986	YES			07/02 4.0 MSS
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/KY(days)	R&B (POTS)	8.68	41			16.199						Posted 2.6 MSS
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/KY(days)	R&B (POTS)	8.41	44			15.658						07/02 4.0 MSS
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.33	1	0.33	1	0.000	0.00000		YES			Posted 2.6 MSS
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)	R&B (POTS)	0.33	1			0.000						07/02 4.0 MSS
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Digital Loop < DS1	7.22	623	6.65	26	7.609	1.52307	0.3706	YES			Posted 2.6 MSS

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B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Digital Loop < DS1	14.78	159	6.65	26	9.453	1.99564	4.0648	YES	07/02 4.0 MSS
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(days)	Digital Loop < DS1	3.59	1,367			3.017				Posted 2.6 MSS
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(days)	Digital Loop < DS1	3.06	223			7.174				07/02 4.0 MSS
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/KY(days)	Digital Loop < DS1	6.00	2			1.414				Posted 2.6 MSS
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/KY(days)	Digital Loop < DS1									07/02 4.0 MSS
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Digital Loop >= DS1	27.55	64	6.13	15	27.462	7.87786	2.7182	YES	Posted 2.6 MSS
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Digital Loop >= DS1	25.51	76	6.13	15	25.745	7.27379	2.6643	YES	07/02 4.0 MSS
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(days)	Digital Loop >= DS1	4.15	41			8.766				Posted 2.6 MSS
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(days)	Digital Loop >= DS1	3.61	58			7.884				07/02 4.0 MSS
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(days)	Digital Loop >= DS1	7.18	11			13.068				Posted 2.6 MSS
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(days)	Digital Loop >= DS1	6.67	12			12.587				07/02 4.0 MSS
	Held Orders											
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/KY(days)	R&B (POTS)	29.06	69			34.571				Posted 2.6 MSS
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/KY(days)	R&B (POTS)	37.81	21			37.696				07/02 4.0 MSS
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/KY(days)	R&B (POTS)	3.50	2			0.707				Posted 2.6 MSS
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/KY(days)	R&B (POTS)	0.00	0							07/02 4.0 MSS
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/KY(days)	R&B (POTS)	3.00	1			0.000				Posted 2.6 MSS
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/KY(days)	R&B (POTS)	0.00	0							07/02 4.0 MSS
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/KY(days)	DS1/ DS3 - Interoffice	10.00	1			0.000				Posted 2.6 MSS
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/KY(days)	DS1/ DS3 - Interoffice	0.00	0							07/02 4.0 MSS
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/KY(days)	R&B	29.06	69	0.00	0	34.571			YES	Posted 2.6 MSS
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/KY(days)	R&B	37.81	21	0.00	0	37.696			YES	07/02 4.0 MSS
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/KY(days)	R&B	3.50	2	2.00	1	0.707	0.86603	1.7321	YES	Posted 2.6 MSS
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/KY(days)	R&B	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/KY(days)	R&B	3.00	1	0.00	0	0.000			YES	Posted 2.6 MSS
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/KY(days)	R&B	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/KY(days)	R&B&D - Disp	29.06	69	0.00	0	34.571			YES	Posted 2.6 MSS
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/KY(days)	R&B&D - Disp	37.81	21	0.00	0	37.696			YES	07/02 4.0 MSS
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/KY(days)	R&B&D - Disp	3.50	2	0.00	0	0.707			YES	Posted 2.6 MSS
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/KY(days)	R&B&D - Disp	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/KY(days)	R&B&D - Disp	3.00	1			0.000				Posted 2.6 MSS
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/KY(days)	R&B&D - Disp	0.00	0							07/02 4.0 MSS
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/KY(days)	ADSL to Retail	17.27	11	0.00	0	12.402			YES	Posted 2.6 MSS
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/KY(days)	ADSL to Retail	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/KY(days)	ADSL to Retail	0.00	0							Posted 2.6 MSS
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/KY(days)	ADSL to Retail									07/02 4.0 MSS
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/KY(days)	ADSL to Retail	0.00	0							Posted 2.6 MSS
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/KY(days)	ADSL to Retail									07/02 4.0 MSS
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/KY(days)	ADSL to Retail	0.00	0							Posted 2.6 MSS
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/KY(days)	ADSL to Retail									07/02 4.0 MSS
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY(days)	ADSL to Retail	17.27	11	0.00	0	12.402			YES	Posted 2.6 MSS
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY(days)	ADSL to Retail	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY(days)	ADSL to Retail	0.00	0							Posted 2.6 MSS
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY(days)	ADSL to Retail									07/02 4.0 MSS
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY(days)	ADSL to Retail	0.00	0							Posted 2.6 MSS
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY(days)	ADSL to Retail									07/02 4.0 MSS
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY(days)	ADSL to Retail	0.00	0							Posted 2.6 MSS
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY(days)	ADSL to Retail									07/02 4.0 MSS
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY(days)	R&B - Disp	29.06	69			34.571				Posted 2.6 MSS
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY(days)	R&B - Disp	37.81	21			37.696				07/02 4.0 MSS
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY(days)	R&B - Disp	3.50	2			0.707				Posted 2.6 MSS
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY(days)	R&B - Disp	0.00	0							07/02 4.0 MSS
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY(days)	R&B - Disp	3.00	1			0.000				Posted 2.6 MSS
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/KY(days)	R&B - Disp	0.00	0							07/02 4.0 MSS
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	29.06	69	0.00	0	34.571			YES	Posted 2.6 MSS
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	37.81	21	0.00	0	37.696			YES	07/02 4.0 MSS
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY(days)	R&B (POTS) excl SB Or	3.50	2	0.00	0	0.707			YES	Posted 2.6 MSS
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	3.00	1			0.000				Posted 2.6 MSS
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	0.00	0							07/02 4.0 MSS
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY(days)	R&B - Disp	29.06	69			34.571				Posted 2.6 MSS
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY(days)	R&B - Disp	37.81	21			37.696				07/02 4.0 MSS
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY(days)	R&B - Disp	3.50	2			0.707				Posted 2.6 MSS
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY(days)	R&B - Disp	0.00	0							07/02 4.0 MSS
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY(days)	R&B - Disp	3.00	1			0.000				Posted 2.6 MSS
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY(days)	R&B - Disp	0.00	0							07/02 4.0 MSS
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	29.06	69			34.571				Posted 2.6 MSS
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	37.81	21			37.696				07/02 4.0 MSS

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B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY(days)	R&B (POTS) excl SB Or	3.50	2			0.707						Posted 2.6 MSS
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY(days)	R&B (POTS) excl SB Or	0.00	0									07/02 4.0 MSS
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	3.00	1			0.000						Posted 2.6 MSS
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	0.00	0									07/02 4.0 MSS
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/KY(days)	R&B - Disp	29.06	69			34.571						Posted 2.6 MSS
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/KY(days)	R&B - Disp	37.81	21			37.696						07/02 4.0 MSS
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY(days)	R&B - Disp	3.50	2			0.707						Posted 2.6 MSS
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY(days)	R&B - Disp	0.00	0									07/02 4.0 MSS
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY(days)	R&B - Disp	3.00	1			0.000						Posted 2.6 MSS
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY(days)	R&B - Disp	0.00	0									07/02 4.0 MSS
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	29.06	69			34.571						Posted 2.6 MSS
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	37.81	21			37.696						07/02 4.0 MSS
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY(days)	R&B (POTS) excl SB Or	3.50	2			0.707						Posted 2.6 MSS
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY(days)	R&B (POTS) excl SB Or	0.00	0									07/02 4.0 MSS
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	3.00	1			0.000						Posted 2.6 MSS
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY(days)	R&B (POTS) excl SB Or	0.00	0									07/02 4.0 MSS
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY(days)	Design	0.00	0									Posted 2.6 MSS
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY(days)	Design											07/02 4.0 MSS
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY(days)	Design	0.00	0									Posted 2.6 MSS
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY(days)	Design											07/02 4.0 MSS
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY(days)	Design	0.00	0									Posted 2.6 MSS
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY(days)	Design											07/02 4.0 MSS
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY(days)	R&B	29.06	69	0.00	0	34.571					YES	Posted 2.6 MSS
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY(days)	R&B	37.81	21	0.00	0	37.696					YES	07/02 4.0 MSS
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY(days)	R&B	3.50	2	0.00	0	0.707					YES	Posted 2.6 MSS
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY(days)	R&B	0.00	0	0.00	0						YES	07/02 4.0 MSS
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY(days)	R&B	3.00	1			0.000						Posted 2.6 MSS
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY(days)	R&B	0.00	0									07/02 4.0 MSS
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY(days)	R&B (POTS)	29.06	69			34.571						Posted 2.6 MSS
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY(days)	R&B (POTS)	37.81	21			37.696						07/02 4.0 MSS
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY(days)	R&B (POTS)	3.50	2			0.707						Posted 2.6 MSS
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY(days)	R&B (POTS)	0.00	0									07/02 4.0 MSS
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY(days)	R&B (POTS)	3.00	1			0.000						Posted 2.6 MSS
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY(days)	R&B (POTS)	0.00	0									07/02 4.0 MSS
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY(days)	R&B (POTS)	29.06	69	0.00	0	34.571					YES	Posted 2.6 MSS
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY(days)	R&B (POTS)	37.81	21	0.00	0	37.696					YES	07/02 4.0 MSS
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY(days)	R&B (POTS)	3.50	2	0.00	0	0.707					YES	Posted 2.6 MSS
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY(days)	R&B (POTS)	0.00	0	0.00	0						YES	07/02 4.0 MSS
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY(days)	R&B (POTS)	3.00	1	0.00	0	0.000					YES	Posted 2.6 MSS
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY(days)	R&B (POTS)	0.00	0	0.00	0						YES	07/02 4.0 MSS
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/KY(days)	Digital Loop < DS1	17.27	11	0.00	0	12.402					YES	Posted 2.6 MSS
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/KY(days)	Digital Loop < DS1	0.00	0	0.00	0						YES	07/02 4.0 MSS
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY(days)	Digital Loop < DS1	0.00	0									Posted 2.6 MSS
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY(days)	Digital Loop < DS1											07/02 4.0 MSS
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY(days)	Digital Loop < DS1	0.00	0									Posted 2.6 MSS
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY(days)	Digital Loop < DS1											07/02 4.0 MSS
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY(days)	Digital Loop < DS1	0.00	0									Posted 2.6 MSS
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY(days)	Digital Loop < DS1											07/02 4.0 MSS
	% Jeopardies - Mechanized													
B.2.5.1	P-2	Switch Ports/KY(%)	R&B (POTS)	0.49%	128,357									Posted 2.6 MSS
B.2.5.1	P-2	Switch Ports/KY(%)	R&B (POTS)	0.65%	136,429									07/02 4.0 MSS
B.2.5.2	P-2	Local Interoffice Transport/KY(%)	DS1/ DS3 - Interoffice	36.55%	342									Posted 2.6 MSS
B.2.5.2	P-2	Local Interoffice Transport/KY(%)	DS1/ DS3 - Interoffice	48.18%	301									07/02 4.0 MSS
B.2.5.3	P-2	Loop + Port Combinations/KY(%)	R&B	0.50%	128,624	0.20%	1,997			0.00158	1.8666	YES		Posted 2.6 MSS
B.2.5.3	P-2	Loop + Port Combinations/KY(%)	R&B	0.65%	136,739	0.19%	2,113			0.00176	2.8183	YES		07/02 4.0 MSS
B.2.5.4	P-2	Combo Other/KY(%)	R&B&D - Disp	5.71%	11,933									Posted 2.6 MSS
B.2.5.4	P-2	Combo Other/KY(%)	R&B&D - Disp	7.49%	12,787									07/02 4.0 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY(%)	ADSL to Retail	9.78%	2,271	0.00%	11			0.08976	1.0891	YES		Posted 2.6 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY(%)	ADSL to Retail	100.00%	3									07/02 4.0 MSS
B.2.5.6	P-2	UNE ISDN/KY(%)	ISDN - BRI	6.21%	145	0.00%	8			0.08763	0.7083	YES		Posted 2.6 MSS
B.2.5.6	P-2	UNE ISDN/KY(%)	ISDN - BRI	10.14%	138	0.00%	7			0.11897	0.9873	YES		07/02 4.0 MSS
B.2.5.7	P-2	Line Sharing/KY(%)	ADSL to Retail	9.78%	2,271	0.00%	2			0.21009	0.4653	YES		Posted 2.6 MSS
B.2.5.7	P-2	Line Sharing/KY(%)	ADSL to Retail	100.00%	3	0.00%	3			0.00000		YES		07/02 4.0 MSS
B.2.5.8	P-2	2W Analog Loop Design/KY(%)	R&B - Disp	0.50%	128,624									Posted 2.6 MSS
B.2.5.8	P-2	2W Analog Loop Design/KY(%)	R&B - Disp	0.65%	136,739									07/02 4.0 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/KY(%)	R&B (POTS) excl SB Or	0.92%	68,493	0.00%	1			0.09531	0.0962	YES		Posted 2.6 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/KY(%)	R&B (POTS) excl SB Or	1.19%	74,161	0.00%	1			0.10826	0.1096	YES		07/02 4.0 MSS

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B.2.5.10	P-2	2W Analog Loop w/INP Design/KY(%)	R&B - Disp	0.50%	128,624								Posted 2.6 MSS
B.2.5.10	P-2	2W Analog Loop w/INP Design/KY(%)	R&B - Disp	0.65%	136,739								07/02 4.0 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY(%)	R&B (POTS) excl SB Or	0.92%	68,493								Posted 2.6 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY(%)	R&B (POTS) excl SB Or	1.19%	74,191								07/02 4.0 MSS
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY(%)	R&B - Disp	0.50%	128,624								Posted 2.6 MSS
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY(%)	R&B - Disp	0.65%	136,739								07/02 4.0 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY(%)	R&B (POTS) excl SB Or	0.92%	68,493								Posted 2.6 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY(%)	R&B (POTS) excl SB Or	1.19%	74,191								07/02 4.0 MSS
B.2.5.14	P-2	Other Design/KY(%)	Design	5.34%	805								Posted 2.6 MSS
B.2.5.14	P-2	Other Design/KY(%)	Design	8.54%	820								07/02 4.0 MSS
B.2.5.15	P-2	Other Non-Design/KY(%)	R&B	0.50%	128,624								Posted 2.6 MSS
B.2.5.15	P-2	Other Non-Design/KY(%)	R&B	0.65%	136,739								07/02 4.0 MSS
B.2.5.16	P-2	INP (Standalone)/KY(%)	R&B (POTS)	0.49%	128,357								Posted 2.6 MSS
B.2.5.16	P-2	INP (Standalone)/KY(%)	R&B (POTS)	0.65%	136,429								07/02 4.0 MSS
B.2.5.17	P-2	LNP (Standalone)/KY(%)	R&B (POTS)	0.49%	128,357	0.00%	1,204			0.00202	2.4217	YES	Posted 2.6 MSS
B.2.5.17	P-2	LNP (Standalone)/KY(%)	R&B (POTS)	0.65%	136,429	0.00%	1,233			0.00229	2.8186	YES	07/02 4.0 MSS
B.2.5.18	P-2	Digital Loop < DS1/KY(%)	Digital Loop < DS1	8.96%	2,689	0.00%	19			0.06576	1.3629	YES	Posted 2.6 MSS
B.2.5.18	P-2	Digital Loop < DS1/KY(%)	Digital Loop < DS1	7.07%	368	0.00%	7			0.09777	0.7227	YES	07/02 4.0 MSS
B.2.5.19	P-2	Digital Loop >= DS1/KY(%)	Digital Loop >= DS1	13.45%	119	56.25%	16			0.09084	-4.7122	NO	Posted 2.6 MSS
B.2.5.19	P-2	Digital Loop >= DS1/KY(%)	Digital Loop >= DS1	17.65%	123	61.54%	13			0.11177	-3.9057	NO	07/02 4.0 MSS
		% Jeopardies - Non-Mechanized											
B.2.6.3	P-2	Loop + Port Combinations/KY(%)	Diagnostic			3.23%	62					Diagnostic	Posted 2.6 MSS
B.2.6.3	P-2	Loop + Port Combinations/KY(%)	Diagnostic			2.78%	108					Diagnostic	07/02 4.0 MSS
B.2.6.4	P-2	Combo Other/KY(%)	Diagnostic			60.00%	15					Diagnostic	Posted 2.6 MSS
B.2.6.4	P-2	Combo Other/KY(%)	Diagnostic			69.23%	13					Diagnostic	07/02 4.0 MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY(%)	Diagnostic			0.00%	2					Diagnostic	Posted 2.6 MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY(%)	Diagnostic			0.00%	13					Diagnostic	07/02 4.0 MSS
B.2.6.7	P-2	Line Sharing/KY(%)	Diagnostic									Diagnostic	Posted 2.6 MSS
B.2.6.7	P-2	Line Sharing/KY(%)	Diagnostic			0.00%	55					Diagnostic	07/02 4.0 MSS
B.2.6.17	P-2	LNP (Standalone)/KY(%)	Diagnostic			0.00%	54					Diagnostic	Posted 2.6 MSS
B.2.6.17	P-2	LNP (Standalone)/KY(%)	Diagnostic			0.00%	45					Diagnostic	07/02 4.0 MSS
B.2.6.18	P-2	Digital Loop < DS1/KY(%)	Diagnostic			0.00%	7					Diagnostic	Posted 2.6 MSS
B.2.6.18	P-2	Digital Loop < DS1/KY(%)	Diagnostic			0.00%	18					Diagnostic	07/02 4.0 MSS
		Average Jeopardy Notice Interval - Mechanized											
B.2.8.3	P-2	Loop + Port Combinations/KY(hours)	>= 48 hrs			167.14	3					YES	Posted 2.6 MSS
B.2.8.3	P-2	Loop + Port Combinations/KY(hours)	>= 48 hrs			180.47	3					YES	07/02 4.0 MSS
B.2.8.19	P-2	Digital Loop >= DS1/KY(hours)	>= 48 hrs			237.02	9					YES	Posted 2.6 MSS
B.2.8.19	P-2	Digital Loop >= DS1/KY(hours)	>= 48 hrs			223.64	8					YES	07/02 4.0 MSS
		Average Jeopardy Notice Interval - Non-Mechanized											
B.2.9.3	P-2	Loop + Port Combinations/KY(hours)	Diagnostic			269.00	2					Diagnostic	Posted 2.6 MSS
B.2.9.3	P-2	Loop + Port Combinations/KY(hours)	Diagnostic			200.51	3					Diagnostic	07/02 4.0 MSS
B.2.9.4	P-2	Combo Other/KY(hours)	Diagnostic			324.67	9					Diagnostic	Posted 2.6 MSS
B.2.9.4	P-2	Combo Other/KY(hours)	Diagnostic			325.60	9					Diagnostic	07/02 4.0 MSS
B.2.9.19	P-2	Digital Loop >= DS1/KY(hours)	Diagnostic			178.00	3					Diagnostic	Posted 2.6 MSS
B.2.9.19	P-2	Digital Loop >= DS1/KY(hours)	Diagnostic			251.81	3					Diagnostic	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Mechanized											
B.2.10.19	P-2	Digital Loop >= DS1/KY(%)	95% >= 48 hrs			100.00%	9					YES	Posted 2.6 MSS
B.2.10.19	P-2	Digital Loop >= DS1/KY(%)	95% >= 48 hrs			100.00%	8					YES	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Non-Mechanized											
B.2.11.3	P-2	Loop + Port Combinations/KY(%)	Diagnostic			100.00%	2					Diagnostic	Posted 2.6 MSS
B.2.11.3	P-2	Loop + Port Combinations/KY(%)	Diagnostic			100.00%	3					Diagnostic	07/02 4.0 MSS
B.2.11.19	P-2	Digital Loop >= DS1/KY(%)	Diagnostic			66.67%	3					Diagnostic	Posted 2.6 MSS
B.2.11.19	P-2	Digital Loop >= DS1/KY(%)	Diagnostic			100.00%	3					Diagnostic	07/02 4.0 MSS
		% Missed Installation Appointments											
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY(%)	R&B (POTS)	4.43%	10,760								Posted 2.6 MSS
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY(%)	R&B (POTS)	4.60%	12,249								07/02 4.0 MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.06%	117,333								Posted 2.6 MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.07%	124,489								07/02 4.0 MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	7.69%	52								Posted 2.6 MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	7.02%	57								07/02 4.0 MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY(%)	DS1/DS3	0.97%	306								Posted 2.6 MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY(%)	DS1/DS3	0.95%	317								07/02 4.0 MSS
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY(%)	R&B	4.40%	10,838	3.10%	129			0.01817	0.7158	YES	Posted 2.6 MSS
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY(%)	R&B	4.57%	12,331	3.65%	137			0.01793	0.5109	YES	07/02 4.0 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)	R&B	0.06%	117,487	0.42%	1,925			0.00056	-6.3492	NO	Posted 2.6 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)	R&B	0.07%	124,672	0.53%	2,088			0.00057	-8.0238	NO	07/02 4.0 MSS
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(%)	R&B	0.00%	59,937	0.00%	1,098			0.00018	0.1897	YES	Posted 2.6 MSS
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(%)	R&B	0.00%	62,366	0.00%	1,202			0.00000		YES	07/02 4.0 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY(%)	R&B	0.12%	57,550	0.97%	827			0.00120	-7.0581	NO	Posted 2.6 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY(%)	R&B	0.13%	62,306	1.24%	886			0.00124	-8.9147	NO	07/02 4.0 MSS

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B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)	R&B	6.06%	66	0.00%	2		0.17126	0.3539	YES	Posted 2.6 MSS
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)	R&B	5.48%	73	0.00%	2		0.16311	0.3359	YES	07/02 4.0 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	23							Posted 2.6 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	38							07/02 4.0 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(%)	R&B	0.00%	6							Posted 2.6 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(%)	R&B	0.00%	9							07/02 4.0 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(%)	R&B	0.00%	17							Posted 2.6 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(%)	R&B	0.00%	29							07/02 4.0 MSS
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY(%)	R&B&D - Disp	4.27%	11,499	6.67%	15		0.05224	-0.4588	YES	Posted 2.6 MSS
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY(%)	R&B&D - Disp	4.44%	13,026	7.69%	13		0.05719	-0.5878	YES	07/02 4.0 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY(%)	R&B&D - Disp	4.27%	11,499							Posted 2.6 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY(%)	R&B&D - Disp	4.44%	13,026							07/02 4.0 MSS
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY(%)	R&B&D - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY(%)	R&B&D - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(%)	ADSL to Retail	5.42%	831	0.00%	14		0.06099	0.8878	YES	Posted 2.6 MSS
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(%)	ADSL to Retail	66.67%	3	0.00%	14		0.29991	2.2229	YES	07/02 4.0 MSS
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	0.78%	1,414							Posted 2.6 MSS
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail									07/02 4.0 MSS
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(%)	ADSL to Retail	0.00%	3							Posted 2.6 MSS
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(%)	ADSL to Retail									07/02 4.0 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN - BRI	3.23%	31							Posted 2.6 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN - BRI	2.78%	36							07/02 4.0 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY(%)	ADSL to Retail	5.42%	831	0.00%	2		0.16022	0.3380	YES	Posted 2.6 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY(%)	ADSL to Retail	66.67%	3	0.00%	7		0.32530	2.0494	YES	07/02 4.0 MSS
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	0.78%	1,414							Posted 2.6 MSS
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail			0.00%	51					07/02 4.0 MSS
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY(%)	ADSL to Retail	0.00%	3							Posted 2.6 MSS
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY(%)	ADSL to Retail									07/02 4.0 MSS
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.40%	10,838							Posted 2.6 MSS
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.57%	12,331							07/02 4.0 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.40%	10,838							Posted 2.6 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.57%	12,331							07/02 4.0 MSS
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	4.43%	10,760	0.00%	1		0.20584	0.2154	YES	Posted 2.6 MSS
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	4.60%	12,249	0.00%	1		0.20941	0.2195	YES	07/02 4.0 MSS
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.12%	57,460							Posted 2.6 MSS
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.13%	62,201							07/02 4.0 MSS
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	7.69%	52							Posted 2.6 MSS
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	7.02%	57							07/02 4.0 MSS
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.40%	10,838							Posted 2.6 MSS
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.57%	12,331							07/02 4.0 MSS
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.40%	10,838							Posted 2.6 MSS
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.57%	12,331							07/02 4.0 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	4.43%	10,760							Posted 2.6 MSS
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	4.60%	12,249							07/02 4.0 MSS
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.12%	57,460							Posted 2.6 MSS
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.13%	62,201							07/02 4.0 MSS
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	7.69%	52							Posted 2.6 MSS
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	7.02%	57							07/02 4.0 MSS
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.40%	10,838							Posted 2.6 MSS
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	4.57%	12,331							07/02 4.0 MSS
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.40%	10,838							Posted 2.6 MSS
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	4.57%	12,331							07/02 4.0 MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	6.06%	66							Posted 2.6 MSS
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	5.48%	73							07/02 4.0 MSS
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	4.43%	10,760							Posted 2.6 MSS
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	4.60%	12,249							07/02 4.0 MSS

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B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.12%	57,460									Posted 2.6 MSS
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	0.13%	62,201									07/02 4.0 MSS
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	7.69%	52									Posted 2.6 MSS
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	7.02%	57									07/02 4.0 MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY(%)	Design	2.12%	661									Posted 2.6 MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY(%)	Design	2.30%	695									07/02 4.0 MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY(%)	Design	0.00%	69									Posted 2.6 MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY(%)	Design	0.00%	282									07/02 4.0 MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY(%)	Design	0.00%	11									Posted 2.6 MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY(%)	Design											07/02 4.0 MSS
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY(%)	R&B	4.40%	10,838	0.00%	6		0.08376	0.5254	YES			Posted 2.6 MSS
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY(%)	R&B	4.57%	12,331	0.00%	6		0.08524	0.5356	YES			07/02 4.0 MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY(%)	R&B	0.06%	117,487									Posted 2.6 MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY(%)	R&B	0.07%	124,872									07/02 4.0 MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY(%)	R&B	6.06%	66									Posted 2.6 MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY(%)	R&B	5.48%	73									07/02 4.0 MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	23									Posted 2.6 MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	38									07/02 4.0 MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	4.43%	10,760									Posted 2.6 MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	4.60%	12,249									07/02 4.0 MSS
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.06%	117,333									Posted 2.6 MSS
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.07%	124,489									07/02 4.0 MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	7.69%	52									Posted 2.6 MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	7.02%	57									07/02 4.0 MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	4.43%	10,760									Posted 2.6 MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	4.60%	12,249									07/02 4.0 MSS
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.06%	117,333	0.32%	1,253		0.00069	-3.7824	NO			Posted 2.6 MSS
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.07%	124,489	0.31%	1,274		0.00073	-3.4023	NO			07/02 4.0 MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	7.69%	52									Posted 2.6 MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	7.02%	57									07/02 4.0 MSS
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.00%	1	0.00%	5		0.00000		YES			Posted 2.6 MSS
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	0.00%	1	0.00%	4		0.00000		YES			07/02 4.0 MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY(%)	Digital Loop < DS1	4.67%	1,006	0.00%	28		0.04043	1.1555	YES			Posted 2.6 MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY(%)	Digital Loop < DS1	2.44%	184	0.00%	28		0.03154	0.7733	YES			07/02 4.0 MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop < DS1	0.73%	1,649									Posted 2.6 MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop < DS1	0.45%	223									07/02 4.0 MSS
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY(%)	Digital Loop < DS1	0.00%	3									Posted 2.6 MSS
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY(%)	Digital Loop < DS1											07/02 4.0 MSS
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY(%)	Digital Loop >= DS1	3.03%	66	0.00%	21		0.04295	0.7056	YES			Posted 2.6 MSS
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY(%)	Digital Loop >= DS1	3.85%	78	0.00%	21		0.04728	0.8135	YES			07/02 4.0 MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	0.00%	41									Posted 2.6 MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	0.00%	58									07/02 4.0 MSS
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	0.00%	11									Posted 2.6 MSS
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	0.00%	12									07/02 4.0 MSS
		% Provisioning Troubles within 30 Days												
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY(%)	R&B (POTS)	5.85%	9,610									Posted 2.6 MSS
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY(%)	R&B (POTS)	9.97%	10,797									07/02 4.0 MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	3.18%	117,012									Posted 2.6 MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	3.20%	124,144									07/02 4.0 MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	8.33%	36									Posted 2.6 MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	15.79%	38									07/02 4.0 MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY(%)	DS1/DS3	2.46%	366									Posted 2.6 MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY(%)	DS1/DS3	8.74%	366									07/02 4.0 MSS
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/KY(%)	R&B	5.79%	9,710	6.67%	105		0.02291	-0.3836	YES			Posted 2.6 MSS
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/KY(%)	R&B	9.95%	10,903	11.61%	112		0.02843	-0.5824	YES			07/02 4.0 MSS
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)	R&B	3.17%	117,226	3.57%	1,430		0.00466	-0.8429	YES			Posted 2.6 MSS
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(%)	R&B	3.20%	124,378	3.90%	1,566		0.00448	-1.5517	YES			07/02 4.0 MSS
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(%)	R&B	3.10%	59,894	3.17%	821		0.00609	-0.1145	YES			Posted 2.6 MSS
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(%)	R&B	3.05%	62,462	3.16%	917		0.00572	-0.1941	YES			07/02 4.0 MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY(%)	R&B	3.25%	57,332	4.11%	609		0.00723	-1.1791	YES			Posted 2.6 MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY(%)	R&B	3.35%	61,916	4.93%	649		0.00710	-2.2240	NO			07/02 4.0 MSS
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)	R&B	6.12%	49	50.00%	2		0.17295	-2.5370	NO			Posted 2.6 MSS
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY(%)	R&B	11.76%	51	50.00%	2		0.23225	-1.6483	NO			07/02 4.0 MSS
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	4									Posted 2.6 MSS
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	7									07/02 4.0 MSS
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(%)	R&B	0.00%	1									Posted 2.6 MSS
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(%)	R&B	0.00%	4									07/02 4.0 MSS

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B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY(%)	R&B&D - Disp	5.59%	10,390	7.14%	14		0.06145	-0.2524	YES	Posted 2.6 MSS
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY(%)	R&B&D - Disp	9.68%	11,618	7.69%	13		0.08207	0.2428	YES	07/02 4.0 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY(%)	R&B&D - Disp	5.59%	10,390							Posted 2.6 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY(%)	R&B&D - Disp	9.68%	11,618							07/02 4.0 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY(%)	R&B&D - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY(%)	R&B&D - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY(%)	R&B&D - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(%)	ADSL to Retail	8.54%	679	0.00%	11		0.08495	1.0055	YES	Posted 2.6 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(%)	ADSL to Retail			0.00%	11					07/02 4.0 MSS
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	8.19%	1,136							Posted 2.6 MSS
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	0.00%	1							07/02 4.0 MSS
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY(%)	ISDN - BRI	3.95%	76	10.00%	10		0.06550	-0.9240	YES	Posted 2.6 MSS
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY(%)	ISDN - BRI	7.89%	76	10.00%	10		0.09071	-0.2321	YES	07/02 4.0 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN - BRI	2.08%	48							Posted 2.6 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY(%)	ISDN - BRI	0.00%	56							07/02 4.0 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY(%)	ADSL to Retail	8.54%	679	0.00%	2		0.19793	0.4316	YES	Posted 2.6 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY(%)	ADSL to Retail			33.33%	3					07/02 4.0 MSS
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	8.19%	1,136	0.00%	3		0.15850	0.5165	YES	Posted 2.6 MSS
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY(%)	ADSL to Retail	0.00%	1	17.50%	40		0.00000		NO	07/02 4.0 MSS
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	5.79%	9,710							Posted 2.6 MSS
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	9.95%	10,903							07/02 4.0 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	5.79%	9,710							Posted 2.6 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	9.95%	10,903							07/02 4.0 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	5.85%	9,610	0.00%	5		0.10497	0.5571	YES	Posted 2.6 MSS
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	9.97%	10,797	0.00%	5		0.13403	0.7441	YES	07/02 4.0 MSS
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	3.25%	57,209							Posted 2.6 MSS
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	3.35%	61,794							07/02 4.0 MSS
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	8.33%	36							Posted 2.6 MSS
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	15.79%	38							07/02 4.0 MSS
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	5.79%	9,710							Posted 2.6 MSS
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	9.95%	10,903							07/02 4.0 MSS
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	5.79%	9,710							Posted 2.6 MSS
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	9.95%	10,903							07/02 4.0 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	5.85%	9,610							Posted 2.6 MSS
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	9.97%	10,797							07/02 4.0 MSS
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	3.25%	57,209							Posted 2.6 MSS
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	3.35%	61,794							07/02 4.0 MSS
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	8.33%	36							Posted 2.6 MSS
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	15.79%	38							07/02 4.0 MSS
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	5.79%	9,710							Posted 2.6 MSS
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(%)	R&B - Disp	9.95%	10,903							07/02 4.0 MSS
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	5.79%	9,710							Posted 2.6 MSS
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(%)	R&B - Disp	9.95%	10,903							07/02 4.0 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(%)	R&B - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	6.12%	49							Posted 2.6 MSS
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(%)	R&B - Disp	11.76%	51							07/02 4.0 MSS
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	5.85%	9,610							Posted 2.6 MSS
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	9.97%	10,797							07/02 4.0 MSS
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	3.25%	57,209							Posted 2.6 MSS
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(%)	R&B (POTS) excl SB Or	3.35%	61,794							07/02 4.0 MSS
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	8.33%	36							Posted 2.6 MSS
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(%)	R&B (POTS) excl SB Or	15.79%	38							07/02 4.0 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY(%)	Design	2.79%	680							Posted 2.6 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY(%)	Design	5.59%	715							07/02 4.0 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY(%)	Design	0.00%	103							Posted 2.6 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY(%)	Design	3.28%	274							07/02 4.0 MSS
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY(%)	Design	0.00%	2							Posted 2.6 MSS
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY(%)	Design									07/02 4.0 MSS

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B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY(%)	R&B	5.79%	9,710	0.00%	3		0.13484	0.4292	YES	Posted 2.6 MSS
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY(%)	R&B	9.95%	10,903	0.00%	3		0.17285	0.5757	YES	07/02 4.0 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY(%)	R&B	3.17%	117,226	0.00%	1		0.17529	0.1810	YES	Posted 2.6 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY(%)	R&B	3.20%	124,378							07/02 4.0 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY(%)	R&B	6.12%	49							Posted 2.6 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY(%)	R&B	11.76%	51							07/02 4.0 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	4							Posted 2.6 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY(%)	R&B	0.00%	7							07/02 4.0 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	5.85%	9,610							Posted 2.6 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	9.97%	10,797							07/02 4.0 MSS
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	3.18%	117,012							Posted 2.6 MSS
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	3.20%	124,144							07/02 4.0 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	8.33%	36							Posted 2.6 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	15.79%	38							07/02 4.0 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	5.85%	9,610							Posted 2.6 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY(%)	R&B (POTS)	9.97%	10,797							07/02 4.0 MSS
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	3.18%	117,012	0.00%	958		0.00569	5.5835	YES	Posted 2.6 MSS
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(%)	R&B (POTS)	3.20%	124,144	0.00%	980		0.00564	5.6868	YES	07/02 4.0 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	8.33%	36							Posted 2.6 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY(%)	R&B (POTS)	15.79%	38							07/02 4.0 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY(%)	Digital Loop < DS1	7.32%	833	4.76%	21		0.05756	0.4449	YES	Posted 2.6 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY(%)	Digital Loop < DS1	6.58%	152	4.76%	21		0.05772	0.3148	YES	07/02 4.0 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop < DS1	6.74%	1,394							Posted 2.6 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop < DS1	2.47%	243							07/02 4.0 MSS
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY(%)	Digital Loop >= DS1	0.00%	80	0.00%	28		0.00000		YES	Posted 2.6 MSS
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY(%)	Digital Loop >= DS1	3.19%	94	0.00%	27		0.03838	0.8316	YES	07/02 4.0 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	0.00%	76							Posted 2.6 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	1.25%	80							07/02 4.0 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	0.00%	2							Posted 2.6 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(%)	Digital Loop >= DS1	0.00%	3							07/02 4.0 MSS
		Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.21	10,754			39.100				Posted 2.6 MSS
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.02	12,195			36.747				07/02 4.0 MSS
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.66	117,154			8.315				Posted 2.6 MSS
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.65	124,233			8.126				07/02 4.0 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	0.55	52			2.859				Posted 2.6 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	0.51	57			2.732				07/02 4.0 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY(hours)	DS1/ DS3 - Interoffice	143.14	307			286.589				Posted 2.6 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY(hours)	DS1/ DS3 - Interoffice	157.96	310			336.722				07/02 4.0 MSS
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY(hours)	R&B	3.22	10,832	0.23	104	38.979	3.84052	0.7796	YES	Posted 2.6 MSS
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY(hours)	R&B	3.03	12,274	0.22	108	38.662	3.54329	0.7648	YES	07/02 4.0 MSS
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(hours)	R&B	0.66	117,308	0.34	1,882	8.318	0.19327	1.6317	YES	Posted 2.6 MSS
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(hours)	R&B	0.65	124,414	0.34	2,007	8.122	0.18274	1.7455	YES	07/02 4.0 MSS
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(hours)	R&B	0.81	59,813	0.34	1,077	9.363	0.28847	1.6281	YES	Posted 2.6 MSS
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(hours)	R&B	0.80	62,182	0.32	1,155	9.231	0.27414	1.7549	YES	07/02 4.0 MSS
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY(hours)	R&B	0.51	57,495	0.35	805	7.040	0.24985	0.6114	YES	Posted 2.6 MSS
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY(hours)	R&B	0.51	62,232	0.35	852	8.832	0.23566	0.6449	YES	07/02 4.0 MSS
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY(hours)	R&B	0.49	66	49.29	2	2.539	1.82204	-26.7798	NO	Posted 2.6 MSS
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY(hours)	R&B	0.49	73	45.28	2	69.674	49.93699	-0.9771	YES	07/02 4.0 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(hours)	R&B	3.08	23			13.587				Posted 2.6 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY(hours)	R&B	1.98	38			10.567				07/02 4.0 MSS
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(hours)	R&B	0.26	6			0.126				Posted 2.6 MSS
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY(hours)	R&B	0.23	9			0.123				07/02 4.0 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(hours)	R&B	4.07	17			15.805				Posted 2.6 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY(hours)	R&B	2.52	29			12.094				07/02 4.0 MSS
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY(hours)	R&B&D - Disp	13.19	11,487			138.688				Posted 2.6 MSS
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY(hours)	R&B&D - Disp	12.27	12,938			116.505				07/02 4.0 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY(hours)	R&B&D - Disp	0.49	66			2.539				Posted 2.6 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY(hours)	R&B&D - Disp	0.49	73			2.455				07/02 4.0 MSS
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(hours)	ADSL to Retail	1.98	830	4.32	11	9.995	3.03339	-0.7706	YES	Posted 2.6 MSS
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(hours)	ADSL to Retail	0.02	3			0.000				07/02 4.0 MSS
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(hours)	ADSL to Retail	0.35	1,413			2.361				Posted 2.6 MSS
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY(hours)	ADSL to Retail									07/02 4.0 MSS
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(hours)	ADSL to Retail	1.10	3			1.876				Posted 2.6 MSS
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY(hours)	ADSL to Retail									07/02 4.0 MSS
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY(hours)	ISDN - BRI	30.59	109	0.93	9	43.986	15.25532	1.9445	YES	Posted 2.6 MSS
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY(hours)	ISDN - BRI	26.45	103	0.93	9	39.574	13.75576	1.8553	YES	07/02 4.0 MSS

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B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY(hours)	ISDN - BRI	2.31	31			5.505				Posted 2.6 MSS
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY(hours)	ISDN - BRI	2.03	38			5.149				07/02 4.0 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY(hours)	ADSL to Retail	1.98	830			9.995				Posted 2.6 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY(hours)	ADSL to Retail	0.02	3			0.000				07/02 4.0 MSS
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY(hours)	ADSL to Retail	0.35	1,413			2.361				Posted 2.6 MSS
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY(hours)	ADSL to Retail			0.24	3	0.089				07/02 4.0 MSS
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY(hours)	ADSL to Retail	1.10	3			1.876				Posted 2.6 MSS
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY(hours)	ADSL to Retail									07/02 4.0 MSS
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.22	10,832			38.979				Posted 2.6 MSS
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.03	12,274			38.662				07/02 4.0 MSS
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.22	10,832			8.318				Posted 2.6 MSS
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.03	12,274			38.662				07/02 4.0 MSS
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	0.49	66			2.539				Posted 2.6 MSS
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	0.49	73			2.455				07/02 4.0 MSS
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	0.49	66			13.587				Posted 2.6 MSS
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	0.49	73			2.455				07/02 4.0 MSS
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.21	10,754	0.02	1	39.100	39.10215	0.0815	YES	Posted 2.6 MSS
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.02	12,195	0.02	1	36.747	36.74835	0.0817	YES	07/02 4.0 MSS
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.51	57,405			7.040				Posted 2.6 MSS
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.51	62,127			6.837				07/02 4.0 MSS
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	0.55	52			2.859				Posted 2.6 MSS
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	0.51	57			2.732				07/02 4.0 MSS
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.22	10,832			38.979				Posted 2.6 MSS
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.03	12,274			38.662				07/02 4.0 MSS
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.22	10,832			8.318				Posted 2.6 MSS
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.03	12,274			38.662				07/02 4.0 MSS
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	0.49	66			2.539				Posted 2.6 MSS
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	0.49	73			2.455				07/02 4.0 MSS
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	0.49	66			13.587				Posted 2.6 MSS
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	0.49	73			2.455				07/02 4.0 MSS
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.21	10,754			39.100				Posted 2.6 MSS
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.02	12,195			36.747				07/02 4.0 MSS
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.51	57,405			7.040				Posted 2.6 MSS
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.51	62,127			6.837				07/02 4.0 MSS
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	0.55	52			2.859				Posted 2.6 MSS
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	0.51	57			2.732				07/02 4.0 MSS
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.22	10,832			38.979				Posted 2.6 MSS
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY(hours)	R&B - Disp	3.03	12,274			38.662				07/02 4.0 MSS
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.22	10,832			8.318				Posted 2.6 MSS
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	3.03	12,274			38.662				07/02 4.0 MSS
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	0.49	66			2.539				Posted 2.6 MSS
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY(hours)	R&B - Disp	0.49	73			2.455				07/02 4.0 MSS
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	0.49	66			13.587				Posted 2.6 MSS
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B - Disp	0.49	73			2.455				07/02 4.0 MSS
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.21	10,754			39.100				Posted 2.6 MSS
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	3.02	12,195			36.747				07/02 4.0 MSS
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.51	57,405			7.040				Posted 2.6 MSS
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY(hours)	R&B (POTS) excl SB Or	0.51	62,127			6.837				07/02 4.0 MSS
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	0.55	52			2.859				Posted 2.6 MSS
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B (POTS) excl SB Or	0.51	57			2.732				07/02 4.0 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY(hours)	Design	178.07	655			521.402				Posted 2.6 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY(hours)	Design	182.93	864			457.411				07/02 4.0 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY(hours)	Design	17.12	68			65.303				Posted 2.6 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY(hours)	Design	4.22	260			31.894				07/02 4.0 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY(hours)	Design	0.31	11			0.064				Posted 2.6 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY(hours)	Design									07/02 4.0 MSS
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY(hours)	R&B	3.22	10,832			38.979				Posted 2.6 MSS
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY(hours)	R&B	3.03	12,274			38.662				07/02 4.0 MSS
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY(hours)	R&B	0.66	117,308			8.318				Posted 2.6 MSS
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY(hours)	R&B	0.65	124,414			8.122				07/02 4.0 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B	0.49	66			2.539				Posted 2.6 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY(hours)	R&B	0.49	73			2.455				07/02 4.0 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B	3.08	23			13.587				Posted 2.6 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY(hours)	R&B	1.98	38			10.587				07/02 4.0 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.21	10,754			39.100				Posted 2.6 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.02	12,195			36.747				07/02 4.0 MSS
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.66	117,154			8.315				Posted 2.6 MSS
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.65	124,233			8.126				07/02 4.0 MSS

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B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	0.55	52			2.859				Posted 2.6 MSS
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	0.51	57			2.732				07/02 4.0 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.21	10,754			39.100				Posted 2.6 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY(hours)	R&B (POTS)	3.02	12,195			36.747				07/02 4.0 MSS
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.66	117,154	0.32	1,205	8.315	0.24077	1.4181	YES	Posted 2.6 MSS
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	R&B (POTS)	0.65	124,233	0.26	1,227	8.126	0.23312	1.6985	YES	07/02 4.0 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	0.55	52			2.859				Posted 2.6 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY(hours)	R&B (POTS)	0.51	57			2.732				07/02 4.0 MSS
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)	Digital Loop < DS1	12.37	1,005	2.79	20	71.487	16.14317	0.5934	YES	Posted 2.6 MSS
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)	Digital Loop < DS1	41.56	158	0.93	9	113.710	38.96792	1.0427	YES	07/02 4.0 MSS
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(hours)	Digital Loop < DS1	0.43	1,648			4.191				Posted 2.6 MSS
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY(hours)	Digital Loop < DS1	0.96	223			6.126				07/02 4.0 MSS
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY(hours)	Digital Loop < DS1	1.10	3			1.876				Posted 2.6 MSS
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY(hours)	Digital Loop < DS1									07/02 4.0 MSS
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY(hours)	Digital Loop >= DS1	289.70	65	12.21	14	520.379	153.32495	1.8098	YES	Posted 2.6 MSS
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY(hours)	Digital Loop >= DS1	284.45	74	12.21	14	506.558	147.63538	1.8440	YES	07/02 4.0 MSS
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(hours)	Digital Loop >= DS1	30.07	40			87.133				Posted 2.6 MSS
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY(hours)	Digital Loop >= DS1	16.73	55			66.519				07/02 4.0 MSS
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(hours)	Digital Loop >= DS1	0.31	11			0.064				Posted 2.6 MSS
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY(hours)	Digital Loop >= DS1	0.32	12			0.065				07/02 4.0 MSS

Average Completion Notice Interval - Non-Mechanized

B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY(hours)	Diagnostic			12.59	25					Diagnostic	Posted 2.6 MSS
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY(hours)	Diagnostic			12.14	29					Diagnostic	07/02 4.0 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			13.15	42					Diagnostic	Posted 2.6 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			8.71	80					Diagnostic	07/02 4.0 MSS
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(hours)	Diagnostic			10.05	20					Diagnostic	Posted 2.6 MSS
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY(hours)	Diagnostic			7.81	43					Diagnostic	07/02 4.0 MSS
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY(hours)	Diagnostic			15.98	22					Diagnostic	Posted 2.6 MSS
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY(hours)	Diagnostic			9.76	37					Diagnostic	07/02 4.0 MSS
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY(hours)	Diagnostic			53.98	15					Diagnostic	Posted 2.6 MSS
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY(hours)	Diagnostic			61.62	13					Diagnostic	07/02 4.0 MSS
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(hours)	Diagnostic			26.62	3					Diagnostic	Posted 2.6 MSS
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(hours)	Diagnostic			9.09	14					Diagnostic	07/02 4.0 MSS
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY(hours)	Diagnostic			0.02	2					Diagnostic	Posted 2.6 MSS
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY(hours)	Diagnostic			0.02	7					Diagnostic	07/02 4.0 MSS
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic									Diagnostic	Posted 2.6 MSS
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			0.54	48					Diagnostic	07/02 4.0 MSS
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY(hours)	Diagnostic			15.81	6					Diagnostic	Posted 2.6 MSS
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY(hours)	Diagnostic			19.28	6					Diagnostic	07/02 4.0 MSS
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			5.45	48					Diagnostic	Posted 2.6 MSS
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(hours)	Diagnostic			5.80	41					Diagnostic	07/02 4.0 MSS
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic			0.22	5					Diagnostic	Posted 2.6 MSS
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(hours)	Diagnostic			0.20	4					Diagnostic	07/02 4.0 MSS
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)	Diagnostic			27.04	8					Diagnostic	Posted 2.6 MSS
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY(hours)	Diagnostic			13.88	19					Diagnostic	07/02 4.0 MSS

Total Service Order Cycle Time - Mechanized

B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic			3.00	39					Diagnostic	Posted 2.6 MSS
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic			3.04	44					Diagnostic	07/02 4.0 MSS
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			0.62	979					Diagnostic	Posted 2.6 MSS
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			0.66	1,103					Diagnostic	07/02 4.0 MSS
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic			5.00	1					Diagnostic	Posted 2.6 MSS
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic			4.94	1					Diagnostic	07/02 4.0 MSS
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			0.86	829					Diagnostic	Posted 2.6 MSS
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			0.83	885					Diagnostic	07/02 4.0 MSS
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic			6.50	4					Diagnostic	Posted 2.6 MSS
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic			6.52	4					Diagnostic	07/02 4.0 MSS

Total Service Order Cycle Time - Partially Mechanized

B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic			3.77	30					Diagnostic	Posted 2.6 MSS
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic			3.35	27					Diagnostic	07/02 4.0 MSS
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			1.34	484					Diagnostic	Posted 2.6 MSS
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			1.21	491					Diagnostic	07/02 4.0 MSS
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)	Diagnostic			2.00	1					Diagnostic	Posted 2.6 MSS
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)	Diagnostic			2.01	1					Diagnostic	07/02 4.0 MSS
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)	Diagnostic			10.44	9					Diagnostic	Posted 2.6 MSS
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)	Diagnostic			10.06	9					Diagnostic	07/02 4.0 MSS
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			0.97	296					Diagnostic	Posted 2.6 MSS
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			1.00	339					Diagnostic	07/02 4.0 MSS
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic			10.44	9					Diagnostic	Posted 2.6 MSS
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic			10.06	9					Diagnostic	07/02 4.0 MSS

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		Total Service Order Cycle Time - Non-Mechanized								
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	4.33	15	Diagnostic	Posted 2.6 MSS
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	3.31	16	Diagnostic	07/02 4.0 MSS
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	2.73	26	Diagnostic	Posted 2.6 MSS
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.88	18	Diagnostic	07/02 4.0 MSS
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY(days)	Diagnostic	14.33	12	Diagnostic	Posted 2.6 MSS
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY(days)	Diagnostic	11.34	10	Diagnostic	07/02 4.0 MSS
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(days)	Diagnostic	6.00	2	Diagnostic	Posted 2.6 MSS
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(days)	Diagnostic	4.96	2	Diagnostic	07/02 4.0 MSS
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)	Diagnostic	10.50	4	Diagnostic	Posted 2.6 MSS
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)	Diagnostic	9.45	4	Diagnostic	07/02 4.0 MSS
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY(days)	Diagnostic	3.50	2	Diagnostic	Posted 2.6 MSS
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY(days)	Diagnostic	3.07	1	Diagnostic	07/02 4.0 MSS
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			Diagnostic	Posted 2.6 MSS
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	3.95	3	Diagnostic	07/02 4.0 MSS
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic	7.33	3	Diagnostic	Posted 2.6 MSS
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic	6.52	3	Diagnostic	07/02 4.0 MSS
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.35	38	Diagnostic	Posted 2.6 MSS
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.88	37	Diagnostic	07/02 4.0 MSS
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)	Diagnostic	2.00	1	Diagnostic	Posted 2.6 MSS
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)	Diagnostic			Diagnostic	07/02 4.0 MSS
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	9.00	6	Diagnostic	Posted 2.6 MSS
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	7.95	6	Diagnostic	07/02 4.0 MSS
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	8.25	4	Diagnostic	Posted 2.6 MSS
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	7.30	4	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Mechanized					
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	3.00	39	Diagnostic	Posted 2.6 MSS
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	3.04	44	Diagnostic	07/02 4.0 MSS
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.69	720	Diagnostic	Posted 2.6 MSS
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.78	786	Diagnostic	07/02 4.0 MSS
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic	5.00	1	Diagnostic	Posted 2.6 MSS
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic	4.94	1	Diagnostic	07/02 4.0 MSS
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.86	829	Diagnostic	Posted 2.6 MSS
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.83	885	Diagnostic	07/02 4.0 MSS
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	7.00	2	Diagnostic	Posted 2.6 MSS
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	6.90	2	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Partially Mechanized					
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	3.62	29	Diagnostic	Posted 2.6 MSS
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	3.38	26	Diagnostic	07/02 4.0 MSS
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.30	457	Diagnostic	Posted 2.6 MSS
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.18	462	Diagnostic	07/02 4.0 MSS
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)	Diagnostic	2.00	1	Diagnostic	Posted 2.6 MSS
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY(days)	Diagnostic	2.01	1	Diagnostic	07/02 4.0 MSS
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)	Diagnostic	12.50	2	Diagnostic	Posted 2.6 MSS
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY(days)	Diagnostic	10.82	2	Diagnostic	07/02 4.0 MSS
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.96	280	Diagnostic	Posted 2.6 MSS
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.00	320	Diagnostic	07/02 4.0 MSS
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	12.50	2	Diagnostic	Posted 2.6 MSS
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	10.82	2	Diagnostic	07/02 4.0 MSS
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	6.60	5	Diagnostic	Posted 2.6 MSS
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic	6.61	5	Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Non-Mechanized					
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	4.46	13	Diagnostic	Posted 2.6 MSS
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY(days)	Diagnostic	3.31	13	Diagnostic	07/02 4.0 MSS
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	2.48	25	Diagnostic	Posted 2.6 MSS
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.88	18	Diagnostic	07/02 4.0 MSS
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY(days)	Diagnostic	14.33	12	Diagnostic	Posted 2.6 MSS
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY(days)	Diagnostic	11.34	10	Diagnostic	07/02 4.0 MSS
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(days)	Diagnostic	6.00	1	Diagnostic	Posted 2.6 MSS
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY(days)	Diagnostic	5.02	1	Diagnostic	07/02 4.0 MSS
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY(days)	Diagnostic	3.50	2	Diagnostic	Posted 2.6 MSS
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY(days)	Diagnostic	3.07	1	Diagnostic	07/02 4.0 MSS
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY(days)	Diagnostic			Diagnostic	Posted 2.6 MSS
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	3.95	3	Diagnostic	07/02 4.0 MSS
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic	7.33	3	Diagnostic	Posted 2.6 MSS
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY(days)	Diagnostic	6.52	3	Diagnostic	07/02 4.0 MSS
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	1.36	37	Diagnostic	Posted 2.6 MSS
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY(days)	Diagnostic	0.87	38	Diagnostic	07/02 4.0 MSS

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B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)	Diagnostic				2.00	1					Diagnostic	Posted 2.6 MSS
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY(days)	Diagnostic										Diagnostic	07/02 4.0 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic				6.00	1					Diagnostic	Posted 2.6 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY(days)	Diagnostic				5.02	1					Diagnostic	07/02 4.0 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic				7.50	2					Diagnostic	Posted 2.6 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY(days)	Diagnostic				6.47	2					Diagnostic	07/02 4.0 MSS
		Disconnect Timeliness												
B.2.31	P-13	LNP/KY(%)	>= 95% w in 15 min				58.56%	970					NO	Posted 2.6 MSS
B.2.31	P-13	LNP/KY(%)	>= 95% w in 15 min											07/02 4.0 MSS
		% Completions w/o Notice or < 24 hours												
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY(%)	Diagnostic				0.00%	91					Diagnostic	Posted 2.6 MSS
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY(%)	Diagnostic				14.42%	104					Diagnostic	07/02 4.0 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY(%)	Diagnostic				4.94%	1,539					Diagnostic	Posted 2.6 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY(%)	Diagnostic				8.55%	1,707					Diagnostic	07/02 4.0 MSS
B.2.32.4.1	P-6	Combo Other/Dispatch/KY(%)	Diagnostic				0.00%	13					Diagnostic	Posted 2.6 MSS
B.2.32.4.1	P-6	Combo Other/Dispatch/KY(%)	Diagnostic				0.00%	10					Diagnostic	07/02 4.0 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY(%)	Diagnostic				0.00%	14					Diagnostic	Posted 2.6 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY(%)	Diagnostic				0.00%	13					Diagnostic	07/02 4.0 MSS
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY(%)	Diagnostic				0.00%	2					Diagnostic	Posted 2.6 MSS
B.2.32.7.1	P-6	Line Sharing/Dispatch/KY(%)	Diagnostic				0.00%	8					Diagnostic	07/02 4.0 MSS
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY(%)	Diagnostic										Diagnostic	Posted 2.6 MSS
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY(%)	Diagnostic				0.00%	47					Diagnostic	07/02 4.0 MSS
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY(%)	Diagnostic				0.00%	1,246					Diagnostic	Posted 2.6 MSS
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY(%)	Diagnostic				28.04%	1,271					Diagnostic	07/02 4.0 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY(%)	Diagnostic				0.00%	26					Diagnostic	Posted 2.6 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY(%)	Diagnostic				0.00%	25					Diagnostic	07/02 4.0 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY(%)	Diagnostic				0.00%	15					Diagnostic	Posted 2.6 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY(%)	Diagnostic				6.67%	15					Diagnostic	07/02 4.0 MSS
		% Cooperative Test Attempts for xDSL												
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% of requests				100.00%	14					YES	Posted 2.6 MSS
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY(%)	>= 95% of requests				100.00%	13					YES	07/02 4.0 MSS
		Missed Repair Appointments												
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/KY(%)	R&B (POTS)	9.06%	18,602									Posted 2.6 MSS
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/KY(%)	R&B (POTS)	8.92%	20,289									07/02 4.0 MSS
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	1.55%	8,581									Posted 2.6 MSS
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	1.48%	9,109									07/02 4.0 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	0.74%	136	0.00%	0						YES	Posted 2.6 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	0.75%	133	0.00%	0						YES	07/02 4.0 MSS
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	0.00%	108	0.00%	0						YES	Posted 2.6 MSS
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	0.00%	101	0.00%	0						YES	07/02 4.0 MSS
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY(%)	R&B	9.11%	18,787	5.13%	273			0.01754	2.2711		YES	Posted 2.6 MSS
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY(%)	R&B	8.95%	20,497	5.11%	313			0.01626	2.3620		YES	07/02 4.0 MSS
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	1.56%	8,659	1.68%	119			0.01143	-0.1063		YES	Posted 2.6 MSS
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	1.49%	9,191	1.52%	132			0.01062	-0.0231		YES	07/02 4.0 MSS
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY(%)	R&B&D - Disp	8.95%	19,087	0.00%	2			0.20185	0.4433		YES	Posted 2.6 MSS
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY(%)	R&B&D - Disp	8.79%	21,015	0.00%	2			0.20026	0.4391		YES	07/02 4.0 MSS
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	8.95%	19,087	0.00%	1			0.28545	0.3135		YES	Posted 2.6 MSS
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	8.79%	21,015	0.00%	1			0.28321	0.3105		YES	07/02 4.0 MSS
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	45.32%	267	0.00%	1			0.49873	0.9087		YES	Posted 2.6 MSS
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	50.00%	206	0.00%	1			0.50121	0.9976		YES	07/02 4.0 MSS
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	3.80%	368	0.00%	0						YES	Posted 2.6 MSS
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	3.90%	308	0.00%	0						YES	07/02 4.0 MSS
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.00%	22	0.00%	11			0.00000			YES	Posted 2.6 MSS
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.00%	26	0.00%	10			0.00000			YES	07/02 4.0 MSS
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	2.17%	46	0.00%	2			0.10534	0.2064		YES	Posted 2.6 MSS
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	2.08%	48	0.00%	2			0.10308	0.2021		YES	07/02 4.0 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY(%)	ADSL to Retail	45.32%	267	0.00%	1			0.49873	0.9087		YES	Posted 2.6 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY(%)	ADSL to Retail	50.00%	206	0.00%	1			0.50121	0.9976		YES	07/02 4.0 MSS
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	3.80%	368	25.00%	4			0.09617	-2.2040		NO	Posted 2.6 MSS
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	3.90%	308	25.00%	4			0.09738	-2.1672		NO	07/02 4.0 MSS
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	9.11%	18,787	0.00%	17			0.06983	1.3050		YES	Posted 2.6 MSS
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	8.95%	20,497	0.00%	17			0.06927	1.2924		YES	07/02 4.0 MSS
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	9.11%	18,787	0.00%	8			0.10177	0.8954		YES	Posted 2.6 MSS
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	8.95%	20,497	0.00%	8			0.11657	0.7680		YES	07/02 4.0 MSS
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	9.00%	18,552	0.00%	0						YES	Posted 2.6 MSS
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	8.86%	20,234	0.00%	0						YES	07/02 4.0 MSS
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	1.60%	7,685	0.00%	0						YES	Posted 2.6 MSS
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	1.51%	8,155	0.00%	0						YES	07/02 4.0 MSS
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY(%)	Design	2.78%	503	0.00%	0						YES	Posted 2.6 MSS

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B.3.1.10.1	M&R-1	Other Design/Dispatch/KY(%)	Design	2.51%	518	0.00%	0				YES	07/02 4.0 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY(%)	Design	0.55%	730	0.00%	0				YES	Posted 2.6 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY(%)	Design	0.60%	683	0.00%	0				YES	07/02 4.0 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY(%)	R&B	9.11%	18,787	9.09%	11		0.08680	0.0025	YES	Posted 2.6 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY(%)	R&B	8.95%	20,497	0.00%	0				YES	07/02 4.0 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY(%)	R&B	1.56%	8,659	0.00%	7		0.04684	0.3328	YES	Posted 2.6 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY(%)	R&B	1.49%	9,191	0.00%	1		0.12118	0.1230	YES	07/02 4.0 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	9.06%	18,602							Posted 2.6 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	8.92%	20,289							07/02 4.0 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	1.55%	8,581							Posted 2.6 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	1.46%	9,109							07/02 4.0 MSS
	Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY(%)	R&B (POTS)	1.84%	1,012,293							Posted 2.6 MSS
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY(%)	R&B (POTS)	1.91%	1,064,301							07/02 4.0 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	0.85%	1,012,293							Posted 2.6 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	0.86%	1,064,301							07/02 4.0 MSS
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	1.60%	8,526	0.00%	32		0.02237	0.7131	YES	Posted 2.6 MSS
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	1.57%	8,456	0.00%	32		0.02221	0.7081	YES	07/02 4.0 MSS
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	1.27%	8,526	0.00%	32		0.01993	0.6355	YES	Posted 2.6 MSS
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	1.19%	8,456	0.00%	32		0.01936	0.6171	YES	07/02 4.0 MSS
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY(%)	R&B	1.73%	1,085,050	1.04%	26,216		0.00082	8.3908	YES	Posted 2.6 MSS
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY(%)	R&B	1.80%	1,139,252	1.06%	29,607		0.00079	9.3969	YES	07/02 4.0 MSS
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	0.80%	1,085,050	0.45%	26,216		0.00056	6.1629	YES	Posted 2.6 MSS
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	0.81%	1,139,252	0.45%	29,607		0.00053	6.8259	YES	07/02 4.0 MSS
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY(%)	R&B&D - Disp	1.58%	1,205,503	1.39%	144		0.01049	0.1854	YES	Posted 2.6 MSS
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY(%)	R&B&D - Disp	1.59%	1,323,735	1.55%	129		0.01109	0.0335	YES	07/02 4.0 MSS
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	1.58%	1,205,503	0.69%	144		0.01049	0.8476	YES	Posted 2.6 MSS
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	1.59%	1,323,735	0.76%	129		0.01109	0.7322	YES	07/02 4.0 MSS
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	1.13%	23,633	0.27%	377		0.00552	1.5668	YES	Posted 2.6 MSS
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	0.91%	22,523	0.26%	381		0.00494	1.3199	YES	07/02 4.0 MSS
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	1.56%	23,633	0.00%	377		0.00648	2.4038	YES	Posted 2.6 MSS
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	1.37%	22,523	0.00%	381		0.00604	2.2635	YES	07/02 4.0 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.62%	3,569	2.00%	549		0.00360	-3.8541	NO	Posted 2.6 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.66%	3,960	1.80%	557		0.00367	-3.1058	NO	07/02 4.0 MSS
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	1.29%	3,569	0.36%	549		0.00520	1.7765	YES	Posted 2.6 MSS
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	1.21%	3,960	0.36%	557		0.00498	1.7122	YES	07/02 4.0 MSS
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY(%)	ADSL to Retail	1.13%	23,633	0.23%	434		0.00515	1.7468	YES	Posted 2.6 MSS
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY(%)	ADSL to Retail	0.91%	22,523	0.23%	433		0.00464	1.4735	YES	07/02 4.0 MSS
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	1.56%	23,633	0.92%	434		0.00604	1.0513	YES	Posted 2.6 MSS
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	1.37%	22,523	0.92%	433		0.00567	0.7821	YES	07/02 4.0 MSS
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	1.73%	1,085,050	0.65%	2,610		0.00258	4.1885	YES	Posted 2.6 MSS
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	1.80%	1,139,252	0.64%	2,655		0.00261	4.4485	YES	07/02 4.0 MSS
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	1.73%	1,085,050	0.31%	2,610		0.00258	5.5257	YES	Posted 2.6 MSS
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	1.80%	1,139,252	0.23%	2,655		0.00261	6.0363	YES	07/02 4.0 MSS
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	1.83%	1,012,293	0.00%	22		0.02886	0.6350	YES	Posted 2.6 MSS
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	1.90%	1,064,301	0.00%	21		0.03009	0.6319	YES	07/02 4.0 MSS
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	0.76%	1,012,293	0.00%	22		0.01858	0.4087	YES	Posted 2.6 MSS
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	0.77%	1,064,301	0.00%	21		0.01910	0.4011	YES	07/02 4.0 MSS
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY(%)	Design	0.29%	173,803	0.00%	33		0.00937	0.3090	YES	Posted 2.6 MSS
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY(%)	Design	0.28%	184,483	0.00%	15		0.01368	0.2052	YES	07/02 4.0 MSS
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY(%)	Design	0.42%	173,803	0.00%	33		0.01128	0.3723	YES	Posted 2.6 MSS
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY(%)	Design	0.38%	184,483	0.00%	15		0.01548	0.2322	YES	07/02 4.0 MSS
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY(%)	R&B	1.73%	1,085,050	9.57%	115		0.01227	-6.3840	NO	Posted 2.6 MSS
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY(%)	R&B	1.80%	1,139,252	0.00%	116		0.01245	1.4446	YES	07/02 4.0 MSS
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY(%)	R&B	0.80%	1,085,050	6.09%	115		0.00833	-6.3487	NO	Posted 2.6 MSS
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY(%)	R&B	0.81%	1,139,252	0.86%	116		0.00834	-0.0663	YES	07/02 4.0 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	1.84%	1,012,293							Posted 2.6 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	1.91%	1,064,301							07/02 4.0 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	0.85%	1,012,293							Posted 2.6 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	0.86%	1,064,301							07/02 4.0 MSS
	Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY(hours)	R&B (POTS)	21.37	18,602			24.222				Posted 2.6 MSS
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY(hours)	R&B (POTS)	21.45	20,289			24.232				07/02 4.0 MSS
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY(hours)	R&B (POTS)	8.53	8,581			18.108				Posted 2.6 MSS
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY(hours)	R&B (POTS)	8.34	9,109			17.807				07/02 4.0 MSS
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY(hours)	DS1/DS3	4.48	136	0.00	0	4.223			YES	Posted 2.6 MSS
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY(hours)	DS1/DS3	4.48	133	0.00	0	4.276			YES	07/02 4.0 MSS
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY(hours)	DS1/DS3	1.61	108	0.00	0	2.629			YES	Posted 2.6 MSS

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B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY(hours)	DS1/DS3	1.66	101	0.00	0	2.628			YES	07/02 4.0 MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY(hours)	R&B	21.26	18,787	11.43	273	24.154	1.47248	6.6782	YES	Posted 2.6 MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY(hours)	R&B	21.36	20,497	11.82	313	24.614	1.40183	6.8061	YES	07/02 4.0 MSS
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY(hours)	R&B	8.48	8,659	5.16	119	18.045	1.66548	1.9915	YES	Posted 2.6 MSS
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY(hours)	R&B	8.30	9,191	5.03	132	17.746	1.55568	2.1020	YES	07/02 4.0 MSS
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY(hours)	R&B&D - Disp	20.97	19,087	1.39	2	24.042	17.00089	1.1519	YES	Posted 2.6 MSS
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY(hours)	R&B&D - Disp	20.96	21,015	1.39	2	24.483	17.29873	1.1315	YES	07/02 4.0 MSS
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY(hours)	R&B&D - Disp	20.97	19,087	0.60	1	18.153	18.15311	1.1224	YES	Posted 2.6 MSS
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY(hours)	R&B&D - Disp	20.96	21,015	0.60	1	24.483	24.48351	0.8328	YES	07/02 4.0 MSS
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(hours)	ADSL to Retail	40.13	267	2.40	1	58.066	58.17422	0.6486	YES	Posted 2.6 MSS
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(hours)	ADSL to Retail	44.37	206	2.40	1	62.987	63.13949	0.6648	YES	07/02 4.0 MSS
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(hours)	ADSL to Retail	2.93	368	0.00	0	12.266			YES	Posted 2.6 MSS
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(hours)	ADSL to Retail	2.82	308	0.00	0	11.315			YES	07/02 4.0 MSS
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY(hours)	ISDN - BRI	5.27	22	3.44	11	3.503	1.29369	1.4177	YES	Posted 2.6 MSS
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY(hours)	ISDN - BRI	5.19	28	3.61	10	3.276	1.21887	1.3007	YES	07/02 4.0 MSS
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY(hours)	ISDN - BRI	2.45	46	2.55	2	9.022	6.51706	-0.0158	YES	Posted 2.6 MSS
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY(hours)	ISDN - BRI	2.33	48	2.55	2	8.843	6.38182	-0.0342	YES	07/02 4.0 MSS
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY(hours)	ADSL to Retail	40.13	267	1.57	1	58.066	58.17422	0.6629	YES	Posted 2.6 MSS
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY(hours)	ADSL to Retail	44.37	206	1.57	1	62.987	63.13949	0.6778	YES	07/02 4.0 MSS
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY(hours)	ADSL to Retail	2.93	368	25.95	4	12.266	6.16625	-3.7323	NO	Posted 2.6 MSS
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY(hours)	ADSL to Retail	2.82	308	25.95	4	11.315	5.89404	-4.0621	NO	07/02 4.0 MSS
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY(hours)	R&B - Disp	21.26	18,787	2.96	17	24.154	5.86097	3.1234	YES	Posted 2.6 MSS
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY(hours)	R&B - Disp	21.36	20,497	2.96	17	24.614	5.97216	3.0820	YES	07/02 4.0 MSS
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY(hours)	R&B - Disp	21.26	18,787	1.14	8	18.045	6.38113	3.1541	YES	Posted 2.6 MSS
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY(hours)	R&B - Disp	21.36	20,497	0.84	6	24.614	10.04964	2.0421	YES	07/02 4.0 MSS
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY(hours)	R&B (POTS) excl SB FT	21.36	18,552	0.00	0	24.216			YES	Posted 2.6 MSS
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY(hours)	R&B (POTS) excl SB FT	21.44	20,234	0.00	0	24.227			YES	07/02 4.0 MSS
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY(hours)	R&B (POTS) excl SB FT	9.12	7,685	0.00	0	18.693			YES	Posted 2.6 MSS
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY(hours)	R&B (POTS) excl SB FT	8.91	8,155	0.00	0	18.389			YES	07/02 4.0 MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY(hours)	Design	5.47	503	0.00	0	7.546			YES	Posted 2.6 MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY(hours)	Design	5.25	518	0.00	0	7.256			YES	07/02 4.0 MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY(hours)	Design	2.29	730	0.00	0	6.245			YES	Posted 2.6 MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY(hours)	Design	2.47	563	0.00	0	6.520			YES	07/02 4.0 MSS
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY(hours)	R&B	21.26	18,787	11.78	11	24.154	7.28498	1.3011	YES	Posted 2.6 MSS
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY(hours)	R&B	21.36	20,497	0.00	0	24.614			YES	07/02 4.0 MSS
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY(hours)	R&B	8.48	8,659	0.89	7	18.045	6.82302	1.1132	YES	Posted 2.6 MSS
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY(hours)	R&B	8.30	9,191	1.32	1	17.746	17.74738	0.3935	YES	07/02 4.0 MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY(hours)	R&B (POTS)	21.37	18,602			24.222				Posted 2.6 MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY(hours)	R&B (POTS)	21.45	20,289			24.232				07/02 4.0 MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY(hours)	R&B (POTS)	8.53	8,581			18.108				Posted 2.6 MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY(hours)	R&B (POTS)	8.34	9,109			17.807				07/02 4.0 MSS
	% Repeat Troubles within 30 Days											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY(%)	R&B (POTS)	16.82%	18,602							Posted 2.6 MSS
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY(%)	R&B (POTS)	16.79%	20,289							07/02 4.0 MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	14.87%	8,581							Posted 2.6 MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	14.72%	9,109							07/02 4.0 MSS
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	17.65%	136	0.00%	0				YES	Posted 2.6 MSS
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	18.05%	133	0.00%	0				YES	07/02 4.0 MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	14.81%	108	0.00%	0				YES	Posted 2.6 MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	12.87%	101	0.00%	0				YES	07/02 4.0 MSS
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY(%)	R&B	16.77%	18,787	12.45%	273		0.02278	1.8959	YES	Posted 2.6 MSS
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY(%)	R&B	16.74%	20,497	12.14%	313		0.02128	2.1828	YES	07/02 4.0 MSS
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	14.77%	8,659	11.76%	119		0.03275	0.9179	YES	Posted 2.6 MSS
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	14.63%	9,191	13.64%	132		0.03096	0.3220	YES	07/02 4.0 MSS
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY(%)	R&B&D - Disp	16.83%	19,087	0.00%	2		0.26459	0.6362	YES	Posted 2.6 MSS
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY(%)	R&B&D - Disp	16.71%	21,015	0.00%	2		0.26382	0.6335	YES	07/02 4.0 MSS
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	16.83%	19,087	0.00%	1		0.37417	0.4499	YES	Posted 2.6 MSS
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	16.71%	21,015	0.00%	1		0.37309	0.4479	YES	07/02 4.0 MSS
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	23.97%	267	0.00%	1		0.42770	0.5604	YES	Posted 2.6 MSS
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	17.96%	206	0.00%	1		0.38479	0.4688	YES	07/02 4.0 MSS
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	16.85%	368	0.00%	0				YES	Posted 2.6 MSS
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	19.48%	308	0.00%	0				YES	07/02 4.0 MSS
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	13.64%	22	9.09%	11		0.12673	0.3587	YES	Posted 2.6 MSS
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	11.54%	26	10.00%	10		0.11888	0.1264	YES	07/02 4.0 MSS
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	10.87%	46	0.00%	2		0.22483	0.4835	YES	Posted 2.6 MSS
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	8.33%	48	0.00%	2		0.19048	0.4178	YES	07/02 4.0 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY(%)	ADSL to Retail	23.97%	267	0.00%	1		0.42770	0.5604	YES	Posted 2.6 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY(%)	ADSL to Retail	17.96%	206	0.00%	1		0.38479	0.4688	YES	07/02 4.0 MSS

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B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	16.85%	368	0.00%	4		0.18818	0.8954	YES	Posted 2.6 MSS
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	19.46%	308	0.00%	4		0.19931	0.9774	YES	07/02 4.0 MSS
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	16.77%	18,787	11.76%	17		0.09066	0.5524	YES	Posted 2.6 MSS
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	16.74%	20,497	11.76%	17		0.09058	0.5492	YES	07/02 4.0 MSS
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	16.77%	18,787	0.00%	8		0.13212	1.2694	YES	Posted 2.6 MSS
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	16.74%	20,497	0.00%	6		0.15243	1.0981	YES	07/02 4.0 MSS
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	16.79%	18,552	0.00%	0				YES	Posted 2.6 MSS
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	16.76%	20,234	0.00%	0				YES	07/02 4.0 MSS
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	15.00%	7,685	0.00%	0				YES	Posted 2.6 MSS
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	14.90%	8,155	0.00%	0				YES	07/02 4.0 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY(%)	Design	22.86%	503	0.00%	0				YES	Posted 2.6 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY(%)	Design	15.64%	518	0.00%	0				YES	07/02 4.0 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY(%)	Design	17.12%	730	0.00%	0				YES	Posted 2.6 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY(%)	Design	12.07%	663	0.00%	0				YES	07/02 4.0 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY(%)	R&B	16.77%	18,787	18.18%	11		0.11268	-0.1251	YES	Posted 2.6 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY(%)	R&B	16.74%	20,497	0.00%	0				YES	07/02 4.0 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY(%)	R&B	14.77%	8,659	14.29%	7		0.13416	0.0362	YES	Posted 2.6 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY(%)	R&B	14.63%	9,191	0.00%	1		0.35346	0.4140	YES	07/02 4.0 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	16.82%	18,602							Posted 2.6 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	16.79%	20,289							07/02 4.0 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	14.87%	8,581							Posted 2.6 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	14.72%	9,109							07/02 4.0 MSS
	Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY(%)	R&B (POTS)	12.97%	11,502							Posted 2.6 MSS
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY(%)	R&B (POTS)	12.89%	12,487							07/02 4.0 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	5.79%	2,299							Posted 2.6 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY(%)	R&B (POTS)	5.59%	2,451							07/02 4.0 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	0.74%	136	0.00%	0				YES	Posted 2.6 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY(%)	DS1/DS3	0.75%	133	0.00%	0				YES	07/02 4.0 MSS
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	0.00%	108	0.00%	0				YES	Posted 2.6 MSS
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY(%)	DS1/DS3	0.00%	101	0.00%	0				YES	07/02 4.0 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY(%)	R&B	12.90%	11,595	6.08%	181		0.02511	2.7179	YES	Posted 2.6 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY(%)	R&B	12.83%	12,588	5.94%	202		0.02372	2.9046	YES	07/02 4.0 MSS
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	5.79%	2,333	0.00%	52		0.03274	1.7675	YES	Posted 2.6 MSS
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY(%)	R&B	5.59%	2,487	0.00%	59		0.03026	1.8471	YES	07/02 4.0 MSS
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY(%)	R&B&D - Disp	12.63%	11,944	0.00%	2		0.23494	0.5377	YES	Posted 2.6 MSS
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY(%)	R&B&D - Disp	12.42%	13,106	0.00%	2		0.23324	0.5326	YES	07/02 4.0 MSS
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	12.63%	11,944	0.00%	1		0.33225	0.3803	YES	Posted 2.6 MSS
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY(%)	R&B&D - Disp	12.42%	13,106	0.00%	1		0.32984	0.3766	YES	07/02 4.0 MSS
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	45.32%	267	0.00%	1		0.49873	0.9087	YES	Posted 2.6 MSS
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY(%)	ADSL to Retail	50.00%	206	0.00%	1		0.50121	0.9976	YES	07/02 4.0 MSS
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	3.80%	368	0.00%	0				YES	Posted 2.6 MSS
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY(%)	ADSL to Retail	3.90%	308	0.00%	0				YES	07/02 4.0 MSS
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.00%	22	0.00%	11		0.00000		YES	Posted 2.6 MSS
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY(%)	ISDN - BRI	0.00%	26	0.00%	10		0.00000		YES	07/02 4.0 MSS
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	2.17%	46	0.00%	2		0.10534	0.2064	YES	Posted 2.6 MSS
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY(%)	ISDN - BRI	2.08%	48	0.00%	2		0.10308	0.2021	YES	07/02 4.0 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY(%)	ADSL to Retail	45.32%	267	0.00%	0				YES	Posted 2.6 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY(%)	ADSL to Retail	50.00%	206	0.00%	0				YES	07/02 4.0 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	3.80%	368	0.00%	0				YES	Posted 2.6 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY(%)	ADSL to Retail	3.90%	308	0.00%	0				YES	07/02 4.0 MSS
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	12.90%	11,595	0.00%	17		0.08136	1.5857	YES	Posted 2.6 MSS
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY(%)	R&B - Disp	12.83%	12,588	0.00%	17		0.08116	1.5807	YES	07/02 4.0 MSS
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	12.90%	11,595	0.00%	8		0.11856	1.0882	YES	Posted 2.6 MSS
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY(%)	R&B - Disp	12.83%	12,588	0.00%	6		0.13656	0.9395	YES	07/02 4.0 MSS
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	12.97%	11,501	0.00%	0				YES	Posted 2.6 MSS
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY(%)	R&B (POTS) excl SB FT	12.89%	12,486	0.00%	0				YES	07/02 4.0 MSS
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	5.79%	2,298	0.00%	0				YES	Posted 2.6 MSS
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY(%)	R&B (POTS) excl SB FT	5.59%	2,450	0.00%	0				YES	07/02 4.0 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY(%)	Design	2.78%	503	0.00%	0				YES	Posted 2.6 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY(%)	Design	2.51%	518	0.00%	0				YES	07/02 4.0 MSS
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY(%)	Design	0.55%	730	0.00%	0				YES	Posted 2.6 MSS
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY(%)	Design	0.60%	663	0.00%	0				YES	07/02 4.0 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY(%)	R&B	12.90%	11,595	0.00%	8		0.11856	1.0882	YES	Posted 2.6 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY(%)	R&B	12.83%	12,588	0.00%	0				YES	07/02 4.0 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY(%)	R&B	5.79%	2,333	0.00%	4		0.11684	0.4952	YES	Posted 2.6 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY(%)	R&B	5.59%	2,487	0.00%	1		0.22978	0.2433	YES	07/02 4.0 MSS

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B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	12.97%	11,502									Posted 2.6 MSS
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY(%)	R&B (POTS)	12.89%	12,487									07/02 4.0 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	5.79%	2,299									Posted 2.6 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY(%)	R&B (POTS)	5.59%	2,451									07/02 4.0 MSS
	Invoice Accuracy													
B.4.1	B-1	KY(%)	BST - State	99.18%	$98,862,808	99.97%	$1,027,845			0.00009	-88.8108	YES		Posted 2.6 MSS
B.4.1	B-1	KY(%)	BST - State	99.18%	$98,862,808	99.97%	$1,025,506			0.00009	-88.7128	YES		07/02 4.0 MSS
	Mean Time to Deliver Invoices - CRIS													
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.51	1,643					NO		Posted 2.6 MSS
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.29	1,492					NO		07/02 4.0 MSS
	Order Completion Interval													
C.2.1	P-4	Local Interconnection Trunks/KY(days)	Parity w Retail	16.00	11	17.00	2	9.132	7.02013	-0.1424	YES			Posted 2.6 MSS
C.2.1	P-4	Local Interconnection Trunks/KY(days)	Parity w Retail	17.82	28	19.00	5	12.783	6.20632	-0.1899	YES			07/02 4.0 MSS
	% Jeopardies													
C.2.3	P-2	Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	12	0.00%	2		0.00000		YES			Posted 2.6 MSS
C.2.3	P-2	Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	24	0.00%	6		0.00000		YES			07/02 4.0 MSS
	% Missed Installation Appointments													
C.2.5	P-3	Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	11	0.00%	2		0.00000		YES			Posted 2.6 MSS
C.2.5	P-3	Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	28	0.00%	7		0.00000		YES			07/02 4.0 MSS
	% Provisioning Troubles within 30 Days													
C.2.6	P-9	Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	384	0.00%	244		0.00000		YES			Posted 2.6 MSS
C.2.6	P-9	Local Interconnection Trunks/KY(%)	Parity w Retail	0.00%	2,020	0.27%	732		0.00000		NO			07/02 4.0 MSS
	Average Completion Notice Interval													
C.2.7	P-5	Local Interconnection Trunks/KY(hours)	Parity w Retail	104.79	10	0.10	2	136.402	105.65629	0.9908	YES			Posted 2.6 MSS
C.2.7	P-5	Local Interconnection Trunks/KY(hours)	Parity w Retail	141.24	25	0.07	6	229.323	104.25189	1.3542	YES			07/02 4.0 MSS
	Total Service Order Cycle Time													
C.2.8	P-10	Local Interconnection Trunks/KY(days)	Diagnostic			18.00	2					Diagnostic		Posted 2.6 MSS
C.2.8	P-10	Local Interconnection Trunks/KY(days)	Diagnostic			14.83	4					Diagnostic		07/02 4.0 MSS
	% Completions w/o Notice or < 24 hours													
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY(%)	Diagnostic			0.00%	2					Diagnostic		Posted 2.6 MSS
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY(%)	Diagnostic			0.00%	5					Diagnostic		07/02 4.0 MSS
	Missed Repair Appointments													
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	79	0.00%	25		0.00000		YES			Posted 2.6 MSS
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	104	0.00%	0				YES			07/02 4.0 MSS
	Customer Trouble Report Rate													
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	79,615	0.00%	14,430		0.00000		YES			Posted 2.6 MSS
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY(%)	Parity w Retail	0.00%	85,710	0.00%	14,502		0.00000		YES			07/02 4.0 MSS
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.10%	79,615	0.17%	14,430		0.00029	-2.5972	NO			Posted 2.6 MSS
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.12%	85,710	0.00%	14,502		0.00031	3.8795	YES			07/02 4.0 MSS
	Maintenance Average Duration													
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY(hours)	Parity w Retail	0.16	79	0.05	25	0.154	0.03526	3.1971	YES			Posted 2.6 MSS
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY(hours)	Parity w Retail	0.13	104	0.00	0	0.142			YES			07/02 4.0 MSS
	% Repeat Troubles within 30 Days													
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	79	0.00%	25		0.00000		YES			Posted 2.6 MSS
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	104	0.00%	0				YES			07/02 4.0 MSS
	Out of Service > 24 hours													
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	79	0.00%	25		0.00000		YES			Posted 2.6 MSS
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY(%)	Parity w Retail	0.00%	104	0.00%	0				YES			07/02 4.0 MSS
	Mean Time to Deliver Invoices - CABS													
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.55	5,933					YES		Posted 2.6 MSS
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.54	5,911					YES		07/02 4.0 MSS
	Loop Makeup Inquiry (Manual)													
F.2.1	PO-1	Loops/KY(%)	>= 95% w in 3 bus days			100.00%	9					YES		Posted 2.6 MSS
F.2.1	PO-1	Loops/KY(%)	>= 95% w in 3 bus days			55.56%	9					NO		07/02 4.0 MSS
	Mean Interval													
F.8.1	E-3	KY(hours)	PBD			1.11	1,824					PBD		Posted 2.6 MSS
F.8.1	E-3	KY(hours)	PBD			1.12	1,824					PBD		07/02 4.0 MSS
	Usage Data Delivery Accuracy													
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		0.00000		YES			Posted 2.6 MSS
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,207		0.00000		YES			07/02 4.0 MSS
	Usage Data Delivery Timeliness													
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119		0.00078	67.5131	NO			Posted 2.6 MSS
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.14%	383,659,492		0.00078	67.1352	NO			07/02 4.0 MSS
	Usage Data Delivery Completeness													
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119		0.00048	-10.5279	YES			Posted 2.6 MSS
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	383,659,492		0.00048	-10.5259	YES			07/02 4.0 MSS
	Mean Time to Deliver Usage													
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119					YES		Posted 2.6 MSS
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	383,659,492					YES		07/02 4.0 MSS
	Recurring Charge Completeness													
F.9.5.2	B-7	UNE/KY(%)	>= 90%			99.53%	$37,427					YES		Posted 2.6 MSS
F.9.5.2	B-7	UNE/KY(%)	>= 90%			99.53%	$37,298					YES		07/02 4.0 MSS
	Non-Recurring Charge Completeness													
F.9.6.2	B-8	UNE/KY(%)	>= 90%			99.07%	$77,096					YES		Posted 2.6 MSS
F.9.6.2	B-8	UNE/KY(%)	>= 90%			99.08%	$76,170					YES		07/02 4.0 MSS
	Acknowledgement Message Timeliness													

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F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min				100.00%	93,807		YES	Posted 2.6 MSS
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min				99.97%	93,889		YES	07/02 4.0 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min				100.00%	334,739		YES	Posted 2.6 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min				100.00%	373,465		YES	07/02 4.0 MSS
		Acknowledgement Message Completeness									
F.12.2.1	O-2	EDI/Region(%)	100%				100.00%	93,807		YES	Posted 2.6 MSS
F.12.2.1	O-2	EDI/Region(%)	100%				100.00%	93,889		YES	07/02 4.0 MSS
F.12.2.2	O-2	TAG/Region(%)	100%				100.00%	334,739		NO	Posted 2.6 MSS
F.12.2.2	O-2	TAG/Region(%)	100%				100.00%	373,465		NO	07/02 4.0 MSS
		Average Database Update Interval									
F.13.1.1	D-1	LIDB/KY(hours)	PBD	0.29	21	0.29	21			PBD	Posted 2.6 MSS
F.13.1.1	D-1	LIDB/KY(hours)	PBD	0.30	21	0.30	21			PBD	07/02 4.0 MSS
F.13.1.2	D-1	Directory Listings/KY(hours)	PBD	0.09	26	0.09	26			PBD	Posted 2.6 MSS
F.13.1.2	D-1	Directory Listings/KY(hours)	PBD	0.10	26	0.10	26			PBD	07/02 4.0 MSS
F.13.1.3	D-1	Directory Assistance/KY(hours)	PBD	4.29	26	4.29	26			PBD	Posted 2.6 MSS
F.13.1.3	D-1	Directory Assistance/KY(hours)	PBD	4.30	26	4.30	26			PBD	07/02 4.0 MSS
		% Update Accuracy									
F.13.2.1	D-2	LIDB/KY(%)	>= 95%				100.00%	538		YES	Posted 2.6 MSS
F.13.2.1	D-2	LIDB/KY(%)	>= 95%				100.00%	537		YES	07/02 4.0 MSS
F.13.2.3	D-2	Directory Assistance/KY(%)	>= 95%				100.00%	177		YES	Posted 2.6 MSS
F.13.2.3	D-2	Directory Assistance/KY(%)	>= 95%				100.00%	176		YES	07/02 4.0 MSS
		% NXXs / LRNs Loaded by LERG Effective Date									
F.13.3	D-3	Region(%)	100%				96.77%	30		NO	Posted 2.6 MSS
F.13.3	D-3	Region(%)	100%				96.77%	31		NO	07/02 4.0 MSS

Yes to No	17
Yes to Blank	12
No to Yes	17
No to Blank	4
Blank to Yes	9
Blank to No	0

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	% Rejected Service Requests - Mechanized									
A.1.1.1	O-7	Residence/MS(%)	Diagnostic	8.46%	9,551	Diagnostic	Posted 2.6 MSS
A.1.1.1	O-7	Residence/MS(%)	Diagnostic	8.43%	9,557	Diagnostic	07/02 4.0 MSS
	% Rejected Service Requests - Partially Mechanized									
A.1.2.1	O-7	Residence/MS(%)	Diagnostic	25.37%	1,407	Diagnostic	Posted 2.6 MSS
A.1.2.1	O-7	Residence/MS(%)	Diagnostic	21.76%	1,374	Diagnostic	07/02 4.0 MSS
A.1.2.2	O-7	Business/MS(%)	Diagnostic	33.86%	251	Diagnostic	Posted 2.6 MSS
A.1.2.2	O-7	Business/MS(%)	Diagnostic	26.80%	250	Diagnostic	07/02 4.0 MSS
	% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7	Residence/MS(%)	Diagnostic	41.54%	65	Diagnostic	Posted 2.6 MSS
A.1.3.1	O-7	Residence/MS(%)	Diagnostic	40.00%	65	Diagnostic	07/02 4.0 MSS
A.1.3.2	O-7	Business/MS(%)	Diagnostic	44.00%	100	Diagnostic	Posted 2.6 MSS
A.1.3.2	O-7	Business/MS(%)	Diagnostic	40.00%	100	Diagnostic	07/02 4.0 MSS
A.1.3.3	O-7	Design (Specials)/MS(%)	Diagnostic	36.62%	71	Diagnostic	Posted 2.6 MSS
A.1.3.3	O-7	Design (Specials)/MS(%)	Diagnostic	35.71%	70	Diagnostic	07/02 4.0 MSS
	Reject Interval - Mechanized									
A.1.4.1	O-8	Residence/MS(%)	>= 97% w in 1 hr	90.36%	809	NO	Posted 2.6 MSS
A.1.4.1	O-8	Residence/MS(%)	>= 97% w in 1 hr	89.96%	807	NO	07/02 4.0 MSS
	Reject Interval - Partially Mechanized - 10 hours									
A.1.7.1	O-8	Residence/MS(%)	>= 85% w in 10 hrs	89.01%	364	YES	Posted 2.6 MSS
A.1.7.1	O-8	Residence/MS(%)	>= 85% w in 10 hrs	94.08%	304	YES	07/02 4.0 MSS
A.1.7.2	O-8	Business/MS(%)	>= 85% w in 10 hrs	91.76%	85	YES	Posted 2.6 MSS
A.1.7.2	O-8	Business/MS(%)	>= 85% w in 10 hrs	91.04%	67	YES	07/02 4.0 MSS
	Reject Interval - Non-Mechanized									
A.1.8.1	O-8	Residence/MS(%)	>= 85% w in 24 hrs	100.00%	30	YES	Posted 2.6 MSS
A.1.8.1	O-8	Residence/MS(%)	>= 85% w in 24 hrs	100.00%	29	YES	07/02 4.0 MSS
A.1.8.2	O-8	Business/MS(%)	>= 85% w in 24 hrs	97.87%	47	YES	Posted 2.6 MSS
A.1.8.2	O-8	Business/MS(%)	>= 85% w in 24 hrs	100.00%	40	YES	07/02 4.0 MSS
A.1.8.3	O-8	Design (Specials)/MS(%)	>= 85% w in 24 hrs	100.00%	27	YES	Posted 2.6 MSS
A.1.8.3	O-8	Design (Specials)/MS(%)	>= 85% w in 24 hrs	100.00%	26	YES	07/02 4.0 MSS
	FOC Timeliness - Mechanized									
A.1.9.1	O-9	Residence/MS(%)	>= 95% w in 3 hrs	99.95%	8,773	YES	Posted 2.6 MSS
A.1.9.1	O-9	Residence/MS(%)	>= 95% w in 3 hrs	99.80%	8,719	YES	07/02 4.0 MSS
A.1.9.2	O-9	Business/MS(%)	>= 95% w in 3 hrs	99.53%	215	YES	Posted 2.6 MSS
A.1.9.2	O-9	Business/MS(%)	>= 95% w in 3 hrs	99.52%	210	YES	07/02 4.0 MSS
	FOC Timeliness - Partially Mechanized - 10 hours									
A.1.12.1	O-9	Residence/MS(%)	>= 85% w in 10 hrs	89.68%	1,163	YES	Posted 2.6 MSS
A.1.12.1	O-9	Residence/MS(%)	>= 85% w in 10 hrs	92.93%	1,131	YES	07/02 4.0 MSS
A.1.12.2	O-9	Business/MS(%)	>= 85% w in 10 hrs	94.21%	190	YES	Posted 2.6 MSS
A.1.12.2	O-9	Business/MS(%)	>= 85% w in 10 hrs	93.68%	190	YES	07/02 4.0 MSS
	FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/MS(%)	>= 85% w in 36 hrs	100.00%	36	YES	Posted 2.6 MSS
A.1.13.1	O-9	Residence/MS(%)	>= 85% w in 36 hrs	100.00%	35	YES	07/02 4.0 MSS
A.1.13.3	O-9	Design (Specials)/MS(%)	>= 85% w in 36 hrs	100.00%	42	YES	Posted 2.6 MSS
A.1.13.3	O-9	Design (Specials)/MS(%)	>= 85% w in 36 hrs	100.00%	38	YES	07/02 4.0 MSS
	FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/MS(%)	>= 95%	100.00%	608	YES	Posted 2.6 MSS
A.1.14.1.1	O-11	Residence/EDI/MS(%)	>= 95%	99.51%	610	YES	07/02 4.0 MSS
A.1.14.1.2	O-11	Residence/TAG/MS(%)	>= 95%	100.00%	8,943	YES	Posted 2.6 MSS
A.1.14.1.2	O-11	Residence/TAG/MS(%)	>= 95%	99.36%	8,947	YES	07/02 4.0 MSS
A.1.14.2.2	O-11	Business/TAG/MS(%)	>= 95%	100.00%	250	YES	Posted 2.6 MSS
A.1.14.2.2	O-11	Business/TAG/MS(%)	>= 95%	98.00%	250	YES	07/02 4.0 MSS
	FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/MS(%)	>= 95%	100.00%	106	YES	Posted 2.6 MSS
A.1.15.1.1	O-11	Residence/EDI/MS(%)	>= 95%	100.00%	103	YES	07/02 4.0 MSS
A.1.15.1.2	O-11	Residence/TAG/MS(%)	>= 95%	100.00%	1,301	YES	Posted 2.6 MSS
A.1.15.1.2	O-11	Residence/TAG/MS(%)	>= 95%	99.84%	1,271	YES	07/02 4.0 MSS
A.1.15.2.2	O-11	Business/TAG/MS(%)	>= 95%	100.00%	234	YES	Posted 2.6 MSS
A.1.15.2.2	O-11	Business/TAG/MS(%)	>= 95%	100.00%	233	YES	07/02 4.0 MSS
	FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.3	O-11	Design (Specials)/MS(%)	>= 95%	92.96%	71	NO	Posted 2.6 MSS
A.1.16.3	O-11	Design (Specials)/MS(%)	>= 95%	90.00%	70	NO	07/02 4.0 MSS
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A.1.17.1.1	O-11	Residence/EDI/MS(%)	>= 95%	91.28%	608	NO	Posted 2.6 MSS
A.1.17.1.1	O-11	Residence/EDI/MS(%)	>= 95%	99.34%	607	YES	07/02 4.0 MSS
A.1.17.1.2	O-11	Residence/TAG/MS(%)	>= 95%	99.00%	8,943	YES	Posted 2.6 MSS
A.1.17.1.2	O-11	Residence/TAG/MS(%)	>= 95%	99.66%	8,890	YES	07/02 4.0 MSS
A.1.17.2.1	O-11	Business/EDI/MS(%)	>= 95%	61.11%	18	NO	Posted 2.6 MSS
A.1.17.2.1	O-11	Business/EDI/MS(%)	>= 95%	100.00%	18	YES	07/02 4.0 MSS
A.1.17.2.2	O-11	Business/TAG/MS(%)	>= 95%	99.20%	250	YES	Posted 2.6 MSS

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A.1.17.2.2	O-11	Business/TAG/MS(%)	>= 95%			99.59%	245				YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/MS(%)	>= 95%			94.34%	106				NO	Posted 2.6 MSS
A.1.18.1.1	O-11	Residence/EDI/MS(%)	>= 95%			98.15%	103				YES	07/02 4.0 MSS
A.1.18.1.2	O-11	Residence/TAG/MS(%)	>= 95%			93.08%	1,301				NO	Posted 2.6 MSS
A.1.18.1.2	O-11	Residence/TAG/MS(%)	>= 95%			93.77%	1,269				NO	07/02 4.0 MSS
A.1.18.2.1	O-11	Business/EDI/MS(%)	>= 95%			94.12%	17				NO	Posted 2.6 MSS
A.1.18.2.1	O-11	Business/EDI/MS(%)	>= 95%			100.00%	17				YES	07/02 4.0 MSS
A.1.18.2.2	O-11	Business/TAG/MS(%)	>= 95%			88.03%	234				NO	Posted 2.6 MSS
A.1.18.2.2	O-11	Business/TAG/MS(%)	>= 95%			90.13%	233				NO	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/MS(%)	>= 95%			88.71%	62				NO	Posted 2.6 MSS
A.1.19.1	O-11	Residence/MS(%)	>= 95%			90.32%	62				NO	07/02 4.0 MSS
A.1.19.3	O-11	Design (Specials)/MS(%)	>= 95%			96.97%	66				YES	Posted 2.6 MSS
A.1.19.3	O-11	Design (Specials)/MS(%)	>= 95%			96.83%	63				YES	07/02 4.0 MSS
		Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/MS(days)	Res	6.31	7,933	5.63	591	4.674	0.19931	3.4334	YES	Posted 2.6 MSS
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/MS(days)	Res	6.29	8,319	5.61	609	4.641	0.19484	3.5360	YES	07/02 4.0 MSS
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/MS(days)	Res	0.74	135,240	0.63	5,971	3.969	0.05248	2.1872	YES	Posted 2.6 MSS
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/MS(days)	Res	0.74	141,122	0.63	6,175	1.906	0.02477	4.5883	YES	07/02 4.0 MSS
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/MS(days)	Bus	2.54	5,023	1.86	43	5.509	0.84373	0.8084	YES	Posted 2.6 MSS
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/MS(days)	Bus	2.59	5,293	2.68	64	5.653	0.71087	-0.1340	YES	07/02 4.0 MSS
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/MS(days)	Bus	1.08	6,269	0.71	174	1.938	0.14896	2.4827	YES	Posted 2.6 MSS
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/MS(days)	Bus	1.12	7,168	0.68	243	3.210	0.20937	2.0611	YES	07/02 4.0 MSS
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/MS(days)	Bus	1.17	4			1.263				Posted 2.6 MSS
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/MS(days)	Bus	1.53	5			1.366				07/02 4.0 MSS
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/MS(days)	Design	25.97	430	11.57	7	24.738	9.42590	1.5275	YES	Posted 2.6 MSS
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/MS(days)	Design	24.58	505	9.00	9	27.800	9.34888	1.6870	YES	07/02 4.0 MSS
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/MS(days)	Design	24.47	17	2.33	4	21.547	11.97397	1.8489	YES	Posted 2.6 MSS
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/MS(days)	Design	6.11	236	2.76	7	10.333	3.98306	0.8458	YES	07/02 4.0 MSS
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/MS(days)	Design									Posted 2.6 MSS
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/MS(days)	Design	4.00	4			1.633				07/02 4.0 MSS
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/MS(days)	PBX	9.17	24			12.923				Posted 2.6 MSS
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/MS(days)	PBX	9.55	23			13.072				07/02 4.0 MSS
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/MS(days)	PBX	5.13	87	3.54	8	10.426	3.85199	0.4112	YES	Posted 2.6 MSS
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/MS(days)	PBX	4.96	92	3.54	8	10.192	3.75888	0.3778	YES	07/02 4.0 MSS
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/MS(days)	PBX	0.39	11	2.00	1	0.202	0.21100	-7.6262	NO	Posted 2.6 MSS
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/MS(days)	PBX	0.53	12	2.00	1	0.502	0.52217	-2.8195	NO	07/02 4.0 MSS
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/MS(days)	Centrex	4.23	137	3.00	1	3.139	3.15091	0.3890	YES	Posted 2.6 MSS
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/MS(days)	Centrex	4.29	127	3.00	1	3.232	3.24485	0.3988	YES	07/02 4.0 MSS
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/MS(days)	Centrex	1.22	278	0.33	1	1.832	1.83540	0.4836	YES	Posted 2.6 MSS
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/MS(days)	Centrex	1.32	298	0.33	1	2.602	2.60643	0.3772	YES	07/02 4.0 MSS
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/MS(days)	Centrex	1.20	26			1.940				Posted 2.6 MSS
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/MS(days)	Centrex	1.21	26			1.939				07/02 4.0 MSS
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/MS(days)	ISDN	27.84	276			14.756				Posted 2.6 MSS
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/MS(days)	ISDN	19.41	144			14.284				07/02 4.0 MSS
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/MS(days)	ISDN	4.02	170	10.00	4	8.876	4.49004	-1.3314	YES	Posted 2.6 MSS
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/MS(days)	ISDN	3.93	175	10.00	4	8.745	4.42198	-1.3737	YES	07/02 4.0 MSS
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/MS(days)	ISDN	0.33	1			0.000				Posted 2.6 MSS
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/MS(days)	ISDN									07/02 4.0 MSS
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/MS(days)	ISDN	4.39	18			4.323				Posted 2.6 MSS
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/MS(days)	ISDN	4.63	17			4.332				07/02 4.0 MSS
		Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/MS(days)	Res	18.60	92	11.13	8	34.177	12.59793	0.5932	YES	Posted 2.6 MSS
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/MS(days)	Res	62.88	8	17.00	1	97.508	103.42301	0.4436	YES	07/02 4.0 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/MS(days)	Res	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/MS(days)	Res	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/MS(days)	Bus	16.75	12	0.00	0	16.998			YES	Posted 2.6 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/MS(days)	Bus	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/MS(days)	Design									Posted 2.6 MSS
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/MS(days)	Design	0.00	0							07/02 4.0 MSS
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/MS(days)	Design									Posted 2.6 MSS
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/MS(days)	Design	0.00	0							07/02 4.0 MSS
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/MS(days)	Design									Posted 2.6 MSS
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/MS(days)	Design	0.00	0							07/02 4.0 MSS
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/MS(days)	Centrex	5.00	1	0.00	0	0.000			YES	Posted 2.6 MSS
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/MS(days)	Centrex	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/MS(days)	ISDN	19.50	2	0.00	0	12.021			YES	Posted 2.6 MSS
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/MS(days)	ISDN	0.00	0	0.00	0				YES	07/02 4.0 MSS

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	% Jeopardies - Mechanized											
A.2.4.1	P-2	Residence/MS(%)	Res	0.70%	150,667	1.20%	7,503		0.00098	-5.1170	NO	Posted 2.6 MSS
A.2.4.1	P-2	Residence/MS(%)	Res	0.68%	156,512	1.22%	7,634		0.00096	-5.6088	NO	07/02 4.0 MSS
A.2.4.2	P-2	Business/MS(%)	Bus	1.76%	11,541	1.09%	275		0.00802	0.8329	YES	Posted 2.6 MSS
A.2.4.2	P-2	Business/MS(%)	Bus	1.59%	12,559	1.18%	340		0.00688	0.6046	YES	07/02 4.0 MSS
A.2.4.3	P-2	Design (Specials)/MS(%)	Design	6.71%	505	0.00%	3		0.16331	0.5335	YES	Posted 2.6 MSS
A.2.4.3	P-2	Design (Specials)/MS(%)	Design	13.41%	649							07/02 4.0 MSS
A.2.4.4	P-2	PBX/MS(%)	PBX	3.23%	124	0.00%	6		0.07386	0.4368	YES	Posted 2.6 MSS
A.2.4.4	P-2	PBX/MS(%)	PBX	3.31%	121	0.00%	2		0.12746	0.2594	YES	07/02 4.0 MSS
A.2.4.5	P-2	Centrex/MS(%)	Centrex	3.06%	457	0.00%	1		0.17251	0.1776	YES	Posted 2.6 MSS
A.2.4.5	P-2	Centrex/MS(%)	Centrex	2.66%	451							07/02 4.0 MSS
A.2.4.6	P-2	ISDN/MS(%)	ISDN	4.05%	518	0.00%	28		0.03827	1.0594	YES	Posted 2.6 MSS
A.2.4.6	P-2	ISDN/MS(%)	ISDN	6.85%	292							07/02 4.0 MSS
	% Jeopardies - Non-Mechanized											
A.2.5.1	P-2	Residence/MS(%)	Diagnostic			0.00%	28				Diagnostic	Posted 2.6 MSS
A.2.5.1	P-2	Residence/MS(%)	Diagnostic			0.00%	101				Diagnostic	07/02 4.0 MSS
A.2.5.2	P-2	Business/MS(%)	Diagnostic			3.33%	30				Diagnostic	Posted 2.6 MSS
A.2.5.2	P-2	Business/MS(%)	Diagnostic			2.13%	47				Diagnostic	07/02 4.0 MSS
A.2.5.3	P-2	Design (Specials)/MS(%)	Diagnostic			13.33%	15				Diagnostic	Posted 2.6 MSS
A.2.5.3	P-2	Design (Specials)/MS(%)	Diagnostic			20.83%	24				Diagnostic	07/02 4.0 MSS
A.2.5.4	P-2	PBX/MS(%)	Diagnostic			0.00%	6				Diagnostic	Posted 2.6 MSS
A.2.5.4	P-2	PBX/MS(%)	Diagnostic			0.00%	10				Diagnostic	07/02 4.0 MSS
A.2.5.5	P-2	Centrex/MS(%)	Diagnostic			0.00%	24				Diagnostic	Posted 2.6 MSS
A.2.5.5	P-2	Centrex/MS(%)	Diagnostic			0.00%	25				Diagnostic	07/02 4.0 MSS
A.2.5.6	P-2	ISDN/MS(%)	Diagnostic			0.00%	3				Diagnostic	Posted 2.6 MSS
A.2.5.6	P-2	ISDN/MS(%)	Diagnostic			0.00%	31				Diagnostic	07/02 4.0 MSS
	Average Jeopardy Notice Interval - Mechanized											
A.2.7.1	P-2	Residence/MS(hours)	>= 48 hrs			167.71	82				YES	Posted 2.6 MSS
A.2.7.1	P-2	Residence/MS(hours)	>= 48 hrs			170.14	84				YES	07/02 4.0 MSS
A.2.7.2	P-2	Business/MS(hours)	>= 48 hrs			82.44	3				YES	Posted 2.6 MSS
A.2.7.2	P-2	Business/MS(hours)	>= 48 hrs			103.89	4				YES	07/02 4.0 MSS
	Average Jeopardy Notice Interval - Non-Mechanized											
A.2.8.3	P-2	Design (Specials)/MS(hours)	Diagnostic			598.00	2				Diagnostic	Posted 2.6 MSS
A.2.8.3	P-2	Design (Specials)/MS(hours)	Diagnostic			427.19	5				Diagnostic	07/02 4.0 MSS
	% Jeopardy Notice >= 48 hours - Mechanized											
A.2.9.1	P-2	Residence/MS(%)	95% >= 48 hrs			98.78%	82				YES	Posted 2.6 MSS
A.2.9.1	P-2	Residence/MS(%)	95% >= 48 hrs			98.81%	84				YES	07/02 4.0 MSS
A.2.9.2	P-2	Business/MS(%)	95% >= 48 hrs			66.67%	3				NO	Posted 2.6 MSS
A.2.9.2	P-2	Business/MS(%)	95% >= 48 hrs			75.00%	4				NO	07/02 4.0 MSS
	% Jeopardy Notice >= 48 hours - Non-Mechanized											
A.2.10.3	P-2	Design (Specials)/MS(%)	Diagnostic			100.00%	2				Diagnostic	Posted 2.6 MSS
A.2.10.3	P-2	Design (Specials)/MS(%)	Diagnostic			100.00%	5				Diagnostic	07/02 4.0 MSS
	% Missed Installation Appointments											
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/MS(%)	Res	6.23%	8,755	1.99%	652		0.00981	4.3139	YES	Posted 2.6 MSS
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/MS(%)	Res	6.01%	9,203	2.08%	672		0.00960	4.1337	YES	07/02 4.0 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/MS(%)	Res	0.01%	141,580	0.01%	6,850		0.00013	-0.3144	YES	Posted 2.6 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/MS(%)	Res	0.02%	147,727	0.01%	7,085		0.00016	0.1775	YES	07/02 4.0 MSS
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/MS(%)	Bus	1.93%	5,123	6.25%	64		0.01732	-2.4935	NO	Posted 2.6 MSS
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/MS(%)	Bus	1.98%	5,397	4.71%	85		0.01524	-1.7871	NO	07/02 4.0 MSS
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/MS(%)	Bus	0.02%	6,321	0.00%	242		0.00082	0.1920	YES	Posted 2.6 MSS
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/MS(%)	Bus	0.01%	7,220	0.00%	313		0.00068	0.2039	YES	07/02 4.0 MSS
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/MS(%)	Bus	8.00%	25	0.00%	1		0.27667	0.2892	YES	Posted 2.6 MSS
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/MS(%)	Bus	12.00%	25	0.00%	1		0.33140	0.3621	YES	07/02 4.0 MSS
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/MS(%)	Bus	0.00%	4							Posted 2.6 MSS
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/MS(%)	Bus	0.00%	5							07/02 4.0 MSS
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/MS(%)	Design	2.95%	440	0.00%	10		0.05415	0.5456	YES	Posted 2.6 MSS
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/MS(%)	Design	2.91%	516	0.00%	15		0.04400	0.6606	YES	07/02 4.0 MSS
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)	Design	22.22%	18	0.00%	8		0.17666	1.2579	YES	Posted 2.6 MSS
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)	Design	1.23%	243	0.00%	11		0.03404	0.3827	YES	07/02 4.0 MSS
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/MS(%)	Design									Posted 2.6 MSS
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/MS(%)	Design	0.00%	4							07/02 4.0 MSS
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/MS(%)	PBX	8.00%	25							Posted 2.6 MSS
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/MS(%)	PBX	8.33%	24							07/02 4.0 MSS
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/MS(%)	PBX	3.45%	87	0.00%	11		0.05839	0.5906	YES	Posted 2.6 MSS
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/MS(%)	PBX	3.26%	92	0.00%	11		0.05666	0.5755	YES	07/02 4.0 MSS
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/MS(%)	PBX	0.00%	11	0.00%	1		0.00000		YES	Posted 2.6 MSS
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/MS(%)	PBX	0.00%	12	0.00%	1		0.00000		YES	07/02 4.0 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/MS(%)	Centrex	2.88%	139	0.00%	1		0.16778	0.1715	YES	Posted 2.6 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/MS(%)	Centrex	3.10%	129	0.00%	1		0.17401	0.1782	YES	07/02 4.0 MSS

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A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/MS(%)	Centrex	0.00%	278	0.00%	4		0.00000		YES	Posted 2.6 MSS
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/MS(%)	Centrex	0.00%	288	0.00%	4		0.00000		YES	07/02 4.0 MSS
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/MS(%)	ISDN	0.70%	284							Posted 2.6 MSS
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/MS(%)	ISDN	1.32%	152							07/02 4.0 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN	1.16%	173	0.00%	31		0.02085	0.5545	YES	Posted 2.6 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN	0.56%	178	0.00%	31		0.01455	0.3882	YES	07/02 4.0 MSS
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/MS(%)	ISDN	0.00%	1							Posted 2.6 MSS
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/MS(%)	ISDN									07/02 4.0 MSS
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/MS(%)	ISDN	0.00%	18							Posted 2.6 MSS
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/MS(%)	ISDN	0.00%	17							07/02 4.0 MSS
		% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/MS(%)	Res	8.03%	8,368	5.83%	960		0.00926	2.3727	YES	Posted 2.6 MSS
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/MS(%)	Res	10.82%	8,748	6.34%	978		0.01039	4.1204	YES	07/02 4.0 MSS
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/MS(%)	Res	3.28%	139,419	5.37%	8,790		0.00196	-10.6925	NO	Posted 2.6 MSS
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/MS(%)	Res	3.08%	145,435	4.98%	9,058		0.00187	-10.2903	NO	07/02 4.0 MSS
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/MS(%)	Bus	3.34%	4,549	10.42%	48		0.02608	-2.7133	NO	Posted 2.6 MSS
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/MS(%)	Bus	8.40%	4,733	11.48%	61		0.03761	-0.5513	YES	07/02 4.0 MSS
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/MS(%)	Bus	3.69%	6,078	2.50%	240		0.01240	0.9560	YES	Posted 2.6 MSS
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/MS(%)	Bus	5.13%	6,313	3.54%	254		0.01412	1.1253	YES	07/02 4.0 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/MS(%)	Bus	12.50%	16	0.00%	1		0.34090	0.3667	YES	Posted 2.6 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/MS(%)	Bus	11.76%	17	0.00%	1		0.33153	0.3546	YES	07/02 4.0 MSS
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/MS(%)	Bus									Posted 2.6 MSS
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/MS(%)	Bus	0.00%	1							07/02 4.0 MSS
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/MS(%)	Design	3.23%	248	0.00%	13		0.05027	0.6417	YES	Posted 2.6 MSS
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/MS(%)	Design	8.04%	448	4.84%	62		0.09884	0.8676	YES	07/02 4.0 MSS
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)	Design	0.00%	6	0.00%	12		0.00000		YES	Posted 2.6 MSS
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/MS(%)	Design	2.60%	154	12.50%	24		0.03491	-2.8366	NO	07/02 4.0 MSS
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/MS(%)	PBX	0.00%	15							Posted 2.6 MSS
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/MS(%)	PBX	6.25%	16							07/02 4.0 MSS
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/MS(%)	PBX	0.00%	36	0.00%	8		0.00000		YES	Posted 2.6 MSS
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/MS(%)	PBX	2.78%	36	0.00%	8		0.06423	0.4324	YES	07/02 4.0 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/MS(%)	Centrex	2.75%	291							Posted 2.6 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/MS(%)	Centrex	3.68%	299							07/02 4.0 MSS
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/MS(%)	Centrex	0.20%	3,449	0.00%	1		0.04501	0.0451	YES	Posted 2.6 MSS
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/MS(%)	Centrex	1.62%	3,461	100.00%	1		0.12619	-7.7665	NO	07/02 4.0 MSS
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/MS(%)	Centrex	0.00%	14							Posted 2.6 MSS
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/MS(%)	Centrex	15.38%	13							07/02 4.0 MSS
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/MS(%)	Centrex	0.00%	28	0.00%	3		0.00000		YES	Posted 2.6 MSS
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/MS(%)	Centrex	13.33%	30	50.00%	2		0.24825	-1.4770	YES	07/02 4.0 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/MS(%)	ISDN	0.38%	260	0.00%	1		0.06202	0.0620	YES	Posted 2.6 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/MS(%)	ISDN	1.90%	158	0.00%	1		0.13691	0.1387	YES	07/02 4.0 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN	0.00%	132	0.00%	12		0.00000		YES	Posted 2.6 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN	1.52%	132	8.33%	12		0.03683	-1.8512	NO	07/02 4.0 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/MS(%)	ISDN	0.00%	14							Posted 2.6 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/MS(%)	ISDN	0.00%	15							07/02 4.0 MSS
		Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/MS(hours)	Res	1.42	8,753	0.16	639	12.028	0.49288	2.5521	YES	Posted 2.6 MSS
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/MS(hours)	Res	1.38	8,182	0.17	652	12.082	0.48989	2.4707	YES	07/02 4.0 MSS
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/MS(hours)	Res	0.65	141,244	0.35	6,834	106.988	1.32512	0.2308	YES	Posted 2.6 MSS
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/MS(hours)	Res	0.66	147,317	0.35	7,002	105.099	1.28550	0.2393	YES	07/02 4.0 MSS
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/MS(hours)	Bus	1.75	5,114	1.04	60	16.614	2.15742	0.3313	YES	Posted 2.6 MSS
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/MS(hours)	Bus	1.62	5,350	1.42	78	14.397	1.63173	0.1247	YES	07/02 4.0 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/MS(hours)	Bus	1.73	6,309	0.29	210	19.664	1.37937	1.0460	YES	Posted 2.6 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/MS(hours)	Bus	1.43	7,140	0.28	268	14.937	0.92839	1.2386	YES	07/02 4.0 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/MS(hours)	Bus	1.53	25	0.02	1	4.801	4.89578	0.3085	YES	Posted 2.6 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/MS(hours)	Bus	1.53	25	0.02	1	4.892	4.98851	0.3030	YES	07/02 4.0 MSS
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/MS(hours)	Bus	0.40	4			0.057				Posted 2.6 MSS
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/MS(hours)	Bus	0.38	5			0.049				07/02 4.0 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/MS(hours)	Design	176.08	434	16.20	1	376.780	377.21363	0.4238	YES	Posted 2.6 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/MS(hours)	Design	215.77	491			835.268				07/02 4.0 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/MS(hours)	Design	280.94	18			530.310				Posted 2.6 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/MS(hours)	Design	22.95	243	275.05	1	160.639	160.96841	-1.5661	YES	07/02 4.0 MSS
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/MS(hours)	Design									Posted 2.6 MSS
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/MS(hours)	Design	0.24	4			0.111				07/02 4.0 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/MS(hours)	PBX	121.21	25			307.681				Posted 2.6 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/MS(hours)	PBX	124.74	23			320.188				07/02 4.0 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/MS(hours)	PBX	52.69	86	0.18	4	263.690	134.87655	0.3693	YES	Posted 2.6 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/MS(hours)	PBX	49.81	91	0.16	2	193.773	138.51571	0.3584	YES	07/02 4.0 MSS

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A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/MS(hours)	PBX	0.30	11			0.138				Posted 2.6 MSS
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/MS(hours)	PBX	0.29	12			0.143				07/02 4.0 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/MS(hours)	Centrex	3.24	136			14.834				Posted 2.6 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/MS(hours)	Centrex	3.44	127			15.795				07/02 4.0 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/MS(hours)	Centrex	0.59	276			3.667				Posted 2.6 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/MS(hours)	Centrex	0.57	296			2.679				07/02 4.0 MSS
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/MS(hours)	Centrex	13.71	8			20.238				Posted 2.6 MSS
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/MS(hours)	Centrex	13.70	8			23.188				07/02 4.0 MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/MS(hours)	Centrex	0.24	27			0.172				Posted 2.6 MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/MS(hours)	Centrex	0.24	27			0.160				07/02 4.0 MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/MS(hours)	ISDN	49.76	274			98.009				Posted 2.6 MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/MS(hours)	ISDN	172.20	143			225.357				07/02 4.0 MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/MS(hours)	ISDN	5.48	171	9.56	26	53.320	11.22378	-0.3632	YES	Posted 2.6 MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/MS(hours)	ISDN	5.32	178			51.728				07/02 4.0 MSS
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/MS(hours)	ISDN	0.02	1			0.000				Posted 2.6 MSS
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/MS(hours)	ISDN									07/02 4.0 MSS
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/MS(hours)	ISDN	0.34	18			0.112				Posted 2.6 MSS
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/MS(hours)	ISDN	0.34	17			0.119				07/02 4.0 MSS
		Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/MS(hours)	Diagnostic			17.64	13				Diagnostic	Posted 2.6 MSS
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/MS(hours)	Diagnostic			18.55	19				Diagnostic	07/02 4.0 MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			14.66	16				Diagnostic	Posted 2.6 MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			6.84	84				Diagnostic	07/02 4.0 MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/MS(hours)	Diagnostic			24.39	4				Diagnostic	Posted 2.6 MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/MS(hours)	Diagnostic			26.39	5				Diagnostic	07/02 4.0 MSS
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			13.91	32				Diagnostic	Posted 2.6 MSS
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			10.87	45				Diagnostic	07/02 4.0 MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/MS(hours)	Diagnostic			94.35	4				Diagnostic	Posted 2.6 MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/MS(hours)	Diagnostic			68.34	14				Diagnostic	07/02 4.0 MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			75.74	8				Diagnostic	Posted 2.6 MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			45.19	10				Diagnostic	07/02 4.0 MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			20.49	7				Diagnostic	Posted 2.6 MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			26.98	9				Diagnostic	07/02 4.0 MSS
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			16.51	4				Diagnostic	Posted 2.6 MSS
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			22.00	3				Diagnostic	07/02 4.0 MSS
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			34.70	5				Diagnostic	Posted 2.6 MSS
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			29.26	30				Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic			5.97	520				Diagnostic	Posted 2.6 MSS
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic			5.80	534				Diagnostic	07/02 4.0 MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.65	5,125				Diagnostic	Posted 2.6 MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.64	5,242				Diagnostic	07/02 4.0 MSS
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic			2.55	22				Diagnostic	Posted 2.6 MSS
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic			2.06	21				Diagnostic	07/02 4.0 MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.66	83				Diagnostic	Posted 2.6 MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.70	87				Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic			5.83	34				Diagnostic	Posted 2.6 MSS
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic			4.40	32				Diagnostic	07/02 4.0 MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.14	692				Diagnostic	Posted 2.6 MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.00	738				Diagnostic	07/02 4.0 MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic			3.14	17				Diagnostic	Posted 2.6 MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic			2.25	31				Diagnostic	07/02 4.0 MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.40	47				Diagnostic	Posted 2.6 MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.07	104				Diagnostic	07/02 4.0 MSS
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/MS(days)	Diagnostic			8.00	1				Diagnostic	Posted 2.6 MSS
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/MS(days)	Diagnostic			6.01	1				Diagnostic	07/02 4.0 MSS
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			6.50	2				Diagnostic	Posted 2.6 MSS
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			4.17	1				Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic			3.78	9				Diagnostic	Posted 2.6 MSS
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic			2.41	11				Diagnostic	07/02 4.0 MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.83	6				Diagnostic	Posted 2.6 MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.38	7				Diagnostic	07/02 4.0 MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic			3.67	3				Diagnostic	Posted 2.6 MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic			3.22	4				Diagnostic	07/02 4.0 MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			2.62	21				Diagnostic	Posted 2.6 MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.48	20				Diagnostic	07/02 4.0 MSS
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/MS(days)	Diagnostic			12.75	4				Diagnostic	Posted 2.6 MSS

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A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/MS(days)	Diagnostic	9.97	5	Diagnostic	07/02 4.0 MSS		
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	5.67	3	Diagnostic	Posted 2.6 MSS		
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	3.76	4	Diagnostic	07/02 4.0 MSS		
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	9.00	5	Diagnostic	Posted 2.6 MSS		
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	8.84	4	Diagnostic	07/02 4.0 MSS		
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/MS(days)	Diagnostic	4.00	1	Diagnostic	Posted 2.6 MSS		
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/MS(days)	Diagnostic	3.07	1	Diagnostic	07/02 4.0 MSS		
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/MS(days)	Diagnostic	5.00	1	Diagnostic	Posted 2.6 MSS		
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/MS(days)	Diagnostic	4.12	1	Diagnostic	07/02 4.0 MSS		
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	33.00	1	Diagnostic	Posted 2.6 MSS		
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	32.33	1	Diagnostic	07/02 4.0 MSS		
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	4.25	4	Diagnostic	Posted 2.6 MSS		
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	2.67	2	Diagnostic	07/02 4.0 MSS		
		Total Service Order Cycle Time (offered) - Mechanized							
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic	5.99	510	Diagnostic	Posted 2.6 MSS		
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic	5.81	524	Diagnostic	07/02 4.0 MSS		
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	0.95	2,254	Diagnostic	Posted 2.6 MSS		
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	0.93	2,332	Diagnostic	07/02 4.0 MSS		
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic	2.55	22	Diagnostic	Posted 2.6 MSS		
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic	2.06	21	Diagnostic	07/02 4.0 MSS		
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	0.68	76	Diagnostic	Posted 2.6 MSS		
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	0.72	80	Diagnostic	07/02 4.0 MSS		
		Total Service Order Cycle Time (offered) - Partially Mechanized							
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic	5.83	34	Diagnostic	Posted 2.6 MSS		
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic	4.40	32	Diagnostic	07/02 4.0 MSS		
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	1.20	564	Diagnostic	Posted 2.6 MSS		
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	1.04	583	Diagnostic	07/02 4.0 MSS		
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic	3.14	17	Diagnostic	Posted 2.6 MSS		
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic	2.25	31	Diagnostic	07/02 4.0 MSS		
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	1.40	44	Diagnostic	Posted 2.6 MSS		
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	1.08	101	Diagnostic	07/02 4.0 MSS		
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/MS(days)	Diagnostic	8.00	1	Diagnostic	Posted 2.6 MSS		
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/MS(days)	Diagnostic	6.01	1	Diagnostic	07/02 4.0 MSS		
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	6.50	2	Diagnostic	Posted 2.6 MSS		
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	4.17	1	Diagnostic	07/02 4.0 MSS		
		Total Service Order Cycle Time (offered) - Non-Mechanized							
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic	3.78	9	Diagnostic	Posted 2.6 MSS		
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/MS(days)	Diagnostic	2.41	11	Diagnostic	07/02 4.0 MSS		
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	1.83	6	Diagnostic	Posted 2.6 MSS		
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	1.38	7	Diagnostic	07/02 4.0 MSS		
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic	3.67	3	Diagnostic	Posted 2.6 MSS		
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/MS(days)	Diagnostic	3.22	4	Diagnostic	07/02 4.0 MSS		
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	2.58	19	Diagnostic	Posted 2.6 MSS		
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	1.51	18	Diagnostic	07/02 4.0 MSS		
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/MS(days)	Diagnostic	12.75	4	Diagnostic	Posted 2.6 MSS		
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/MS(days)	Diagnostic	9.97	5	Diagnostic	07/02 4.0 MSS		
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	5.00	2	Diagnostic	Posted 2.6 MSS		
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	3.68	2	Diagnostic	07/02 4.0 MSS		
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	5.00	2	Diagnostic	Posted 2.6 MSS		
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	3.15	1	Diagnostic	07/02 4.0 MSS		
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/MS(days)	Diagnostic	4.00	1	Diagnostic	Posted 2.6 MSS		
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/MS(days)	Diagnostic	3.07	1	Diagnostic	07/02 4.0 MSS		
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/MS(days)	Diagnostic	5.00	1	Diagnostic	Posted 2.6 MSS		
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/MS(days)	Diagnostic	4.12	1	Diagnostic	07/02 4.0 MSS		
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	33.00	1	Diagnostic	Posted 2.6 MSS		
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	32.33	1	Diagnostic	07/02 4.0 MSS		
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	4.00	3	Diagnostic	Posted 2.6 MSS		
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/MS(days)	Diagnostic	2.67	2	Diagnostic	07/02 4.0 MSS		
		% Completions w/o Notice or < 24 hours							
A.2.24.1.1	P-6	Residence/Dispatch/MS(%)	Diagnostic	0.17%	591	Diagnostic	Posted 2.6 MSS		
A.2.24.1.1	P-6	Residence/Dispatch/MS(%)	Diagnostic	5.43%	626	Diagnostic	07/02 4.0 MSS		
A.2.24.1.2	P-6	Residence/Non-Dispatch/MS(%)	Diagnostic	3.95%	5,971	Diagnostic	Posted 2.6 MSS		
A.2.24.1.2	P-6	Residence/Non-Dispatch/MS(%)	Diagnostic	5.31%	6,200	Diagnostic	07/02 4.0 MSS		
A.2.24.2.1	P-6	Business/Dispatch/MS(%)	Diagnostic	2.27%	44	Diagnostic	Posted 2.6 MSS		
A.2.24.2.1	P-6	Business/Dispatch/MS(%)	Diagnostic	10.61%	66	Diagnostic	07/02 4.0 MSS		
A.2.24.2.2	P-6	Business/Non-Dispatch/MS(%)	Diagnostic	3.45%	174	Diagnostic	Posted 2.6 MSS		
A.2.24.2.2	P-6	Business/Non-Dispatch/MS(%)	Diagnostic	9.56%	251	Diagnostic	07/02 4.0 MSS		
A.2.24.3.1	P-6	Design (Specials)/Dispatch/MS(%)	Diagnostic	0.00%	7	Diagnostic	Posted 2.6 MSS		
A.2.24.3.1	P-6	Design (Specials)/Dispatch/MS(%)	Diagnostic	22.22%	9	Diagnostic	07/02 4.0 MSS		

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A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/MS(%)	Diagnostic				0.00%	4					Diagnostic	Posted 2.6 MSS
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/MS(%)	Diagnostic				0.00%	7					Diagnostic	07/02 4.0 MSS
		Missed Repair Appointments												
A.3.1.1.1	M&R-1	Residence/Dispatch/MS(%)	Res	4.30%	19,820	0.87%	802		0.00731	4.6937	YES	Posted 2.6 MSS
A.3.1.1.1	M&R-1	Residence/Dispatch/MS(%)	Res	4.45%	21,377	0.98%	837		0.00726	4.8081	YES	07/02 4.0 MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/MS(%)	Res	0.80%	10,052	0.00%	165		0.00697	1.1412	YES	Posted 2.6 MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/MS(%)	Res	0.80%	10,715	0.00%	174		0.00682	1.1770	YES	07/02 4.0 MSS
A.3.1.2.1	M&R-1	Business/Dispatch/MS(%)	Bus	4.27%	2,626	0.00%	107		0.01993	2.1402	YES	Posted 2.6 MSS
A.3.1.2.1	M&R-1	Business/Dispatch/MS(%)	Bus	4.13%	2,811	1.67%	120		0.01654	1.3208	YES	07/02 4.0 MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/MS(%)	Bus	1.43%	1,397	0.00%	31		0.02157	0.6637	YES	Posted 2.6 MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/MS(%)	Bus	1.38%	1,453	0.00%	33		0.02051	0.6711	YES	07/02 4.0 MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/MS(%)	Design	2.60%	269	0.00%	52		0.02412	1.0790	YES	Posted 2.6 MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/MS(%)	Design	0.58%	518	0.00%	56		0.01070	0.5435	YES	07/02 4.0 MSS
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/MS(%)	Design	0.72%	415	0.00%	29		0.01627	0.4443	YES	Posted 2.6 MSS
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/MS(%)	Design	0.19%	537	0.00%	29		0.00822	0.2266	YES	07/02 4.0 MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/MS(%)	PBX	0.00%	26	0.00%	3		0.00000		YES	Posted 2.6 MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/MS(%)	PBX	0.00%	52	0.00%	3		0.00000		YES	07/02 4.0 MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/MS(%)	PBX	40.00%	15	0.00%	4		0.27568	1.4510	YES	Posted 2.6 MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/MS(%)	PBX	10.71%	56	0.00%	4		0.16008	0.6693	YES	07/02 4.0 MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/MS(%)	Centrex	5.49%	346	0.00%	1		0.22814	0.2407	YES	Posted 2.6 MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/MS(%)	Centrex	5.18%	367	0.00%	1		0.22187	0.2333	YES	07/02 4.0 MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/MS(%)	Centrex	0.51%	195	0.00%	0				YES	Posted 2.6 MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/MS(%)	Centrex	0.98%	204	0.00%	0				YES	07/02 4.0 MSS
A.3.1.6.1	M&R-1	ISDN/Dispatch/MS(%)	ISDN	0.00%	17	0.00%	1		0.00000		YES	Posted 2.6 MSS
A.3.1.6.1	M&R-1	ISDN/Dispatch/MS(%)	ISDN	0.00%	23	0.00%	1		0.00000		YES	07/02 4.0 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/MS(%)	ISDN	5.08%	59	0.00%	3		0.13002	0.3911	YES	Posted 2.6 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/MS(%)	ISDN	5.56%	54	0.00%	3		0.13587	0.4086	YES	07/02 4.0 MSS
		Customer Trouble Report Rate												
A.3.2.1.1	M&R-2	Residence/Dispatch/MS(%)	Res	2.26%	878,197	2.41%	33,306		0.00084	-1.8015	NO	Posted 2.6 MSS
A.3.2.1.1	M&R-2	Residence/Dispatch/MS(%)	Res	2.39%	895,908	2.09%	40,028		0.00079	3.7387	YES	07/02 4.0 MSS
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/MS(%)	Res	1.14%	878,197	0.50%	33,306		0.00060	10.8701	YES	Posted 2.6 MSS
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/MS(%)	Res	1.20%	895,908	0.43%	40,028		0.00054	13.6264	YES	07/02 4.0 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/MS(%)	Bus	1.20%	218,808	1.27%	8,427		0.00122	-0.5722	YES	Posted 2.6 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/MS(%)	Bus	1.25%	224,111	1.27%	9,488		0.00118	-0.1118	YES	07/02 4.0 MSS
A.3.2.2.2	M&R-2	Business/Non-Dispatch/MS(%)	Bus	0.64%	218,808	0.37%	8,427		0.00089	3.0506	YES	Posted 2.6 MSS
A.3.2.2.2	M&R-2	Business/Non-Dispatch/MS(%)	Bus	0.65%	224,111	0.35%	9,488		0.00084	3.5487	YES	07/02 4.0 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/MS(%)	Design	0.56%	47,723	2.49%	2,085		0.00168	-11.4918	NO	Posted 2.6 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/MS(%)	Design	1.45%	35,583	2.70%	2,071		0.00272	-4.6084	NO	07/02 4.0 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/MS(%)	Design	0.87%	47,723	1.39%	2,085		0.00209	-2.4985	NO	Posted 2.6 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/MS(%)	Design	1.51%	35,583	1.40%	2,071		0.00276	0.3920	YES	07/02 4.0 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/MS(%)	PBX	0.07%	37,522	0.29%	1,051		0.00082	-2.6255	NO	Posted 2.6 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/MS(%)	PBX	0.12%	43,354	0.48%	631		0.00139	-2.5598	NO	07/02 4.0 MSS
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/MS(%)	PBX	0.04%	37,522	0.38%	1,051		0.00063	-5.4471	NO	Posted 2.6 MSS
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/MS(%)	PBX	0.13%	43,354	0.63%	631		0.00144	-3.5024	NO	07/02 4.0 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/MS(%)	Centrex	0.50%	69,648	0.14%	724		0.00263	1.3622	YES	Posted 2.6 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/MS(%)	Centrex	0.51%	72,237	0.12%	816		0.00251	1.5363	YES	07/02 4.0 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/MS(%)	Centrex	0.28%	69,648	0.00%	724		0.00198	1.4164	YES	Posted 2.6 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/MS(%)	Centrex	0.28%	72,237	0.00%	816		0.00187	1.5095	YES	07/02 4.0 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/MS(%)	ISDN	0.02%	82,683	0.04%	2,267		0.00031	-0.7715	YES	Posted 2.6 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/MS(%)	ISDN	0.03%	86,707	0.05%	2,166		0.00035	-0.5544	YES	07/02 4.0 MSS
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/MS(%)	ISDN	0.07%	82,683	0.13%	2,267		0.00057	-1.0723	YES	Posted 2.6 MSS
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/MS(%)	ISDN	0.06%	86,707	0.14%	2,166		0.00054	-1.4041	YES	07/02 4.0 MSS
		Maintenance Average Duration												
A.3.3.1.1	M&R-3	Residence/Dispatch/MS(hours)	Res	20.55	19,820	15.73	802	19.063	0.68663	7.0101	YES	Posted 2.6 MSS
A.3.3.1.1	M&R-3	Residence/Dispatch/MS(hours)	Res	21.00	21,377	16.18	837	19.744	0.69597	6.9690	YES	07/02 4.0 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/MS(hours)	Res	8.01	10,052	3.37	165	13.571	1.06514	4.3516	YES	Posted 2.6 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/MS(hours)	Res	8.26	10,715	3.52	174	13.909	1.06283	4.4571	YES	07/02 4.0 MSS
A.3.3.2.1	M&R-3	Business/Dispatch/MS(hours)	Bus	8.74	2,626	8.02	107	12.025	1.18595	0.6140	YES	Posted 2.6 MSS
A.3.3.2.1	M&R-3	Business/Dispatch/MS(hours)	Bus	8.76	2,811	7.89	120	11.901	1.10933	0.7834	YES	07/02 4.0 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/MS(hours)	Bus	3.79	1,397	3.18	31	23.313	4.23333	0.1435	YES	Posted 2.6 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/MS(hours)	Bus	3.78	1,453	3.04	33	22.889	4.02844	0.1844	YES	07/02 4.0 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/MS(hours)	Design	12.35	269	4.64	52	102.590	15.54099	0.4960	YES	Posted 2.6 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/MS(hours)	Design	4.77	518	4.49	56	3.632	0.51106	0.5484	YES	07/02 4.0 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/MS(hours)	Design	2.42	415	2.17	29	4.698	0.90238	0.2766	YES	Posted 2.6 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/MS(hours)	Design	2.37	537	2.17	29	3.243	0.61830	0.3257	YES	07/02 4.0 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/MS(hours)	PBX	6.94	26	13.52	3	6.385	3.89334	-1.6890	NO	Posted 2.6 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/MS(hours)	PBX	6.53	52	13.52	3	5.819	3.39844	-2.0936	NO	07/02 4.0 MSS
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/MS(hours)	PBX	33.33	15	0.00	4	35.163	19.78705	1.6846	YES	Posted 2.6 MSS

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A.3.3.4.2	M&R-3	PBX/Non-Dispatch/MS(hours)	PBX	13.16	58	0.00	4	22.010	11.39108	1.1550	YES	07/02 4.0 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/MS(hours)	Centrex	10.38	346	21.10	1	13.750	13.76962	-0.7801	YES	Posted 2.6 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/MS(hours)	Centrex	10.35	367	21.10	1	13.494	13.51274	-0.7952	YES	07/02 4.0 MSS
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/MS(hours)	Centrex	1.69	195	0.00	0	3.341			YES	Posted 2.6 MSS
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/MS(hours)	Centrex	1.89	204	0.00	0	3.914			YES	07/02 4.0 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/MS(hours)	ISDN	4.55	17	4.20	1	2.367	2.43523	0.1445	YES	Posted 2.6 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/MS(hours)	ISDN	4.97	23	4.20	1	3.114	3.18084	0.2417	YES	07/02 4.0 MSS
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/MS(hours)	ISDN	5.44	59	0.56	3	8.352	4.94309	0.9865	YES	Posted 2.6 MSS
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/MS(hours)	ISDN	5.79	54	0.56	3	9.047	5.36853	0.9747	YES	07/02 4.0 MSS
		% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/MS(%)	Res	17.57%	19,820	10.10%	802		0.01371	5.4486	YES	Posted 2.6 MSS
A.3.4.1.1	M&R-4	Residence/Dispatch/MS(%)	Res	17.53%	21,377	9.80%	837		0.01340	5.7710	YES	07/02 4.0 MSS
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/MS(%)	Res	14.74%	10,052	12.12%	165		0.02783	0.9423	YES	Posted 2.6 MSS
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/MS(%)	Res	14.91%	10,715	12.07%	174		0.02722	1.0449	YES	07/02 4.0 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/MS(%)	Bus	12.26%	2,626	20.56%	107		0.03235	-2.5654	NO	Posted 2.6 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/MS(%)	Bus	12.02%	2,811	19.17%	120		0.03032	-2.3559	NO	07/02 4.0 MSS
A.3.4.2.2	M&R-4	Business/Non-Dispatch/MS(%)	Bus	13.10%	1,397	12.90%	31		0.06127	0.0320	YES	Posted 2.6 MSS
A.3.4.2.2	M&R-4	Business/Non-Dispatch/MS(%)	Bus	13.08%	1,453	15.15%	33		0.05935	-0.3496	YES	07/02 4.0 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/MS(%)	Design	23.42%	269	42.31%	52		0.06415	-2.9441	NO	Posted 2.6 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/MS(%)	Design	18.99%	516	39.26%	56		0.05519	-3.6773	NO	07/02 4.0 MSS
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/MS(%)	Design	30.84%	415	27.59%	29		0.08871	0.3672	YES	Posted 2.6 MSS
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/MS(%)	Design	19.74%	537	31.03%	29		0.07588	-1.4885	YES	07/02 4.0 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/MS(%)	PBX	7.69%	26	0.00%	3		0.16248	0.4734	YES	Posted 2.6 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/MS(%)	PBX	7.69%	52	0.00%	3		0.15822	0.4862	YES	07/02 4.0 MSS
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/MS(%)	PBX	0.00%	15	0.00%	4		0.00000		YES	Posted 2.6 MSS
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/MS(%)	PBX	5.36%	56	0.00%	4		0.11654	0.4597	YES	07/02 4.0 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/MS(%)	Centrex	12.43%	346	0.00%	1		0.33037	0.3762	YES	Posted 2.6 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/MS(%)	Centrex	12.26%	367	0.00%	1		0.32844	0.3733	YES	07/02 4.0 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/MS(%)	Centrex	9.23%	195	0.00%	0				YES	Posted 2.6 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/MS(%)	Centrex	8.82%	204	0.00%	0				YES	07/02 4.0 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/MS(%)	ISDN	0.00%	17	0.00%	1		0.00000		YES	Posted 2.6 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/MS(%)	ISDN	0.00%	23	0.00%	1		0.00000		YES	07/02 4.0 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/MS(%)	ISDN	15.25%	59	33.33%	3		0.21280	-0.8496	YES	Posted 2.6 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/MS(%)	ISDN	9.26%	54	33.33%	3		0.17194	-1.4002	YES	07/02 4.0 MSS
		Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/MS(%)	Res	28.76%	12,750	22.38%	630		0.01847	3.4534	YES	Posted 2.6 MSS
A.3.5.1.1	M&R-5	Residence/Dispatch/MS(%)	Res	29.13%	13,726	22.88%	657		0.01815	3.5575	YES	07/02 4.0 MSS
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/MS(%)	Res	14.44%	3,345	4.11%	73		0.04159	2.4840	YES	Posted 2.6 MSS
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/MS(%)	Res	14.96%	3,556	3.85%	76		0.04063	2.7223	YES	07/02 4.0 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/MS(%)	Bus	4.59%	1,546	0.00%	58		0.02800	1.6404	YES	Posted 2.6 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/MS(%)	Bus	4.58%	1,645	0.00%	66		0.02619	1.7410	YES	07/02 4.0 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/MS(%)	Bus	1.57%	511	0.00%	9		0.04174	0.3751	YES	Posted 2.6 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/MS(%)	Bus	1.51%	529	0.00%	10		0.03898	0.3882	YES	07/02 4.0 MSS
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/MS(%)	Design	2.60%	269	0.00%	52		0.02412	1.0790	YES	Posted 2.6 MSS
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/MS(%)	Design	0.58%	516	0.00%	56		0.01070	0.5435	YES	07/02 4.0 MSS
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/MS(%)	Design	0.72%	415	0.00%	29		0.01627	0.4443	YES	Posted 2.6 MSS
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/MS(%)	Design	0.19%	537	0.00%	29		0.00822	0.2266	YES	07/02 4.0 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/MS(%)	PBX	0.00%	17	0.00%	2		0.00000		YES	Posted 2.6 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/MS(%)	PBX	0.00%	42	0.00%	2		0.00000		YES	07/02 4.0 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/MS(%)	PBX	50.00%	12	0.00%	0				YES	Posted 2.6 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/MS(%)	PBX	11.32%	53	0.00%	0				YES	07/02 4.0 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/MS(%)	Centrex	6.40%	203	0.00%	0				YES	Posted 2.6 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/MS(%)	Centrex	5.77%	208	0.00%	0				YES	07/02 4.0 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/MS(%)	Centrex	0.00%	71	0.00%	0				YES	Posted 2.6 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/MS(%)	Centrex	1.33%	75	0.00%	0				YES	07/02 4.0 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/MS(%)	ISDN	0.00%	17	0.00%	1		0.00000		YES	Posted 2.6 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/MS(%)	ISDN	0.00%	23	0.00%	1		0.00000		YES	07/02 4.0 MSS
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/MS(%)	ISDN	5.08%	59	0.00%	3		0.13002	0.3911	YES	Posted 2.6 MSS
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/MS(%)	ISDN	5.56%	54	0.00%	3		0.13587	0.4089	YES	07/02 4.0 MSS
		Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890				YES	Posted 2.6 MSS
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,845				YES	07/02 4.0 MSS
		% Rejected Service Requests - Mechanized										
B.1.1.3	O-7	Loop + Port Combinations/MS(%)	Diagnostic			11.28%	8,211				Diagnostic	Posted 2.6 MSS
B.1.1.3	O-7	Loop + Port Combinations/MS(%)	Diagnostic			11.27%	8,224				Diagnostic	07/02 4.0 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/MS(%)	Diagnostic			13.64%	44				Diagnostic	Posted 2.6 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/MS(%)	Diagnostic			13.33%	45				Diagnostic	07/02 4.0 MSS
B.1.1.17	O-13	LNP Standalone/MS(%)	Diagnostic			7.41%	54				Diagnostic	Posted 2.6 MSS
B.1.1.17	O-13	LNP Standalone/MS(%)	Diagnostic			7.69%	52				Diagnostic	07/02 4.0 MSS

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	% Rejected Service Requests - Partially Mechanized								
B.1.2.3	O-7	Loop + Port Combinations/MS(%)	Diagnostic	36.20%	1,931	Diagnostic	Posted 2.6 MSS		
B.1.2.3	O-7	Loop + Port Combinations/MS(%)	Diagnostic	33.18%	1,894	Diagnostic	07/02 4.0 MSS		
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/MS(%)	Diagnostic	0.00%	7	Diagnostic	Posted 2.6 MSS		
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/MS(%)	Diagnostic	0.00%	8	Diagnostic	07/02 4.0 MSS		
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/MS(%)	Diagnostic	20.00%	50	Diagnostic	Posted 2.6 MSS		
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/MS(%)	Diagnostic	33.33%	72	Diagnostic	07/02 4.0 MSS		
B.1.2.12	O-13	2W Analog Loop w/LNP Design/MS(%)	Diagnostic	0.00%	8	Diagnostic	Posted 2.6 MSS		
B.1.2.12	O-13	2W Analog Loop w/LNP Design/MS(%)	Diagnostic	0.00%	6	Diagnostic	07/02 4.0 MSS		
B.1.2.15	O-7	Other Non-Design/MS(%)	Diagnostic	26.53%	49	Diagnostic	Posted 2.6 MSS		
B.1.2.15	O-7	Other Non-Design/MS(%)	Diagnostic	24.44%	45	Diagnostic	07/02 4.0 MSS		
B.1.2.17	O-13	LNP Standalone/MS(%)	Diagnostic	12.50%	24	Diagnostic	Posted 2.6 MSS		
B.1.2.17	O-13	LNP Standalone/MS(%)	Diagnostic	12.00%	25	Diagnostic	07/02 4.0 MSS		
	% Rejected Service Requests - Non-Mechanized								
B.1.3.3	O-7	Loop + Port Combinations/MS(%)	Diagnostic	46.00%	100	Diagnostic	Posted 2.6 MSS		
B.1.3.3	O-7	Loop + Port Combinations/MS(%)	Diagnostic	43.88%	98	Diagnostic	07/02 4.0 MSS		
B.1.3.8	O-7	2W Analog Loop Design/MS(%)	Diagnostic	29.63%	27	Diagnostic	Posted 2.6 MSS		
B.1.3.8	O-7	2W Analog Loop Design/MS(%)	Diagnostic	30.77%	26	Diagnostic	07/02 4.0 MSS		
B.1.3.9	O-7	2W Analog Loop Non-Design/MS(%)	Diagnostic	53.33%	45	Diagnostic	Posted 2.6 MSS		
B.1.3.9	O-7	2W Analog Loop Non-Design/MS(%)	Diagnostic	0.00%	2	Diagnostic	07/02 4.0 MSS		
B.1.3.12	O-13	2W Analog Loop w/LNP Design/MS(%)	Diagnostic	62.50%	8	Diagnostic	Posted 2.6 MSS		
B.1.3.12	O-13	2W Analog Loop w/LNP Design/MS(%)	Diagnostic	75.00%	12	Diagnostic	07/02 4.0 MSS		
B.1.3.14	O-7	Other Design/MS(%)	Diagnostic	48.65%	37	Diagnostic	Posted 2.6 MSS		
B.1.3.14	O-7	Other Design/MS(%)	Diagnostic	37.84%	37	Diagnostic	07/02 4.0 MSS		
B.1.3.15	O-7	Other Non-Design/MS(%)	Diagnostic	43.26%	178	Diagnostic	Posted 2.6 MSS		
B.1.3.15	O-7	Other Non-Design/MS(%)	Diagnostic	42.70%	178	Diagnostic	07/02 4.0 MSS		
B.1.3.17	O-13	LNP Standalone/MS(%)	Diagnostic	23.73%	59	Diagnostic	Posted 2.6 MSS		
B.1.3.17	O-13	LNP Standalone/MS(%)	Diagnostic	31.17%	77	Diagnostic	07/02 4.0 MSS		
	Reject Interval - Mechanized								
B.1.4.3	O-8	Loop + Port Combinations/MS(%)	>= 97% w in 1 hr	90.55%	931	NO	Posted 2.6 MSS		
B.1.4.3	O-8	Loop + Port Combinations/MS(%)	>= 97% w in 1 hr	90.44%	931	NO	07/02 4.0 MSS		
	Reject Interval - Partially Mechanized - 10 hours								
B.1.7.3	O-8	Loop + Port Combinations/MS(%)	>= 85% w in 10 hrs	97.88%	707	YES	Posted 2.6 MSS		
B.1.7.3	O-8	Loop + Port Combinations/MS(%)	>= 85% w in 10 hrs	97.01%	836	YES	07/02 4.0 MSS		
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/MS(%)	>= 85% w in 10 hrs	90.00%	10	YES	Posted 2.6 MSS		
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/MS(%)	>= 85% w in 10 hrs	77.78%	27	NO	07/02 4.0 MSS		
B.1.7.15	O-8	Other Non-Design/MS(%)	>= 85% w in 10 hrs	92.31%	13	YES	Posted 2.6 MSS		
B.1.7.15	O-8	Other Non-Design/MS(%)	>= 85% w in 10 hrs	90.91%	11	YES	07/02 4.0 MSS		
	Reject Interval - Non-Mechanized								
B.1.8.3	O-8	Loop + Port Combinations/MS(%)	>= 85% w in 24 hrs	97.96%	49	YES	Posted 2.6 MSS		
B.1.8.3	O-8	Loop + Port Combinations/MS(%)	>= 85% w in 24 hrs	100.00%	44	YES	07/02 4.0 MSS		
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/MS(%)	>= 85% w in 24 hrs	100.00%	9	YES	Posted 2.6 MSS		
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/MS(%)	>= 85% w in 24 hrs	88.89%	9	YES	07/02 4.0 MSS		
B.1.8.9	O-8	2W Analog Loop Non-Design/MS(%)	>= 85% w in 24 hrs	100.00%	24	YES	Posted 2.6 MSS		
B.1.8.9	O-8	2W Analog Loop Non-Design/MS(%)	>= 85% w in 24 hrs				07/02 4.0 MSS		
B.1.8.12	O-14	2W Analog Loop w/LNP Design/MS(%)	>= 85% w in 24 hrs	100.00%	5	YES	Posted 2.6 MSS		
B.1.8.12	O-14	2W Analog Loop w/LNP Design/MS(%)	>= 85% w in 24 hrs	100.00%	9	YES	07/02 4.0 MSS		
B.1.8.14	O-8	Other Design/MS(%)	>= 85% w in 24 hrs	100.00%	18	YES	Posted 2.6 MSS		
B.1.8.14	O-8	Other Design/MS(%)	>= 85% w in 24 hrs	100.00%	14	YES	07/02 4.0 MSS		
B.1.8.15	O-8	Other Non-Design/MS(%)	>= 85% w in 24 hrs	98.73%	79	YES	Posted 2.6 MSS		
B.1.8.15	O-8	Other Non-Design/MS(%)	>= 85% w in 24 hrs	97.44%	78	YES	07/02 4.0 MSS		
B.1.8.17	O-14	LNP Standalone/MS(%)	>= 85% w in 24 hrs	100.00%	15	YES	Posted 2.6 MSS		
B.1.8.17	O-14	LNP Standalone/MS(%)	>= 85% w in 24 hrs	100.00%	24	YES	07/02 4.0 MSS		
	FOC Timeliness - Mechanized								
B.1.9.3	O-9	Loop + Port Combinations/MS(%)	>= 95% w in 3 hrs	99.93%	7,330	YES	Posted 2.6 MSS		
B.1.9.3	O-9	Loop + Port Combinations/MS(%)	>= 95% w in 3 hrs	99.41%	7,309	YES	07/02 4.0 MSS		
B.1.9.15	O-9	Other Non-Design/MS(%)	>= 95% w in 3 hrs	100.00%	72	YES	Posted 2.6 MSS		
B.1.9.15	O-9	Other Non-Design/MS(%)	>= 95% w in 3 hrs	52.11%	71	NO	07/02 4.0 MSS		
B.1.9.17	O-15	LNP Standalone/MS(%)	>= 95% w in 3 hrs	100.00%	49	YES	Posted 2.6 MSS		
B.1.9.17	O-15	LNP Standalone/MS(%)	>= 95% w in 3 hrs	100.00%	47	YES	07/02 4.0 MSS		
	FOC Timeliness - Partially Mechanized - 10 hours								
B.1.12.3	O-9	Loop + Port Combinations/MS(%)	>= 85% w in 10 hrs	96.52%	1,407	YES	Posted 2.6 MSS		
B.1.12.3	O-9	Loop + Port Combinations/MS(%)	>= 85% w in 10 hrs	94.85%	1,384	YES	07/02 4.0 MSS		
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/MS(%)	>= 85% w in 10 hrs	97.56%	41	YES	Posted 2.6 MSS		
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/MS(%)	>= 85% w in 10 hrs	89.58%	48	YES	07/02 4.0 MSS		
B.1.12.12	O-15	2W Analog Loop w/LNP Design/MS(%)	>= 85% w in 10 hrs	100.00%	8	YES	Posted 2.6 MSS		
B.1.12.12	O-15	2W Analog Loop w/LNP Design/MS(%)	>= 85% w in 10 hrs	100.00%	7	YES	07/02 4.0 MSS		
B.1.12.15	O-9	Other Non-Design/MS(%)	>= 85% w in 10 hrs	95.00%	40	YES	Posted 2.6 MSS		
B.1.12.15	O-9	Other Non-Design/MS(%)	>= 85% w in 10 hrs	28.00%	32	NO	07/02 4.0 MSS		
B.1.12.17	O-15	LNP Standalone/MS(%)	>= 85% w in 10 hrs	95.24%	21	YES	Posted 2.6 MSS		
B.1.12.17	O-15	LNP Standalone/MS(%)	>= 85% w in 10 hrs	95.45%	22	YES	07/02 4.0 MSS		

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		FOC Timeliness - Non-Mechanized							
B.1.13.3	O-9	Loop + Port Combinations/MS(%)	>= 85% w in 36 hrs		100.00%	55		YES	Posted 2.6 MSS
B.1.13.3	O-9	Loop + Port Combinations/MS(%)	>= 85% w in 36 hrs		100.00%	54		YES	07/02 4.0 MSS
B.1.13.8	O-9	2W Analog Loop Design/MS(%)	>= 85% w in 36 hrs		100.00%	20		YES	Posted 2.6 MSS
B.1.13.8	O-9	2W Analog Loop Design/MS(%)	>= 85% w in 36 hrs		100.00%	16		YES	07/02 4.0 MSS
B.1.13.9	O-9	2W Analog Loop Non-Design/MS(%)	>= 85% w in 36 hrs		100.00%	23		YES	Posted 2.6 MSS
B.1.13.9	O-9	2W Analog Loop Non-Design/MS(%)	>= 85% w in 36 hrs		100.00%	2		YES	07/02 4.0 MSS
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/MS(%)	>= 85% w in 36 hrs		100.00%	26		YES	Posted 2.6 MSS
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/MS(%)	>= 85% w in 36 hrs		100.00%	25		YES	07/02 4.0 MSS
B.1.13.14	O-9	Other Design/MS(%)	>= 85% w in 36 hrs		100.00%	20		YES	Posted 2.6 MSS
B.1.13.14	O-9	Other Design/MS(%)	>= 85% w in 36 hrs		100.00%	19		YES	07/02 4.0 MSS
B.1.13.16	O-9	INP Standalone/MS(%)	>= 85% w in 36 hrs		100.00%	4		YES	Posted 2.6 MSS
B.1.13.16	O-9	INP Standalone/MS(%)	>= 85% w in 36 hrs		100.00%	2		YES	07/02 4.0 MSS
B.1.13.17	O-15	LNP Standalone/MS(%)	>= 85% w in 36 hrs		100.00%	45		YES	Posted 2.6 MSS
B.1.13.17	O-15	LNP Standalone/MS(%)	>= 85% w in 36 hrs		100.00%	43		YES	07/02 4.0 MSS
		FOC & Reject Response Completeness - Mechanized							
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%		99.99%	7,881		YES	Posted 2.6 MSS
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%		99.62%	7,894		YES	07/02 4.0 MSS
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/MS(%)	>= 95%		100.00%	44		YES	Posted 2.6 MSS
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/MS(%)	>= 95%		97.78%	45		YES	07/02 4.0 MSS
B.1.14.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%		100.00%	85		YES	Posted 2.6 MSS
B.1.14.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%		90.59%	85		NO	07/02 4.0 MSS
B.1.14.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%		80.00%	5		NO	Posted 2.6 MSS
B.1.14.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%		66.67%	3		NO	07/02 4.0 MSS
		FOC & Reject Response Completeness - Partially Mechanized							
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/MS(%)	>= 95%		100.00%	237		YES	Posted 2.6 MSS
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/MS(%)	>= 95%		100.00%	233		YES	07/02 4.0 MSS
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%		99.76%	1,694		YES	Posted 2.6 MSS
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%		99.40%	1,661		YES	07/02 4.0 MSS
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/MS(%)	>= 95%		100.00%	7		YES	Posted 2.6 MSS
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/MS(%)	>= 95%		87.50%	8		NO	07/02 4.0 MSS
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/MS(%)	>= 95%		100.00%	1		YES	Posted 2.6 MSS
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/MS(%)	>= 95%		95.65%	23		YES	07/02 4.0 MSS
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/MS(%)	>= 95%		100.00%	2		YES	Posted 2.6 MSS
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/MS(%)	>= 95%						07/02 4.0 MSS
B.1.15.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%		95.92%	49		YES	Posted 2.6 MSS
B.1.15.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%		88.67%	45		NO	07/02 4.0 MSS
B.1.15.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%		100.00%	3		YES	Posted 2.6 MSS
B.1.15.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%		100.00%	4		YES	07/02 4.0 MSS
		FOC & Reject Response Completeness - Non-Mechanized							
B.1.16.3	O-11	Loop + Port Combinations/MS(%)	>= 95%		97.00%	100		YES	Posted 2.6 MSS
B.1.16.3	O-11	Loop + Port Combinations/MS(%)	>= 95%		96.94%	98		YES	07/02 4.0 MSS
B.1.16.8	O-11	2W Analog Loop Design/MS(%)	>= 95%		96.30%	27		YES	Posted 2.6 MSS
B.1.16.8	O-11	2W Analog Loop Design/MS(%)	>= 95%		96.15%	26		YES	07/02 4.0 MSS
B.1.16.9	O-11	2W Analog Loop Non-Design/MS(%)	>= 95%		100.00%	45		YES	Posted 2.6 MSS
B.1.16.9	O-11	2W Analog Loop Non-Design/MS(%)	>= 95%		100.00%	2		YES	07/02 4.0 MSS
B.1.16.12	O-11	2W Analog Loop w/LNP Design/MS(%)	>= 95%		100.00%	8		YES	Posted 2.6 MSS
B.1.16.12	O-11	2W Analog Loop w/LNP Design/MS(%)	>= 95%		100.00%	12		YES	07/02 4.0 MSS
B.1.16.15	O-11	Other Non-Design/MS(%)	>= 95%		96.63%	178		YES	Posted 2.6 MSS
B.1.16.15	O-11	Other Non-Design/MS(%)	>= 95%		97.19%	178		YES	07/02 4.0 MSS
B.1.16.17	O-11	LNP Standalone/MS(%)	>= 95%		100.00%	59		YES	Posted 2.6 MSS
B.1.16.17	O-11	LNP Standalone/MS(%)	>= 95%		100.00%	77		YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized							
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/MS(%)	>= 95%		79.39%	330		NO	Posted 2.6 MSS
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/MS(%)	>= 95%		99.09%	330		YES	07/02 4.0 MSS
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%		92.25%	7,880		NO	Posted 2.6 MSS
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%		99.40%	7,864		YES	07/02 4.0 MSS
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/MS(%)	>= 95%		85.71%	14		NO	Posted 2.6 MSS
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/MS(%)	>= 95%		100.00%	14		YES	07/02 4.0 MSS
B.1.17.14.1	O-11	Other Design/EDI/MS(%)	>= 95%		93.62%	94		NO	Posted 2.6 MSS
B.1.17.14.1	O-11	Other Design/EDI/MS(%)	>= 95%		98.94%	94		YES	07/02 4.0 MSS
B.1.17.14.2	O-11	Other Design/TAG/MS(%)	>= 95%		80.00%	5		NO	Posted 2.6 MSS
B.1.17.14.2	O-11	Other Design/TAG/MS(%)	>= 95%		100.00%	5		YES	07/02 4.0 MSS
B.1.17.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%		92.94%	85		NO	Posted 2.6 MSS
B.1.17.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%		94.81%	77		NO	07/02 4.0 MSS
B.1.17.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%		100.00%	4		YES	Posted 2.6 MSS
B.1.17.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%		100.00%	2		YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized							
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/MS(%)	>= 95%		91.56%	237		NO	Posted 2.6 MSS
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/MS(%)	>= 95%		93.56%	233		NO	07/02 4.0 MSS

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%				88.46%	1,690			NO	Posted 2.6 MSS
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/MS(%)	>= 95%				89.40%	1,651			NO	07/02 4.0 MSS
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/MS(%)	>= 95%				100.00%	1			YES	Posted 2.6 MSS
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/MS(%)	>= 95%				68.18%	22			NO	07/02 4.0 MSS
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/MS(%)	>= 95%				100.00%	2			YES	Posted 2.6 MSS
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/MS(%)	>= 95%									07/02 4.0 MSS
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/MS(%)	>= 95%				100.00%	6			YES	Posted 2.6 MSS
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/MS(%)	>= 95%				33.33%	6			NO	07/02 4.0 MSS
B.1.18.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%				89.36%	47			NO	Posted 2.6 MSS
B.1.18.15.2	O-11	Other Non-Design/TAG/MS(%)	>= 95%				87.18%	39			NO	07/02 4.0 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/MS(%)	>= 95%				100.00%	21			YES	Posted 2.6 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/MS(%)	>= 95%				33.33%	21			NO	07/02 4.0 MSS
B.1.18.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%				100.00%	3			YES	Posted 2.6 MSS
B.1.18.17.2	O-11	LNP Standalone/TAG/MS(%)	>= 95%				100.00%	4			YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.3	O-11	Loop + Port Combinations/MS(%)	>= 95%				89.69%	97			NO	Posted 2.6 MSS
B.1.19.3	O-11	Loop + Port Combinations/MS(%)	>= 95%				90.53%	95			NO	07/02 4.0 MSS
B.1.19.8	O-11	2W Analog Loop Design/MS(%)	>= 95%				88.46%	26			NO	Posted 2.6 MSS
B.1.19.8	O-11	2W Analog Loop Design/MS(%)	>= 95%				88.00%	25			NO	07/02 4.0 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/MS(%)	>= 95%				86.67%	45			NO	Posted 2.6 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/MS(%)	>= 95%				100.00%	2			YES	07/02 4.0 MSS
B.1.19.12	O-11	2W Analog Loop w/LNP Design/MS(%)	>= 95%				100.00%	8			YES	Posted 2.6 MSS
B.1.19.12	O-11	2W Analog Loop w/LNP Design/MS(%)	>= 95%				83.33%	12			NO	07/02 4.0 MSS
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/MS(%)	>= 95%				97.67%	43			YES	Posted 2.6 MSS
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/MS(%)	>= 95%				88.37%	43			NO	07/02 4.0 MSS
B.1.19.14	O-11	Other Design/MS(%)	>= 95%				94.59%	37			NO	Posted 2.6 MSS
B.1.19.14	O-11	Other Design/MS(%)	>= 95%				97.30%	37			YES	07/02 4.0 MSS
B.1.19.15	O-11	Other Non-Design/MS(%)	>= 95%				95.93%	172			YES	Posted 2.6 MSS
B.1.19.15	O-11	Other Non-Design/MS(%)	>= 95%				95.95%	173			YES	07/02 4.0 MSS
B.1.19.16	O-11	INP Standalone/MS(%)	>= 95%				100.00%	6			YES	Posted 2.6 MSS
B.1.19.16	O-11	INP Standalone/MS(%)	>= 95%				83.33%	6			NO	07/02 4.0 MSS
B.1.19.17	O-11	LNP Standalone/MS(%)	>= 95%				100.00%	59			YES	Posted 2.6 MSS
B.1.19.17	O-11	LNP Standalone/MS(%)	>= 95%				90.91%	77			NO	07/02 4.0 MSS
		Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/MS(days)	R&B (POTS)	4.85	12,956			5.339				Posted 2.6 MSS
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/MS(days)	R&B (POTS)	4.85	13,612			5.372				07/02 4.0 MSS
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	0.76	141,509			3.902				Posted 2.6 MSS
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	0.76	148,290			1.990				07/02 4.0 MSS
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	1.17	4			1.263				Posted 2.6 MSS
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	1.53	5			1.366				07/02 4.0 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/MS(days)	DS1/DS3	12.36	152			11.249				Posted 2.6 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/MS(days)	DS1/DS3	12.07	184			10.893				07/02 4.0 MSS
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	R&B	4.84	13,103	5.01	291	5.321	0.31537	-0.5468	YES	Posted 2.6 MSS
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	R&B	4.85	13,756	5.00	296	5.357	0.31470	-0.4789	YES	07/02 4.0 MSS
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	R&B	0.76	141,910	0.55	6,568	3.898	0.04920	4.3199	YES	Posted 2.6 MSS
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	R&B	0.77	148,831	0.55	6,675	2.012	0.02517	8.6187	YES	07/02 4.0 MSS
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(days)	R&B	0.33	91,632	0.33	5,014	0.000	0.00000		YES	Posted 2.6 MSS
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(days)	R&B	0.33	95,521	0.33	5,092	0.000	0.00000		YES	07/02 4.0 MSS
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/MS(days)	R&B	1.54	50,278	1.24	1,554	6.476	0.16681	1.7787	YES	Posted 2.6 MSS
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/MS(days)	R&B	1.54	53,310	1.24	1,583	3.220	0.08211	3.6441	YES	07/02 4.0 MSS
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/MS(days)	R&B	8.81	42	1.17	2	7.699	5.57238	1.3719	YES	Posted 2.6 MSS
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/MS(days)	R&B	8.81	42	1.17	2	7.699	5.57238	1.3718	YES	07/02 4.0 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(days)	R&B	0.98	41			1.617				Posted 2.6 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(days)	R&B	2.07	60			3.095				07/02 4.0 MSS
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(days)	R&B	0.33	28			0.000				Posted 2.6 MSS
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(days)	R&B	0.33	30			0.000				07/02 4.0 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(days)	R&B	2.38	13			2.364				Posted 2.6 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(days)	R&B	3.80	30			3.643				07/02 4.0 MSS
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/MS(days)	R&B&D - Disp	5.97	13,823			8.604				Posted 2.6 MSS
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/MS(days)	R&B&D - Disp	5.69	14,411			8.471				07/02 4.0 MSS
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/MS(days)	R&B&D - Disp	5.97	13,823			14.636				Posted 2.6 MSS
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/MS(days)	R&B&D - Disp	5.69	14,411			8.471				07/02 4.0 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/MS(days)	R&B&D - Disp	8.61	43			7.716				Posted 2.6 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/MS(days)	R&B&D - Disp	8.81	42			7.699				07/02 4.0 MSS
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/MS(days)	R&B&D - Disp	8.61	43			4.323				Posted 2.6 MSS
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/MS(days)	R&B&D - Disp	8.81	42			7.699				07/02 4.0 MSS
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/MS(days)	ISDN - BRI	13.46	49	11.83	18	13.638	3.75876	0.4337	YES	Posted 2.6 MSS
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/MS(days)	ISDN - BRI	13.74	49	10.69	26	13.539	3.28496	0.9282	YES	07/02 4.0 MSS

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B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/MS(days)	ISDN - BRI	1.29	56			2.090				Posted 2.6 MSS
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/MS(days)	ISDN - BRI	1.18	38			2.510				07/02 4.0 MSS
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/MS(days)	ISDN - BRI	0.67	2			0.474				Posted 2.6 MSS
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/MS(days)	ISDN - BRI	0.67	2			0.471				07/02 4.0 MSS
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/MS(days)	ADSL to Retail	4.54	375			6.062				Posted 2.6 MSS
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/MS(days)	ADSL to Retail	4.47	412			5.784				07/02 4.0 MSS
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/MS(days)	ADSL to Retail	3.75	976			1.027				Posted 2.6 MSS
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/MS(days)	ADSL to Retail	3.76	986			1.037				07/02 4.0 MSS
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	R&B - Disp	4.84	13,103	5.56	9	5.321	1.77432	-0.4027	YES	Posted 2.6 MSS
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	R&B - Disp	4.85	13,755	5.56	9	5.357	1.78622	-0.3973	YES	07/02 4.0 MSS
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(days)	R&B - Disp	4.84	13,103			3.898				Posted 2.6 MSS
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(days)	R&B - Disp	4.85	13,755			5.357				07/02 4.0 MSS
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(days)	R&B - Disp	8.81	42			1.617				Posted 2.6 MSS
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(days)	R&B - Disp	8.81	42			7.699				07/02 4.0 MSS
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	R&B (POTS) excl SB Or	4.85	12,956	3.80	5	5.339	2.38817	0.4393	YES	Posted 2.6 MSS
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	R&B (POTS) excl SB Or	4.85	13,612	3.80	5	5.372	2.40282	0.4383	YES	07/02 4.0 MSS
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	1.54	50,102			6.476				Posted 2.6 MSS
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	1.53	53,067			3.186				07/02 4.0 MSS
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	2.00	2			2.364				Posted 2.6 MSS
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	2.33	3			1.155				07/02 4.0 MSS
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(days)	R&B - Disp	4.84	13,103			5.321				Posted 2.6 MSS
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(days)	R&B - Disp	4.85	13,755			5.357				07/02 4.0 MSS
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(days)	R&B - Disp	4.84	13,103			3.898				Posted 2.6 MSS
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(days)	R&B - Disp	4.85	13,755			5.357				07/02 4.0 MSS
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(days)	R&B - Disp	8.81	42			1.617				Posted 2.6 MSS
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(days)	R&B - Disp	8.81	42			7.699				07/02 4.0 MSS
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(days)	R&B (POTS) excl SB Or	4.85	12,956			5.339				Posted 2.6 MSS
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(days)	R&B (POTS) excl SB Or	4.85	13,612			5.372				07/02 4.0 MSS
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	1.54	50,102			6.476				Posted 2.6 MSS
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	1.53	53,067			3.186				07/02 4.0 MSS
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	2.00	2			2.364				Posted 2.6 MSS
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	2.33	3			1.155				07/02 4.0 MSS
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	R&B - Disp	4.84	13,103	6.00	3	5.321	3.07250	-0.3772	YES	Posted 2.6 MSS
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	R&B - Disp	4.85	13,755	6.00	3	5.357	3.09316	-0.3731	YES	07/02 4.0 MSS
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(days)	R&B - Disp	4.84	13,103			3.898				Posted 2.6 MSS
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(days)	R&B - Disp	4.85	13,755			5.357				07/02 4.0 MSS
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(days)	R&B - Disp	8.81	42			1.617				Posted 2.6 MSS
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(days)	R&B - Disp	8.81	42			7.699				07/02 4.0 MSS
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(days)	R&B (POTS) excl SB Or	4.85	12,956	4.86	14	5.339	1.42770	-0.0057	YES	Posted 2.6 MSS
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(days)	R&B (POTS) excl SB Or	4.85	13,612	4.86	14	5.372	1.43643	-0.0028	YES	07/02 4.0 MSS
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	1.54	50,102			6.476				Posted 2.6 MSS
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	1.53	53,067			3.186				07/02 4.0 MSS
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	2.00	2			2.364				Posted 2.6 MSS
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/MS(days)	R&B (POTS) excl SB Or	2.33	3			1.155				07/02 4.0 MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/MS(days)	Design	26.45	720			21.443				Posted 2.6 MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/MS(days)	Design	23.44	656			25.403				07/02 4.0 MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/MS(days)	Design	9.06	151			14.636				Posted 2.6 MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/MS(days)	Design	7.07	260			11.564				07/02 4.0 MSS
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/MS(days)	Design	0.33	1			0.000				Posted 2.6 MSS
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/MS(days)	Design									07/02 4.0 MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/MS(days)	Design	4.39	18			4.323				Posted 2.6 MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/MS(days)	Design	4.00	4			1.633				07/02 4.0 MSS
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/MS(days)	R&B	4.84	13,103	5.74	22	5.321	1.13542	-0.7937	YES	Posted 2.6 MSS
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/MS(days)	R&B	4.85	13,755	5.74	22	5.357	1.14301	-0.7844	YES	07/02 4.0 MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/MS(days)	R&B	0.76	141,910			3.898				Posted 2.6 MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/MS(days)	R&B	0.77	148,831			2.012				07/02 4.0 MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/MS(days)	R&B	0.98	41			1.617				Posted 2.6 MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/MS(days)	R&B	2.07	80			3.095				07/02 4.0 MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/MS(days)	R&B (POTS)	4.85	12,956			5.339				Posted 2.6 MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/MS(days)	R&B (POTS)	4.85	13,612			5.372				07/02 4.0 MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	0.76	141,509			3.902				Posted 2.6 MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	0.76	148,290			1.990				07/02 4.0 MSS
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	1.17	4			1.263				Posted 2.6 MSS
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	1.53	5			1.368				07/02 4.0 MSS
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/MS(days)	R&B (POTS)	4.85	12,956			5.339				Posted 2.6 MSS
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/MS(days)	R&B (POTS)	4.85	13,612			5.372				07/02 4.0 MSS
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	0.76	141,509	0.45	92	3.902	0.40694	0.7540	YES	Posted 2.6 MSS

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B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	0.76	148,290	0.45	92	1.990	0.20754	1.4817	YES	07/02 4.0 MSS
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	1.17	4			1.263				Posted 2.6 MSS
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(days)	R&B (POTS)	1.53	5			1.356				07/02 4.0 MSS
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Digital Loop < DS1	9.53	554	7.44	54	20.144	2.87175	0.7250	YES	Posted 2.6 MSS
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Digital Loop < DS1	9.17	563	7.44	54	19.516	2.77433	0.8205	YES	07/02 4.0 MSS
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(days)	Digital Loop < DS1	3.95	1,201			3.340				Posted 2.6 MSS
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(days)	Digital Loop < DS1	3.94	1,217			3.341				07/02 4.0 MSS
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Digital Loop >= DS1	30.68	236	5.69	84	13.248	1.68313	14.8499	YES	Posted 2.6 MSS
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Digital Loop >= DS1	23.39	119	5.69	84	15.305	2.18154	8.1117	YES	07/02 4.0 MSS
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(days)	Digital Loop >= DS1	5.60	120			10.351				Posted 2.6 MSS
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(days)	Digital Loop >= DS1	4.21	170			9.137				07/02 4.0 MSS
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/MS(days)	Digital Loop >= DS1	0.33	1			0.000				Posted 2.6 MSS
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/MS(days)	Digital Loop >= DS1									07/02 4.0 MSS
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(days)	Digital Loop >= DS1	4.39	18			4.323				Posted 2.6 MSS
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(days)	Digital Loop >= DS1	4.83	17			4.332				07/02 4.0 MSS
	Held Orders											
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/MS(days)	R&B (POTS)	18.38	104			32.607				Posted 2.6 MSS
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/MS(days)	R&B (POTS)	62.88	8			97.508				07/02 4.0 MSS
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/MS(days)	R&B (POTS)	14.50	2			16.263				Posted 2.6 MSS
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/MS(days)	R&B (POTS)	15.25	4			8.995				07/02 4.0 MSS
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/MS(days)	R&B	18.26	105	6.50	2	32.476	23.18170	0.5072	YES	Posted 2.6 MSS
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/MS(days)	R&B	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/MS(days)	R&B	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/MS(days)	R&B	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/MS(days)	R&B&D - Disp	18.26	107			32.190				Posted 2.6 MSS
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/MS(days)	R&B&D - Disp	62.88	8			97.508				07/02 4.0 MSS
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/MS(days)	R&B&D - Disp	14.50	2			16.263				Posted 2.6 MSS
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/MS(days)	R&B&D - Disp	15.25	4			8.995				07/02 4.0 MSS
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/MS(days)	ADSL to Retail	36.50	10	14.00	1	32.357	33.93581	0.6630	YES	Posted 2.6 MSS
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/MS(days)	ADSL to Retail	57.00	6	47.00	1	24.868	28.68013	0.3723	YES	07/02 4.0 MSS
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/MS(days)	ISDN - BRI	28.00	1	0.00	0	0.000			YES	Posted 2.6 MSS
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/MS(days)	ISDN - BRI	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/MS(days)	ADSL to Retail	36.50	10			32.357				Posted 2.6 MSS
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/MS(days)	ADSL to Retail	57.00	6			24.868				07/02 4.0 MSS
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/MS(days)	R&B - Disp	18.26	105	0.00	0	32.476			YES	Posted 2.6 MSS
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/MS(days)	R&B - Disp	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/MS(days)	R&B - Disp	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/MS(days)	R&B - Disp	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/MS(days)	R&B (POTS) excl SB Or	18.38	104	0.00	0	32.607			YES	Posted 2.6 MSS
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/MS(days)	R&B (POTS) excl SB Or	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/MS(days)	R&B (POTS) excl SB Or	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/MS(days)	R&B (POTS) excl SB Or	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/MS(days)	R&B - Disp	18.26	105			32.476				Posted 2.6 MSS
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/MS(days)	R&B - Disp	62.88	8			97.508				07/02 4.0 MSS
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/MS(days)	R&B - Disp	14.50	2			16.263				Posted 2.6 MSS
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/MS(days)	R&B - Disp	15.25	4			8.995				07/02 4.0 MSS
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/MS(days)	R&B (POTS) excl SB Or	18.38	104			32.607				Posted 2.6 MSS
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/MS(days)	R&B (POTS) excl SB Or	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/MS(days)	R&B (POTS) excl SB Or	0.00	0							Posted 2.6 MSS
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/MS(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/MS(days)	R&B (POTS) excl SB Or	14.50	2			16.263				Posted 2.6 MSS
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/MS(days)	R&B (POTS) excl SB Or	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/MS(days)	R&B - Disp	18.26	105	0.00	0	32.476			YES	Posted 2.6 MSS
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/MS(days)	R&B - Disp	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/MS(days)	R&B - Disp	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/MS(days)	R&B - Disp	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/MS(days)	R&B (POTS) excl SB Or	18.38	104	0.00	0	32.607			YES	Posted 2.6 MSS
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/MS(days)	R&B (POTS) excl SB Or	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/MS(days)	R&B (POTS) excl SB Or	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/MS(days)	R&B (POTS) excl SB Or	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/MS(days)	Design	19.50	2			12.021				Posted 2.6 MSS
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/MS(days)	Design	0.00	0							07/02 4.0 MSS
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/MS(days)	R&B	18.26	105	0.00	0	32.476			YES	Posted 2.6 MSS
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/MS(days)	R&B	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/MS(days)	R&B	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/MS(days)	R&B	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/MS(days)	R&B (POTS)	18.38	104			32.607				Posted 2.6 MSS
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/MS(days)	R&B (POTS)	62.88	8			97.508				07/02 4.0 MSS

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B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/MS(days)	R&B (POTS)	14.50	2			16.263				Posted 2.6 MSS
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/MS(days)	R&B (POTS)	15.25	4			8.995				07/02 4.0 MSS
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/MS(days)	R&B (POTS)	18.38	104	0.00	0	32.607			YES	Posted 2.6 MSS
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/MS(days)	R&B (POTS)	62.88	8	0.00	0	97.508			YES	07/02 4.0 MSS
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/MS(days)	R&B (POTS)	14.50	2	0.00	0	16.263			YES	Posted 2.6 MSS
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/MS(days)	R&B (POTS)	15.25	4	0.00	0	8.995			YES	07/02 4.0 MSS
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/MS(days)	Digital Loop < DS1	35.73	11	14.00	1	30.803	32.17257	0.6753	YES	Posted 2.6 MSS
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/MS(days)	Digital Loop < DS1	57.00	6	47.00	1	24.868	26.86013	0.3723	YES	07/02 4.0 MSS
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/MS(days)	Digital Loop >= DS1	11.00	1	0.00	0	0.000			YES	Posted 2.6 MSS
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/MS(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES	07/02 4.0 MSS
		% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/MS(%)	R&B (POTS)	0.77%	162,208							Posted 2.6 MSS
B.2.5.1	P-2	Switch Ports/MS(%)	R&B (POTS)	0.75%	169,071							07/02 4.0 MSS
B.2.5.2	P-2	Local Interoffice Transport/MS(%)	DS1/ DS3 - Interoffice	49.07%	161							Posted 2.6 MSS
B.2.5.2	P-2	Local Interoffice Transport/MS(%)	DS1/ DS3 - Interoffice	51.81%	166							07/02 4.0 MSS
B.2.5.3	P-2	Loop + Port Combinations/MS(%)	R&B	0.78%	162,806	0.67%	7,492		0.00104	1.0621	YES	Posted 2.6 MSS
B.2.5.3	P-2	Loop + Port Combinations/MS(%)	R&B	0.75%	169,796	0.64%	7,500		0.00102	1.0834	YES	07/02 4.0 MSS
B.2.5.4	P-2	Combo Other/MS(%)	R&B&D - Disp	8.65%	15,430							Posted 2.6 MSS
B.2.5.4	P-2	Combo Other/MS(%)	R&B&D - Disp	9.19%	14,971							07/02 4.0 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/MS(%)	ADSL to Retail	15.18%	1,970	0.00%	39		0.05802	2.6159	YES	Posted 2.6 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/MS(%)	ADSL to Retail	14.97%	2,004							07/02 4.0 MSS
B.2.5.6	P-2	UNE ISDN/MS(%)	ISDN - BRI	10.09%	109	39.13%	23		0.06912	-4.2013	NO	Posted 2.6 MSS
B.2.5.6	P-2	UNE ISDN/MS(%)	ISDN - BRI	8.11%	111	43.48%	23		0.06254	-5.6556	NO	07/02 4.0 MSS
B.2.5.7	P-2	Line Sharing/MS(%)	ADSL to Retail	15.18%	1,970							Posted 2.6 MSS
B.2.5.7	P-2	Line Sharing/MS(%)	ADSL to Retail	14.97%	2,004							07/02 4.0 MSS
B.2.5.8	P-2	2W Analog Loop Design/MS(%)	R&B - Disp	0.78%	162,806	0.00%	7		0.03320	0.2342	YES	Posted 2.6 MSS
B.2.5.8	P-2	2W Analog Loop Design/MS(%)	R&B - Disp	0.75%	169,796	0.00%	7		0.03262	0.2300	YES	07/02 4.0 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/MS(%)	R&B (POTS) excl SB Or	1.77%	70,760	16.67%	12		0.03806	-3.9141	NO	Posted 2.6 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/MS(%)	R&B (POTS) excl SB Or	1.71%	73,831	16.67%	12		0.03742	-3.9971	NO	07/02 4.0 MSS
B.2.5.10	P-2	2W Analog Loop w/INP Design/MS(%)	R&B - Disp	0.78%	162,806							Posted 2.6 MSS
B.2.5.10	P-2	2W Analog Loop w/INP Design/MS(%)	R&B - Disp	0.75%	169,796							07/02 4.0 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/MS(%)	R&B (POTS) excl SB Or	1.77%	70,760							Posted 2.6 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/MS(%)	R&B (POTS) excl SB Or	1.71%	73,831							07/02 4.0 MSS
B.2.5.12	P-2	2W Analog Loop w/LNP Design/MS(%)	R&B - Disp	0.78%	162,806	0.00%	5		0.03928	0.1979	YES	Posted 2.6 MSS
B.2.5.12	P-2	2W Analog Loop w/LNP Design/MS(%)	R&B - Disp	0.75%	169,796	0.00%	5		0.03859	0.1944	YES	07/02 4.0 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/MS(%)	R&B (POTS) excl SB Or	1.77%	70,760	0.00%	2		0.09322	0.1898	YES	Posted 2.6 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/MS(%)	R&B (POTS) excl SB Or	1.71%	73,831							07/02 4.0 MSS
B.2.5.14	P-2	Other Design/MS(%)	Design	6.86%	1,006							Posted 2.6 MSS
B.2.5.14	P-2	Other Design/MS(%)	Design	14.09%	788							07/02 4.0 MSS
B.2.5.15	P-2	Other Non-Design/MS(%)	R&B	0.78%	162,806							Posted 2.6 MSS
B.2.5.15	P-2	Other Non-Design/MS(%)	R&B	0.75%	169,796							07/02 4.0 MSS
B.2.5.16	P-2	INP (Standalone)/MS(%)	R&B (POTS)	0.77%	162,208							Posted 2.6 MSS
B.2.5.16	P-2	INP (Standalone)/MS(%)	R&B (POTS)	0.75%	169,071							07/02 4.0 MSS
B.2.5.17	P-2	LNP (Standalone)/MS(%)	R&B (POTS)	0.77%	162,208	0.00%	66		0.01077	0.7164	YES	Posted 2.6 MSS
B.2.5.17	P-2	LNP (Standalone)/MS(%)	R&B (POTS)	0.75%	169,071	0.00%	66		0.01060	0.7044	YES	07/02 4.0 MSS
B.2.5.18	P-2	Digital Loop < DS1/MS(%)	Digital Loop < DS1	14.55%	2,391	14.52%	62		0.04536	0.0085	YES	Posted 2.6 MSS
B.2.5.18	P-2	Digital Loop < DS1/MS(%)	Digital Loop < DS1	14.57%	2,403	43.48%	23		0.07391	-3.9122	NO	07/02 4.0 MSS
B.2.5.19	P-2	Digital Loop >= DS1/MS(%)	Digital Loop >= DS1	3.73%	429	86.42%	81		0.02296	-36.0215	NO	Posted 2.6 MSS
B.2.5.19	P-2	Digital Loop >= DS1/MS(%)	Digital Loop >= DS1	11.37%	255	91.03%	78		0.04108	-19.3903	NO	07/02 4.0 MSS
		% Jeopardies - Non-Mechanized										
B.2.6.2	P-2	Local Interoffice Transport/MS(%)	Diagnostic			0.00%	1				Diagnostic	Posted 2.6 MSS
B.2.6.2	P-2	Local Interoffice Transport/MS(%)	Diagnostic								Diagnostic	07/02 4.0 MSS
B.2.6.3	P-2	Loop + Port Combinations/MS(%)	Diagnostic			2.17%	46				Diagnostic	Posted 2.6 MSS
B.2.6.3	P-2	Loop + Port Combinations/MS(%)	Diagnostic			1.45%	138				Diagnostic	07/02 4.0 MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/MS(%)	Diagnostic			12.50%	16				Diagnostic	Posted 2.6 MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/MS(%)	Diagnostic			4.17%	48				Diagnostic	07/02 4.0 MSS
B.2.6.8	P-2	2W Analog Loop Design/MS(%)	Diagnostic			16.67%	6				Diagnostic	Posted 2.6 MSS
B.2.6.8	P-2	2W Analog Loop Design/MS(%)	Diagnostic			14.29%	7				Diagnostic	07/02 4.0 MSS
B.2.6.9	P-2	2W Analog Loop Non-Design/MS(%)	Diagnostic								Diagnostic	Posted 2.6 MSS
B.2.6.9	P-2	2W Analog Loop Non-Design/MS(%)	Diagnostic			0.00%	2				Diagnostic	07/02 4.0 MSS
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/MS(%)	Diagnostic								Diagnostic	Posted 2.6 MSS
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/MS(%)	Diagnostic			0.00%	1				Diagnostic	07/02 4.0 MSS
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/MS(%)	Diagnostic			4.17%	24				Diagnostic	Posted 2.6 MSS
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/MS(%)	Diagnostic			4.55%	22				Diagnostic	07/02 4.0 MSS
B.2.6.18	P-2	Digital Loop < DS1/MS(%)	Diagnostic			14.29%	21				Diagnostic	Posted 2.6 MSS
B.2.6.18	P-2	Digital Loop < DS1/MS(%)	Diagnostic			5.66%	53				Diagnostic	07/02 4.0 MSS
B.2.6.19	P-2	Digital Loop >= DS1/MS(%)	Diagnostic			77.78%	9				Diagnostic	Posted 2.6 MSS
B.2.6.19	P-2	Digital Loop >= DS1/MS(%)	Diagnostic			90.00%	10				Diagnostic	07/02 4.0 MSS

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		Average Jeopardy Notice Interval - Mechanized											
B.2.8.3	P-2	Loop + Port Combinations/MS(hours)	>= 48 hrs				181.28	45				YES	Posted 2.6 MSS
B.2.8.3	P-2	Loop + Port Combinations/MS(hours)	>= 48 hrs				183.35	45				YES	07/02 4.0 MSS
B.2.8.6	P-2	UNE ISDN/MS(hours)	>= 48 hrs				333.13	9				YES	Posted 2.6 MSS
B.2.8.6	P-2	UNE ISDN/MS(hours)	>= 48 hrs				334.05	10				YES	07/02 4.0 MSS
B.2.8.18	P-2	Digital Loop < DS1/MS(hours)	>= 48 hrs				333.13	9				YES	Posted 2.6 MSS
B.2.8.18	P-2	Digital Loop < DS1/MS(hours)	>= 48 hrs				334.05	10				YES	07/02 4.0 MSS
B.2.8.19	P-2	Digital Loop >= DS1/MS(hours)	>= 48 hrs				175.86	70				YES	Posted 2.6 MSS
B.2.8.19	P-2	Digital Loop >= DS1/MS(hours)	>= 48 hrs				178.34	71				YES	07/02 4.0 MSS
		Average Jeopardy Notice Interval - Non-Mechanized											
B.2.9.3	P-2	Loop + Port Combinations/MS(hours)	Diagnostic				438.37	1				Diagnostic	Posted 2.6 MSS
B.2.9.3	P-2	Loop + Port Combinations/MS(hours)	Diagnostic				280.97	2				Diagnostic	07/02 4.0 MSS
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/MS(hours)	Diagnostic				130.00	1				Diagnostic	Posted 2.6 MSS
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/MS(hours)	Diagnostic				135.85	1				Diagnostic	07/02 4.0 MSS
B.2.9.6	P-2	UNE ISDN/MS(hours)	Diagnostic				322.00	1				Diagnostic	Posted 2.6 MSS
B.2.9.6	P-2	UNE ISDN/MS(hours)	Diagnostic				326.52	1				Diagnostic	07/02 4.0 MSS
B.2.9.8	P-2	2W Analog Loop Design/MS(hours)	Diagnostic				202.00	1				Diagnostic	Posted 2.6 MSS
B.2.9.8	P-2	2W Analog Loop Design/MS(hours)	Diagnostic				206.20	1				Diagnostic	07/02 4.0 MSS
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/MS(hours)	Diagnostic				106.00	1				Diagnostic	Posted 2.6 MSS
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/MS(hours)	Diagnostic				111.72	1				Diagnostic	07/02 4.0 MSS
B.2.9.15	P-2	Other Non-Design/MS(hours)	Diagnostic				94.00	2				Diagnostic	Posted 2.6 MSS
B.2.9.15	P-2	Other Non-Design/MS(hours)	Diagnostic				99.76	2				Diagnostic	07/02 4.0 MSS
B.2.9.18	P-2	Digital Loop < DS1/MS(hours)	Diagnostic				226.00	2				Diagnostic	Posted 2.6 MSS
B.2.9.18	P-2	Digital Loop < DS1/MS(hours)	Diagnostic				231.18	2				Diagnostic	07/02 4.0 MSS
B.2.9.19	P-2	Digital Loop >= DS1/MS(hours)	Diagnostic				157.43	7				Diagnostic	Posted 2.6 MSS
B.2.9.19	P-2	Digital Loop >= DS1/MS(hours)	Diagnostic				170.58	9				Diagnostic	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Mechanized											
B.2.10.6	P-2	UNE ISDN/MS(%)	95% >= 48 hrs				100.00%	9				YES	Posted 2.6 MSS
B.2.10.6	P-2	UNE ISDN/MS(%)	95% >= 48 hrs				100.00%	10				YES	07/02 4.0 MSS
B.2.10.18	P-2	Digital Loop < DS1/MS(%)	95% >= 48 hrs				100.00%	9				YES	Posted 2.6 MSS
B.2.10.18	P-2	Digital Loop < DS1/MS(%)	95% >= 48 hrs				100.00%	10				YES	07/02 4.0 MSS
B.2.10.19	P-2	Digital Loop >= DS1/MS(%)	95% >= 48 hrs				100.00%	70				YES	Posted 2.6 MSS
B.2.10.19	P-2	Digital Loop >= DS1/MS(%)	95% >= 48 hrs				100.00%	71				YES	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Non-Mechanized											
B.2.11.3	P-2	Loop + Port Combinations/MS(%)	Diagnostic				100.00%	1				Diagnostic	Posted 2.6 MSS
B.2.11.3	P-2	Loop + Port Combinations/MS(%)	Diagnostic				100.00%	2				Diagnostic	07/02 4.0 MSS
B.2.11.19	P-2	Digital Loop >= DS1/MS(%)	Diagnostic				100.00%	7				Diagnostic	Posted 2.6 MSS
B.2.11.19	P-2	Digital Loop >= DS1/MS(%)	Diagnostic				100.00%	9				Diagnostic	07/02 4.0 MSS
		% Missed Installation Appointments											
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/MS(%)	R&B (POTS)	4.64%	13,878								Posted 2.6 MSS
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/MS(%)	R&B (POTS)	4.52%	14,600								07/02 4.0 MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.01%	147,901								Posted 2.6 MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.02%	154,947								07/02 4.0 MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	5.71%	35								Posted 2.6 MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	8.57%	35								07/02 4.0 MSS
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	4								Posted 2.6 MSS
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	5								07/02 4.0 MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/MS(%)	DS1/DS3	1.32%	152								Posted 2.6 MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/MS(%)	DS1/DS3	1.22%	164								07/02 4.0 MSS
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/MS(%)	R&B	4.62%	14,027	2.00%	400		0.01064	2.4611	YES		Posted 2.6 MSS
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/MS(%)	R&B	4.50%	14,745	1.72%	407		0.01042	2.6711	YES		07/02 4.0 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(%)	R&B	0.01%	148,302	0.03%	7,127		0.00013	-1.2786	YES		Posted 2.6 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(%)	R&B	0.02%	155,489	0.03%	7,248		0.00016	-0.6460	YES		07/02 4.0 MSS
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(%)	R&B	0.00%	91,678	0.00%	5,017		0.00010	0.4556	YES		Posted 2.6 MSS
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(%)	R&B	0.00%	95,569	0.00%	5,095		0.00000		YES		07/02 4.0 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/MS(%)	R&B	0.02%	56,624	0.09%	2,110		0.00034	-2.1383	NO		Posted 2.6 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/MS(%)	R&B	0.05%	59,920	0.09%	2,153		0.00047	-1.0275	YES		07/02 4.0 MSS
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/MS(%)	R&B	6.98%	43	0.00%	3		0.15213	0.4586	YES		Posted 2.6 MSS
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/MS(%)	R&B	9.30%	43	0.00%	4		0.15184	0.6127	YES		07/02 4.0 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(%)	R&B	0.00%	42								Posted 2.6 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(%)	R&B	0.00%	61								07/02 4.0 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(%)	R&B	0.00%	28								Posted 2.6 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(%)	R&B	0.00%	30								07/02 4.0 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(%)	R&B	0.00%	14								Posted 2.6 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(%)	R&B	0.00%	31								07/02 4.0 MSS
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/MS(%)	R&B&D - Disp	4.50%	14,766								Posted 2.6 MSS
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/MS(%)	R&B&D - Disp	4.43%	15,421								07/02 4.0 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/MS(%)	R&B&D - Disp	4.50%	14,766								Posted 2.6 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/MS(%)	R&B&D - Disp	4.43%	15,421								07/02 4.0 MSS

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B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/MS(%)	R&B&D - Disp	6.82%	44									Posted 2.6 MSS
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/MS(%)	R&B&D - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/MS(%)	R&B&D - Disp	6.82%	44									Posted 2.6 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/MS(%)	R&B&D - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(%)	ADSL to Retail	3.25%	799	0.00%	49			0.02611	1.2462	YES		Posted 2.6 MSS
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(%)	ADSL to Retail	3.06%	849	0.00%	49			0.02531	1.2098	YES		07/02 4.0 MSS
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	0.09%	1,163									Posted 2.6 MSS
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	0.08%	1,177									07/02 4.0 MSS
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/MS(%)	ISDN - BRI	4.00%	50	3.45%	29			0.04574	0.1206	YES		Posted 2.6 MSS
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/MS(%)	ISDN - BRI	3.92%	51	3.45%	29			0.04514	0.1048	YES		07/02 4.0 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN - BRI	1.72%	58									Posted 2.6 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN - BRI	1.64%	61									07/02 4.0 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/MS(%)	ADSL to Retail	3.25%	799									Posted 2.6 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/MS(%)	ADSL to Retail	3.06%	849									07/02 4.0 MSS
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	0.09%	1,163									Posted 2.6 MSS
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	0.08%	1,177									07/02 4.0 MSS
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	4.62%	14,027	0.00%	15			0.05423	0.8519	YES		Posted 2.6 MSS
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	4.50%	14,745	0.00%	15			0.05357	0.8406	YES		07/02 4.0 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	4.62%	14,027									Posted 2.6 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	4.50%	14,745									07/02 4.0 MSS
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	6.98%	43									Posted 2.6 MSS
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.98%	43									Posted 2.6 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	4.64%	13,878	0.00%	12			0.06075	0.7638	YES		Posted 2.6 MSS
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	4.52%	14,600	0.00%	14			0.05555	0.8138	YES		07/02 4.0 MSS
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.02%	56,448									Posted 2.6 MSS
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.04%	59,676									07/02 4.0 MSS
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	5.71%	35									Posted 2.6 MSS
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	8.57%	35									07/02 4.0 MSS
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.00%	2									Posted 2.6 MSS
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.00%	3									07/02 4.0 MSS
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	4.62%	14,027									Posted 2.6 MSS
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	4.50%	14,745									07/02 4.0 MSS
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	4.62%	14,027									Posted 2.6 MSS
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	4.50%	14,745									07/02 4.0 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	6.98%	43									Posted 2.6 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.98%	43									Posted 2.6 MSS
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	4.64%	13,878									Posted 2.6 MSS
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	4.52%	14,600	0.00%	1			0.20776	0.2176	YES		07/02 4.0 MSS
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.02%	56,448									Posted 2.6 MSS
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.04%	59,676									07/02 4.0 MSS
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	5.71%	35									Posted 2.6 MSS
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	8.57%	35									07/02 4.0 MSS
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.00%	2									Posted 2.6 MSS
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.00%	3									07/02 4.0 MSS
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	4.62%	14,027	0.00%	7			0.07936	0.5821	YES		Posted 2.6 MSS
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	4.50%	14,745	0.00%	7			0.07840	0.5744	YES		07/02 4.0 MSS
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	4.62%	14,027									Posted 2.6 MSS
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	4.50%	14,745									07/02 4.0 MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	6.98%	43									Posted 2.6 MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.98%	43									Posted 2.6 MSS
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	9.30%	43									07/02 4.0 MSS
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	4.64%	13,878	0.00%	25			0.04211	1.1020	YES		Posted 2.6 MSS
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	4.52%	14,600	0.00%	22			0.04433	1.0198	YES		07/02 4.0 MSS
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.02%	56,448									Posted 2.6 MSS
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.04%	59,676									07/02 4.0 MSS
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	5.71%	35	0.00%	1			0.23541	0.2427	YES		Posted 2.6 MSS
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	8.57%	35	0.00%	1			0.28391	0.3019	YES		07/02 4.0 MSS
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.00%	2									Posted 2.6 MSS
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	0.00%	3									07/02 4.0 MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/MS(%)	Design	2.30%	739									Posted 2.6 MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/MS(%)	Design	2.81%	676									07/02 4.0 MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/MS(%)	Design	5.16%	155									Posted 2.6 MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/MS(%)	Design	2.23%	269									07/02 4.0 MSS

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B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/MS(%)	Design	0.00%	1								Posted 2.6 MSS
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/MS(%)	Design										07/02 4.0 MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/MS(%)	Design	0.00%	18								Posted 2.6 MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/MS(%)	Design	0.00%	4								07/02 4.0 MSS
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/MS(%)	R&B	4.62%	14,027	0.00%	22		0.04479	1.0314	YES		Posted 2.6 MSS
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/MS(%)	R&B	4.50%	14,745	0.00%	22		0.04425	1.0178	YES		07/02 4.0 MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/MS(%)	R&B	0.01%	148,302								Posted 2.6 MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/MS(%)	R&B	0.02%	155,489								07/02 4.0 MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/MS(%)	R&B	6.98%	43								Posted 2.6 MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/MS(%)	R&B	9.30%	43								07/02 4.0 MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/MS(%)	R&B	0.00%	42								Posted 2.6 MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/MS(%)	R&B	0.00%	61								07/02 4.0 MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	4.64%	13,878								Posted 2.6 MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	4.52%	14,600								07/02 4.0 MSS
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.01%	147,901								Posted 2.6 MSS
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.02%	154,947								07/02 4.0 MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	5.71%	35								Posted 2.6 MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	8.57%	35								07/02 4.0 MSS
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	4								Posted 2.6 MSS
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	5								07/02 4.0 MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	4.64%	13,878								Posted 2.6 MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	4.52%	14,600								07/02 4.0 MSS
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.01%	147,901	0.00%	92		0.00108	0.0997	YES		Posted 2.6 MSS
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.02%	154,947	0.00%	92		0.00135	0.1242	YES		07/02 4.0 MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	5.71%	35								Posted 2.6 MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	8.57%	35								07/02 4.0 MSS
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	4								Posted 2.6 MSS
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	5								07/02 4.0 MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/MS(%)	Digital Loop < DS1	3.56%	982	1.28%	78		0.02181	1.0464	YES		Posted 2.6 MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/MS(%)	Digital Loop < DS1	3.39%	1,033	1.28%	78		0.02125	0.9914	YES		07/02 4.0 MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop < DS1	0.14%	1,394								Posted 2.6 MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop < DS1	0.14%	1,413								07/02 4.0 MSS
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/MS(%)	Digital Loop >= DS1	0.41%	244	1.05%	95		0.00773	-0.8320	YES		Posted 2.6 MSS
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/MS(%)	Digital Loop >= DS1	3.94%	127	1.05%	95		0.02838	1.0934	YES		07/02 4.0 MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	0.81%	123								Posted 2.6 MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	0.00%	173								07/02 4.0 MSS
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/MS(%)	Digital Loop >= DS1	0.00%	1								Posted 2.6 MSS
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/MS(%)	Digital Loop >= DS1										07/02 4.0 MSS
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	0.00%	18								Posted 2.6 MSS
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	0.00%	17								07/02 4.0 MSS
		% Provisioning Troubles within 30 Days											
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/MS(%)	R&B (POTS)	6.38%	12,917								Posted 2.6 MSS
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/MS(%)	R&B (POTS)	10.19%	13,481								07/02 4.0 MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	3.29%	145,497								Posted 2.6 MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	3.15%	151,748								07/02 4.0 MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	11.11%	18								Posted 2.6 MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	10.53%	19								07/02 4.0 MSS
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)										Posted 2.6 MSS
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	1								07/02 4.0 MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/MS(%)	DS1/DS3	2.69%	186	0.00%	2		0.11498	0.2338	YES		Posted 2.6 MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/MS(%)	DS1/DS3	8.06%	186	0.00%	2		0.19357	0.4166	YES		07/02 4.0 MSS
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/MS(%)	R&B	6.30%	13,212	5.87%	477		0.01132	0.3774	YES		Posted 2.6 MSS
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/MS(%)	R&B	10.04%	13,800	8.04%	485		0.01388	1.4371	YES		07/02 4.0 MSS
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(%)	R&B	3.22%	149,009	2.85%	11,796		0.00169	2.2041	YES		Posted 2.6 MSS
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(%)	R&B	3.11%	155,334	2.65%	11,914		0.00165	2.7774	YES		07/02 4.0 MSS
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(%)	R&B	3.50%	89,750	2.41%	7,231		0.00225	4.6840	YES		Posted 2.6 MSS
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(%)	R&B	3.44%	92,834	2.05%	7,311		0.00222	6.2886	YES		07/02 4.0 MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/MS(%)	R&B	2.79%	59,259	3.55%	4,565		0.00253	-2.9944	NO		Posted 2.6 MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/MS(%)	R&B	2.81%	62,500	3.61%	4,603		0.00244	-4.0705	NO		07/02 4.0 MSS
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/MS(%)	R&B	6.25%	32	0.00%	2		0.17643	0.3542	YES		Posted 2.6 MSS
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/MS(%)	R&B	11.76%	34	50.00%	2		0.23443	-1.6310	YES		07/02 4.0 MSS
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(%)	R&B	0.00%	35								Posted 2.6 MSS
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(%)	R&B	7.55%	53								07/02 4.0 MSS
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(%)	R&B	0.00%	13								Posted 2.6 MSS
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(%)	R&B	10.53%	19								07/02 4.0 MSS
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(%)	R&B	0.00%	22								Posted 2.6 MSS
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(%)	R&B	5.88%	34								07/02 4.0 MSS

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B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/MS(%)	R&B&D - Disp	6.12%	13,731								Posted 2.6 MSS
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/MS(%)	R&B&D - Disp	9.89%	14,402								07/02 4.0 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/MS(%)	R&B&D - Disp	6.12%	13,731								Posted 2.6 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/MS(%)	R&B&D - Disp	9.89%	14,402								07/02 4.0 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/MS(%)	R&B&D - Disp	5.88%	34								Posted 2.6 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/MS(%)	R&B&D - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/MS(%)	R&B&D - Disp	5.88%	34								Posted 2.6 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/MS(%)	R&B&D - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(%)	ADSL to Retail	5.44%	496	3.13%	32		0.04138	0.5603	YES		Posted 2.6 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(%)	ADSL to Retail	3.18%	535	3.13%	32		0.03192	0.0165	YES		07/02 4.0 MSS
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	8.05%	1,044								Posted 2.6 MSS
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	1.60%	1,062								07/02 4.0 MSS
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/MS(%)	ISDN - BRI	1.85%	54	0.00%	17		0.03749	0.4939	YES		Posted 2.6 MSS
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/MS(%)	ISDN - BRI	1.96%	51	0.00%	17		0.03883	0.5050	YES		07/02 4.0 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN - BRI	0.00%	37								Posted 2.6 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/MS(%)	ISDN - BRI	2.63%	38								07/02 4.0 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/MS(%)	ADSL to Retail	5.44%	496								Posted 2.6 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/MS(%)	ADSL to Retail	3.18%	535								07/02 4.0 MSS
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	8.05%	1,044								Posted 2.6 MSS
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/MS(%)	ADSL to Retail	1.60%	1,062								07/02 4.0 MSS
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	6.30%	13,212	0.00%	14		0.06496	0.9695	YES		Posted 2.6 MSS
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	10.04%	13,800	0.00%	16		0.07516	1.3352	YES		07/02 4.0 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.30%	13,212								Posted 2.6 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	10.04%	13,800								07/02 4.0 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	6.25%	32								Posted 2.6 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.25%	32								Posted 2.6 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	6.38%	12,917	0.00%	10		0.07731	0.8251	YES		Posted 2.6 MSS
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	10.19%	13,481	0.00%	13		0.08395	1.2141	YES		07/02 4.0 MSS
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	2.94%	55,998								Posted 2.6 MSS
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	2.89%	59,180								07/02 4.0 MSS
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	11.11%	18								Posted 2.6 MSS
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	10.53%	19								07/02 4.0 MSS
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	6.30%	13,212								Posted 2.6 MSS
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	10.04%	13,800								07/02 4.0 MSS
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.30%	13,212								Posted 2.6 MSS
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	10.04%	13,800								07/02 4.0 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	6.25%	32								Posted 2.6 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.25%	32								Posted 2.6 MSS
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	6.38%	12,917								Posted 2.6 MSS
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	10.19%	13,481								07/02 4.0 MSS
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	2.94%	55,998								Posted 2.6 MSS
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	2.89%	59,180								07/02 4.0 MSS
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	11.11%	18								Posted 2.6 MSS
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	10.53%	19								07/02 4.0 MSS
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	6.30%	13,212	0.00%	7		0.09184	0.6857	YES		Posted 2.6 MSS
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(%)	R&B - Disp	10.04%	13,800	0.00%	8		0.12270	0.8180	YES		07/02 4.0 MSS
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.30%	13,212								Posted 2.6 MSS
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(%)	R&B - Disp	10.04%	13,800								07/02 4.0 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	6.25%	32								Posted 2.6 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/MS(%)	R&B - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	6.25%	32								Posted 2.6 MSS
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(%)	R&B - Disp	11.76%	34								07/02 4.0 MSS
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	6.38%	12,917	5.56%	18		0.05764	0.1429	YES		Posted 2.6 MSS
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	10.19%	13,481	6.67%	15		0.07816	0.4511	YES		07/02 4.0 MSS
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	2.94%	55,998								Posted 2.6 MSS
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(%)	R&B (POTS) excl SB Or	2.89%	59,180								07/02 4.0 MSS
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	11.11%	18								Posted 2.6 MSS
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(%)	R&B (POTS) excl SB Or	10.53%	19								07/02 4.0 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/MS(%)	Design	1.73%	519								Posted 2.6 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/MS(%)	Design	6.64%	602	100.00%	2		0.17640	-5.2922	NO		07/02 4.0 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/MS(%)	Design	0.00%	113								Posted 2.6 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/MS(%)	Design	2.54%	197								07/02 4.0 MSS
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/MS(%)	Design	0.00%	2								Posted 2.6 MSS
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/MS(%)	Design										07/02 4.0 MSS

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B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/MS(%)	Design	0.00%	14								Posted 2.6 MSS
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/MS(%)	Design										07/02 4.0 MSS
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/MS(%)	R&B	6.30%	13,212	0.00%	14		0.06496	0.9695	YES		Posted 2.6 MSS
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/MS(%)	R&B	10.04%	13,800	0.00%	13		0.08338	1.2037	YES		07/02 4.0 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/MS(%)	R&B	3.22%	149,009	0.00%	2		0.12484	0.2580	YES		Posted 2.6 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/MS(%)	R&B	3.11%	155,334								07/02 4.0 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/MS(%)	R&B	6.25%	32								Posted 2.6 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/MS(%)	R&B	11.76%	34								07/02 4.0 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/MS(%)	R&B	0.00%	35								Posted 2.6 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/MS(%)	R&B	7.55%	53								07/02 4.0 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	6.38%	12,917								Posted 2.6 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	10.19%	13,481								07/02 4.0 MSS
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	3.29%	145,497	0.00%	2		0.12620	0.2610	YES		Posted 2.6 MSS
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	3.15%	151,748	0.00%	2		0.12343	0.2549	YES		07/02 4.0 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	11.11%	18								Posted 2.6 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	10.53%	19								07/02 4.0 MSS
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)										Posted 2.6 MSS
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	1								07/02 4.0 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	6.38%	12,917								Posted 2.6 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/MS(%)	R&B (POTS)	10.19%	13,481								07/02 4.0 MSS
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	3.29%	145,497	0.00%	32		0.03155	1.0438	YES		Posted 2.6 MSS
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	3.15%	151,748	0.00%	32		0.03086	1.0194	YES		07/02 4.0 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	11.11%	18								Posted 2.6 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/MS(%)	R&B (POTS)	10.53%	19								07/02 4.0 MSS
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)			0.00%	3						Posted 2.6 MSS
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(%)	R&B (POTS)	0.00%	1	0.00%	3		0.00000		YES		07/02 4.0 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/MS(%)	Digital Loop < DS1	4.30%	767	2.17%	46		0.03080	0.6910	YES		Posted 2.6 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/MS(%)	Digital Loop < DS1	3.99%	803	2.17%	46		0.02966	0.6107	YES		07/02 4.0 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop < DS1	6.86%	1,225								Posted 2.6 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop < DS1	1.89%	1,244								07/02 4.0 MSS
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/MS(%)	Digital Loop >= DS1	0.45%	220	8.70%	46		0.01091	-7.5568	NO		Posted 2.6 MSS
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/MS(%)	Digital Loop >= DS1	4.69%	128	13.95%	43		0.03728	-2.4871	NO		07/02 4.0 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	0.00%	101								Posted 2.6 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	1.98%	101								07/02 4.0 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	0.00%	14								Posted 2.6 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(%)	Digital Loop >= DS1	0.00%	15								07/02 4.0 MSS
		Average Completion Notice Interval - Mechanized											
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.54	13,867			13.886					Posted 2.6 MSS
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.47	14,512			12.972					07/02 4.0 MSS
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.70	147,553			104.745					Posted 2.6 MSS
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.69	154,457			102.892					07/02 4.0 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.10	35			4.111					Posted 2.6 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.10	35			4.168					07/02 4.0 MSS
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.40	4			0.057					Posted 2.6 MSS
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.39	5			0.049					07/02 4.0 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/MS(hours)	DS1/ DS3 - Interoffice	63.21	151			144.391					Posted 2.6 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/MS(hours)	DS1/ DS3 - Interoffice	61.88	156			134.349					07/02 4.0 MSS
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/MS(hours)	R&B	1.57	14,013	0.47	388	13.932	0.71700	1.5286	YES		Posted 2.6 MSS
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/MS(hours)	R&B	1.49	14,855	0.45	388	13.034	0.67043	1.5443	YES		07/02 4.0 MSS
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(hours)	R&B	0.70	147,952	0.34	7,090	104.599	1.27166	0.2786	YES		Posted 2.6 MSS
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(hours)	R&B	0.69	154,995	0.35	7,128	102.514	1.24199	0.2787	YES		07/02 4.0 MSS
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(hours)	R&B	0.48	91,498	0.33	5,001	4.871	0.07073	2.0271	YES		Posted 2.6 MSS
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(hours)	R&B	0.48	95,289	0.34	5,016	4.314	0.06249	2.2617	YES		07/02 4.0 MSS
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/MS(hours)	R&B	1.05	56,454	0.37	2,089	169.305	3.77216	0.1826	YES		Posted 2.6 MSS
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/MS(hours)	R&B	1.04	59,706	0.37	2,110	165.081	3.65678	0.1818	YES		07/02 4.0 MSS
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/MS(hours)	R&B	3.44	43	0.02	3	11.049	6.59779	0.5190	YES		Posted 2.6 MSS
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/MS(hours)	R&B	3.44	43	0.02	3	11.320	6.75972	0.5068	YES		07/02 4.0 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(hours)	R&B	0.27	42			0.161					Posted 2.6 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/MS(hours)	R&B	0.29	61			0.147					07/02 4.0 MSS
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(hours)	R&B	0.28	28			0.152					Posted 2.6 MSS
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/MS(hours)	R&B	0.28	30			0.148					07/02 4.0 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(hours)	R&B	0.26	14			0.181					Posted 2.6 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/MS(hours)	R&B	0.30	31			0.148					07/02 4.0 MSS
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/MS(hours)	R&B&D - Disp	7.80	14,736			76.101					Posted 2.6 MSS
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/MS(hours)	R&B&D - Disp	10.14	15,266			124.113					07/02 4.0 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/MS(hours)	R&B&D - Disp	3.37	44			10.839					Posted 2.6 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/MS(hours)	R&B&D - Disp	3.44	43			11.320					07/02 4.0 MSS

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B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(hours)	ADSL to Retail	6.46	791	10.77	32	18.616	3.35680	-1.2850	YES	Posted 2.6 MSS
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(hours)	ADSL to Retail	6.29	841			18.573				07/02 4.0 MSS
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/MS(hours)	ADSL to Retail	0.62	1,163			8.512				Posted 2.6 MSS
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/MS(hours)	ADSL to Retail	0.62	1,177			8.472				07/02 4.0 MSS
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/MS(hours)	ISDN - BRI	56.42	46	29.74	24	92.932	23.23294	1.1482	YES	Posted 2.6 MSS
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/MS(hours)	ISDN - BRI	55.61	47	29.74	24	70.816	17.76709	1.4580	YES	07/02 4.0 MSS
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/MS(hours)	ISDN - BRI	1.59	58			11.041				Posted 2.6 MSS
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/MS(hours)	ISDN - BRI	1.52	61			9.271				07/02 4.0 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/MS(hours)	ADSL to Retail	6.46	791			18.616				Posted 2.6 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/MS(hours)	ADSL to Retail	6.29	841			18.573				07/02 4.0 MSS
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/MS(hours)	ADSL to Retail	0.62	1,163			8.512				Posted 2.6 MSS
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/MS(hours)	ADSL to Retail	0.62	1,177			8.472				07/02 4.0 MSS
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/MS(hours)	R&B - Disp	1.57	14,013	26.62	9	13.932	4.64540	-5.3930	NO	Posted 2.6 MSS
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/MS(hours)	R&B - Disp	1.49	14,655	26.62	9	26.628	8.87857	-2.8301	NO	07/02 4.0 MSS
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	1.57	14,013			104.599				Posted 2.6 MSS
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	1.49	14,655			13.034				07/02 4.0 MSS
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/MS(hours)	R&B - Disp	3.44	43			11.049				Posted 2.6 MSS
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/MS(hours)	R&B - Disp	3.44	43			11.320				07/02 4.0 MSS
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	3.44	43			0.161				Posted 2.6 MSS
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	3.44	43			11.320				07/02 4.0 MSS
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.54	13,867	0.02	12	13.886	4.01041	0.3800	YES	Posted 2.6 MSS
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.47	14,512	0.02	12	12.972	3.74617	0.3871	YES	07/02 4.0 MSS
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	1.06	56,279			169.305				Posted 2.6 MSS
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	1.04	59,483			165.417				07/02 4.0 MSS
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.10	35			4.111				Posted 2.6 MSS
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.10	35			4.168				07/02 4.0 MSS
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	0.37	2			0.181				Posted 2.6 MSS
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	0.37	3			0.033				07/02 4.0 MSS
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(hours)	R&B - Disp	1.57	14,013			13.932				Posted 2.6 MSS
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/MS(hours)	R&B - Disp	1.49	14,655			13.034				07/02 4.0 MSS
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	1.57	14,013			104.599				Posted 2.6 MSS
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	1.49	14,655			13.034				07/02 4.0 MSS
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/MS(hours)	R&B - Disp	3.44	43			11.049				Posted 2.6 MSS
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/MS(hours)	R&B - Disp	3.44	43			11.320				07/02 4.0 MSS
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	3.44	43			0.161				Posted 2.6 MSS
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	3.44	43			11.320				07/02 4.0 MSS
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.54	13,867			13.886				Posted 2.6 MSS
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.47	14,512			12.972				07/02 4.0 MSS
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	1.06	56,279			169.305				Posted 2.6 MSS
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	1.04	59,483			165.417				07/02 4.0 MSS
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.10	35			4.111				Posted 2.6 MSS
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.10	35			4.168				07/02 4.0 MSS
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	0.37	2			0.181				Posted 2.6 MSS
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	0.37	3			0.033				07/02 4.0 MSS
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(hours)	R&B - Disp	1.57	14,013	14.88	5	13.932	6.23157	-2.1360	NO	Posted 2.6 MSS
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(hours)	R&B - Disp	1.49	14,655	14.88	5	32.930	14.72941	-0.9089	YES	07/02 4.0 MSS
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	1.57	14,013			104.599				Posted 2.6 MSS
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	1.49	14,655			13.034				07/02 4.0 MSS
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/MS(hours)	R&B - Disp	3.44	43			11.049				Posted 2.6 MSS
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/MS(hours)	R&B - Disp	3.44	43			11.320				07/02 4.0 MSS
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	3.44	43			0.161				Posted 2.6 MSS
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B - Disp	3.44	43			11.320				07/02 4.0 MSS
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.54	13,867			13.886				Posted 2.6 MSS
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.47	14,512			12.972				07/02 4.0 MSS
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	1.06	56,279			169.305				Posted 2.6 MSS
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	1.04	59,483			165.417				07/02 4.0 MSS
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.10	35			4.111				Posted 2.6 MSS
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B (POTS) excl SB Or	1.10	35			4.168				07/02 4.0 MSS
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	0.37	2			0.181				Posted 2.6 MSS
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/MS(hours)	R&B (POTS) excl SB Or	0.37	3			0.033				07/02 4.0 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/MS(hours)	Design	128.63	723			306.732				Posted 2.6 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/MS(hours)	Design	208.02	641			568.605				07/02 4.0 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/MS(hours)	Design	68.51	152			271.965				Posted 2.6 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/MS(hours)	Design	40.45	268			193.558				07/02 4.0 MSS
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/MS(hours)	Design	0.02	1			0.000				Posted 2.6 MSS
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/MS(hours)	Design									07/02 4.0 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/MS(hours)	Design	0.34	18			0.112				Posted 2.6 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/MS(hours)	Design	0.24	4			0.111				07/02 4.0 MSS

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B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/MS(hours)	R&B	1.57	14,013			13.932				Posted 2.6 MSS
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/MS(hours)	R&B	1.49	14,655			13.034				07/02 4.0 MSS
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/MS(hours)	R&B	0.70	147,952			104.599				Posted 2.6 MSS
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/MS(hours)	R&B	0.69	154,995			102.514				07/02 4.0 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B	3.44	43			11.049				Posted 2.6 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/MS(hours)	R&B	3.44	43			11.320				07/02 4.0 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B	0.27	42			0.161				Posted 2.6 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/MS(hours)	R&B	0.29	61			0.147				07/02 4.0 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.54	13,867			13.886				Posted 2.6 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.47	14,512			12.972				07/02 4.0 MSS
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.70	147,553			104.745				Posted 2.6 MSS
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.69	154,457			102.692				07/02 4.0 MSS
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.10	35			4.111				Posted 2.6 MSS
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.10	35			4.188				07/02 4.0 MSS
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.40	4			0.057				Posted 2.6 MSS
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.39	5			0.049				07/02 4.0 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.54	13,867			13.886				Posted 2.6 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.47	14,512			12.972				07/02 4.0 MSS
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.70	147,553	0.31	64	104.745	13.09592	0.0297	YES	Posted 2.6 MSS
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.69	154,457	0.32	66	102.692	12.84317	0.0296	YES	07/02 4.0 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.10	35			4.111				Posted 2.6 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/MS(hours)	R&B (POTS)	1.10	35			4.168				07/02 4.0 MSS
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.40	4			0.057				Posted 2.6 MSS
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/MS(hours)	R&B (POTS)	0.39	5			0.049				07/02 4.0 MSS
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/MS(hours)	Digital Loop < DS1	43.12	972	18.90	56	383.487	52.70120	0.4596	YES	Posted 2.6 MSS
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/MS(hours)	Digital Loop < DS1	42.32	1,019	29.74	24	380.984	78.67860	0.1599	YES	07/02 4.0 MSS
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(hours)	Digital Loop < DS1	0.83	1,394			9.466				Posted 2.6 MSS
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/MS(hours)	Digital Loop < DS1	0.83	1,413			9.341				07/02 4.0 MSS
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/MS(hours)	Digital Loop < DS1	0.24	4			0.110				Posted 2.6 MSS
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/MS(hours)	Digital Loop < DS1	0.24	4			0.111				07/02 4.0 MSS
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/MS(hours)	Digital Loop >= DS1	56.13	236	19.89	84	182.879	23.23503	1.5597	YES	Posted 2.6 MSS
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/MS(hours)	Digital Loop >= DS1	218.93	122	20.00	79	255.804	36.81248	5.3892	YES	07/02 4.0 MSS
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(hours)	Digital Loop >= DS1	7.77	121			65.735				Posted 2.6 MSS
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/MS(hours)	Digital Loop >= DS1	11.07	171			72.948				07/02 4.0 MSS
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/MS(hours)	Digital Loop >= DS1	0.02	1			0.000				Posted 2.6 MSS
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/MS(hours)	Digital Loop >= DS1									07/02 4.0 MSS
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(hours)	Digital Loop >= DS1	0.34	18			0.112				Posted 2.6 MSS
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/MS(hours)	Digital Loop >= DS1	0.34	17			0.119				07/02 4.0 MSS
		Average Completion Notice Interval - Non-Mechanized										
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/MS(hours)	Diagnostic			20.16	12				Diagnostic	Posted 2.6 MSS
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/MS(hours)	Diagnostic			12.71	19				Diagnostic	07/02 4.0 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			18.36	36				Diagnostic	Posted 2.6 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			6.27	120				Diagnostic	07/02 4.0 MSS
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(hours)	Diagnostic			12.83	15				Diagnostic	Posted 2.6 MSS
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/MS(hours)	Diagnostic			2.87	78				Diagnostic	07/02 4.0 MSS
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/MS(hours)	Diagnostic			22.30	21				Diagnostic	Posted 2.6 MSS
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/MS(hours)	Diagnostic			12.60	42				Diagnostic	07/02 4.0 MSS
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/MS(hours)	Diagnostic								Diagnostic	Posted 2.6 MSS
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/MS(hours)	Diagnostic			0.02	1				Diagnostic	07/02 4.0 MSS
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(hours)	Diagnostic			37.00	17				Diagnostic	Posted 2.6 MSS
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(hours)	Diagnostic			19.87	49				Diagnostic	07/02 4.0 MSS
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic								Diagnostic	Posted 2.6 MSS
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic			36.18	2				Diagnostic	07/02 4.0 MSS
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic								Diagnostic	Posted 2.6 MSS
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic			15.42	1				Diagnostic	07/02 4.0 MSS
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic			22.56	25				Diagnostic	Posted 2.6 MSS
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic			23.64	22				Diagnostic	07/02 4.0 MSS
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic			20.21	22				Diagnostic	Posted 2.6 MSS
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/MS(hours)	Diagnostic			24.04	22				Diagnostic	07/02 4.0 MSS
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			3.58	28				Diagnostic	Posted 2.6 MSS
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(hours)	Diagnostic			3.83	26				Diagnostic	07/02 4.0 MSS
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/MS(hours)	Diagnostic			34.77	22				Diagnostic	Posted 2.6 MSS
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/MS(hours)	Diagnostic			20.55	54				Diagnostic	07/02 4.0 MSS
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/MS(hours)	Diagnostic			39.14	10				Diagnostic	Posted 2.6 MSS
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/MS(hours)	Diagnostic			39.73	11				Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Mechanized										
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic			5.63	219				Diagnostic	Posted 2.6 MSS
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic			5.51	227				Diagnostic	07/02 4.0 MSS

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B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.57	5,502		Diagnostic	Posted 2.6 MSS
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.57	5,600		Diagnostic	07/02 4.0 MSS
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		4.33	3		Diagnostic	Posted 2.6 MSS
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		4.15	3		Diagnostic	07/02 4.0 MSS
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.55	46		Diagnostic	Posted 2.6 MSS
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.57	48		Diagnostic	07/02 4.0 MSS
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		6.38	63		Diagnostic	Posted 2.6 MSS
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		6.06	59		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Partially Mechanized							
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		3.81	48		Diagnostic	Posted 2.6 MSS
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		3.31	50		Diagnostic	07/02 4.0 MSS
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		1.04	887		Diagnostic	Posted 2.6 MSS
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.91	922		Diagnostic	07/02 4.0 MSS
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/MS(days)	Diagnostic		2.50	2		Diagnostic	Posted 2.6 MSS
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/MS(days)	Diagnostic		2.47	2		Diagnostic	07/02 4.0 MSS
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic		10.90	20		Diagnostic	Posted 2.6 MSS
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic		10.22	19		Diagnostic	07/02 4.0 MSS
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic		7.50	4		Diagnostic	Posted 2.6 MSS
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic		7.42	4		Diagnostic	07/02 4.0 MSS
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		3.00	2		Diagnostic	Posted 2.6 MSS
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		3.06	2		Diagnostic	07/02 4.0 MSS
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic		5.00	1		Diagnostic	Posted 2.6 MSS
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic		4.94	1		Diagnostic	07/02 4.0 MSS
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.44	18		Diagnostic	Posted 2.6 MSS
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.47	18		Diagnostic	07/02 4.0 MSS
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		10.90	20		Diagnostic	Posted 2.6 MSS
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		10.22	19		Diagnostic	07/02 4.0 MSS
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		7.31	13		Diagnostic	Posted 2.6 MSS
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		7.25	11		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Non-Mechanized							
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		7.00	3		Diagnostic	Posted 2.6 MSS
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		6.06	1		Diagnostic	07/02 4.0 MSS
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		4.49	23		Diagnostic	Posted 2.6 MSS
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		3.55	23		Diagnostic	07/02 4.0 MSS
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(days)	Diagnostic		6.70	10		Diagnostic	Posted 2.6 MSS
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(days)	Diagnostic		5.38	10		Diagnostic	07/02 4.0 MSS
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic		12.60	5		Diagnostic	Posted 2.6 MSS
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic		12.15	5		Diagnostic	07/02 4.0 MSS
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic		6.25	4		Diagnostic	Posted 2.6 MSS
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic		5.23	4		Diagnostic	07/02 4.0 MSS
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic		8.50	2		Diagnostic	Posted 2.6 MSS
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic		7.59	2		Diagnostic	07/02 4.0 MSS
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		6.93	14		Diagnostic	Posted 2.6 MSS
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		5.83	14		Diagnostic	07/02 4.0 MSS
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(days)	Diagnostic		7.00	1		Diagnostic	Posted 2.6 MSS
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/MS(days)	Diagnostic		5.20	1		Diagnostic	07/02 4.0 MSS
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		7.50	20		Diagnostic	Posted 2.6 MSS
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		6.55	20		Diagnostic	07/02 4.0 MSS
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		1.69	26		Diagnostic	Posted 2.6 MSS
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.78	24		Diagnostic	07/02 4.0 MSS
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		8.67	15		Diagnostic	Posted 2.6 MSS
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		7.84	15		Diagnostic	07/02 4.0 MSS
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		10.29	7		Diagnostic	Posted 2.6 MSS
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		8.92	7		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Mechanized							
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		5.64	215		Diagnostic	Posted 2.6 MSS
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		5.55	222		Diagnostic	07/02 4.0 MSS
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.82	2,070		Diagnostic	Posted 2.6 MSS
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.83	2,138		Diagnostic	07/02 4.0 MSS
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		4.33	3		Diagnostic	Posted 2.6 MSS
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic		4.15	3		Diagnostic	07/02 4.0 MSS
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.55	46		Diagnostic	Posted 2.6 MSS
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic		0.57	48		Diagnostic	07/02 4.0 MSS
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		6.61	44		Diagnostic	Posted 2.6 MSS
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic		6.44	44		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Partially Mechanized							
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		3.94	44		Diagnostic	Posted 2.6 MSS
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic		3.40	46		Diagnostic	07/02 4.0 MSS

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B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.14	661					Diagnostic	Posted 2.6 MSS
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.96	711					Diagnostic	07/02 4.0 MSS
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/MS(days)	Diagnostic			2.50	2					Diagnostic	Posted 2.6 MSS
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/MS(days)	Diagnostic			2.47	2					Diagnostic	07/02 4.0 MSS
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic			11.33	15					Diagnostic	Posted 2.6 MSS
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic			10.49	14					Diagnostic	07/02 4.0 MSS
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic			7.50	4					Diagnostic	Posted 2.6 MSS
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic			7.42	4					Diagnostic	07/02 4.0 MSS
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic			3.00	1					Diagnostic	Posted 2.6 MSS
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic			2.85	1					Diagnostic	07/02 4.0 MSS
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic			5.00	1					Diagnostic	Posted 2.6 MSS
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic			4.94	1					Diagnostic	07/02 4.0 MSS
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.44	18					Diagnostic	Posted 2.6 MSS
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.47	18					Diagnostic	07/02 4.0 MSS
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			11.33	15					Diagnostic	Posted 2.6 MSS
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			10.49	14					Diagnostic	07/02 4.0 MSS
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			7.31	13					Diagnostic	Posted 2.6 MSS
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			7.25	11					Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Non-Mechanized											
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic			7.00	3					Diagnostic	Posted 2.6 MSS
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/MS(days)	Diagnostic			6.06	1					Diagnostic	07/02 4.0 MSS
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			4.49	23					Diagnostic	Posted 2.6 MSS
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			3.02	20					Diagnostic	07/02 4.0 MSS
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(days)	Diagnostic			6.38	8					Diagnostic	Posted 2.6 MSS
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/MS(days)	Diagnostic			5.48	8					Diagnostic	07/02 4.0 MSS
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic			12.75	4					Diagnostic	Posted 2.6 MSS
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/MS(days)	Diagnostic			12.43	4					Diagnostic	07/02 4.0 MSS
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic			6.25	4					Diagnostic	Posted 2.6 MSS
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/MS(days)	Diagnostic			5.23	4					Diagnostic	07/02 4.0 MSS
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic			8.50	2					Diagnostic	Posted 2.6 MSS
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/MS(days)	Diagnostic			7.59	2					Diagnostic	07/02 4.0 MSS
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic			7.08	12					Diagnostic	Posted 2.6 MSS
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic			6.03	12					Diagnostic	07/02 4.0 MSS
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic			7.71	17					Diagnostic	Posted 2.6 MSS
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/MS(days)	Diagnostic			6.74	17					Diagnostic	07/02 4.0 MSS
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			1.69	26					Diagnostic	Posted 2.6 MSS
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/MS(days)	Diagnostic			0.78	24					Diagnostic	07/02 4.0 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			8.50	12					Diagnostic	Posted 2.6 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			7.79	12					Diagnostic	07/02 4.0 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			10.83	6					Diagnostic	Posted 2.6 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/MS(days)	Diagnostic			9.54	6					Diagnostic	07/02 4.0 MSS
		% Completions w/o Notice or < 24 hours											
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/MS(%)	Diagnostic			2.73%	293					Diagnostic	Posted 2.6 MSS
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/MS(%)	Diagnostic			9.94%	312					Diagnostic	07/02 4.0 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/MS(%)	Diagnostic			8.43%	6,568					Diagnostic	Posted 2.6 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/MS(%)	Diagnostic			9.65%	6,722					Diagnostic	07/02 4.0 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/MS(%)	Diagnostic			0.00%	26					Diagnostic	Posted 2.6 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/MS(%)	Diagnostic			11.11%	27					Diagnostic	07/02 4.0 MSS
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/MS(%)	Diagnostic			0.00%	9					Diagnostic	Posted 2.6 MSS
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/MS(%)	Diagnostic			0.00%	8					Diagnostic	07/02 4.0 MSS
B.2.32.15.1	P-6	Other Non-Design/Dispatch/MS(%)	Diagnostic			0.00%	22					Diagnostic	Posted 2.6 MSS
B.2.32.15.1	P-6	Other Non-Design/Dispatch/MS(%)	Diagnostic			4.76%	21					Diagnostic	07/02 4.0 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/MS(%)	Diagnostic			0.00%	54					Diagnostic	Posted 2.6 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/MS(%)	Diagnostic			5.45%	55					Diagnostic	07/02 4.0 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/MS(%)	Diagnostic			0.00%	84					Diagnostic	Posted 2.6 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/MS(%)	Diagnostic			1.18%	85					Diagnostic	07/02 4.0 MSS
		% Cooperative Test Attempts for xDSL											
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/MS(%)	>= 95% of requests			100.00%	45					YES	Posted 2.6 MSS
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/MS(%)	>= 95% of requests			100.00%	48					YES	07/02 4.0 MSS
		Missed Repair Appointments											
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/MS(%)	R&B (POTS)	4.30%	22,446								Posted 2.6 MSS
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/MS(%)	R&B (POTS)	4.41%	24,186								07/02 4.0 MSS
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	0.87%	11,449								Posted 2.6 MSS
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	0.87%	12,168								07/02 4.0 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	0.00%	139	0.00%	0					YES	Posted 2.6 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	0.00%	142	0.00%	0					YES	07/02 4.0 MSS
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/MS(%)	R&B	4.31%	22,806	1.45%	688		0.00786	3.6390		YES	Posted 2.6 MSS
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/MS(%)	R&B	4.42%	24,570	1.77%	735		0.00769	3.4459		YES	07/02 4.0 MSS
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	0.92%	11,650	0.52%	194		0.00691	0.5836		YES	Posted 2.6 MSS

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B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	0.91%	12,375	0.97%	206		0.00668	-0.0664	YES	07/02 4.0 MSS
B.3.1.4.1	M&R-1	Combo Other/Dispatch/MS(%)	R&B&D - Disp	4.24%	23,042	0.00%	0				YES	Posted 2.6 MSS
B.3.1.4.1	M&R-1	Combo Other/Dispatch/MS(%)	R&B&D - Disp	4.33%	25,146	0.00%	0				YES	07/02 4.0 MSS
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	4.24%	23,042	0.00%	0				YES	Posted 2.6 MSS
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	4.33%	25,146	0.00%	0				YES	07/02 4.0 MSS
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	43.59%	234	0.00%	13		0.14130	3.0849	YES	Posted 2.6 MSS
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	44.44%	180	0.00%	12		0.14815	3.0000	YES	07/02 4.0 MSS
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	2.05%	244	0.00%	2		0.10059	0.2037	YES	Posted 2.6 MSS
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	2.23%	224	0.00%	1		0.14806	0.1508	YES	07/02 4.0 MSS
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.00%	11	0.00%	8		0.00000		YES	Posted 2.6 MSS
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.00%	15	0.00%	7		0.00000		YES	07/02 4.0 MSS
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	5.00%	40	0.00%	1		0.22065	0.2266	YES	Posted 2.6 MSS
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	5.56%	36	0.00%	1		0.23222	0.2382	YES	07/02 4.0 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/MS(%)	ADSL to Retail	43.59%	234							Posted 2.6 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/MS(%)	ADSL to Retail	44.44%	180							07/02 4.0 MSS
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	2.05%	244							Posted 2.6 MSS
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	2.23%	224							07/02 4.0 MSS
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	4.31%	22,806	0.00%	25		0.04066	1.0612	YES	Posted 2.6 MSS
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	4.42%	24,570	0.00%	22		0.04384	1.0082	YES	07/02 4.0 MSS
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	4.31%	22,806	0.00%	9		0.06774	0.6369	YES	Posted 2.6 MSS
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	4.42%	24,570	0.00%	9		0.06853	0.6450	YES	07/02 4.0 MSS
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	4.25%	22,384	0.00%	0				YES	Posted 2.6 MSS
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	4.36%	24,126	0.00%	0				YES	07/02 4.0 MSS
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	0.77%	10,361	0.00%	0				YES	Posted 2.6 MSS
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	0.76%	11,001	0.00%	0				YES	07/02 4.0 MSS
B.3.1.10.1	M&R-1	Other Design/Dispatch/MS(%)	Design	1.25%	638	0.00%	0				YES	Posted 2.6 MSS
B.3.1.10.1	M&R-1	Other Design/Dispatch/MS(%)	Design	0.52%	578	0.00%	0				YES	07/02 4.0 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/MS(%)	Design	0.75%	799	0.00%	0				YES	Posted 2.6 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/MS(%)	Design	0.78%	644	0.00%	0				YES	07/02 4.0 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/MS(%)	R&B	4.31%	22,806	16.67%	18		0.04791	-2.5781	NO	Posted 2.6 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/MS(%)	R&B	4.42%	24,570	25.00%	4		0.10278	-2.0024	NO	07/02 4.0 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/MS(%)	R&B	0.92%	11,650	0.00%	4		0.04771	0.1925	YES	Posted 2.6 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/MS(%)	R&B	0.91%	12,375	0.00%	1		0.09512	0.0960	YES	07/02 4.0 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	4.30%	22,446							Posted 2.6 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	4.41%	24,188							07/02 4.0 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	0.87%	11,449							Posted 2.6 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	0.87%	12,188							07/02 4.0 MSS
	Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/MS(%)	R&B (POTS)	2.05%	1,097,005							Posted 2.6 MSS
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/MS(%)	R&B (POTS)	2.18%	1,120,019							07/02 4.0 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	1.04%	1,097,005							Posted 2.6 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	1.09%	1,120,019							07/02 4.0 MSS
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	2.58%	5,388	0.00%	24		0.03286	0.7851	YES	Posted 2.6 MSS
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	2.53%	5,609	0.00%	23		0.03324	0.7615	YES	07/02 4.0 MSS
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/MS(%)	DS1/DS3	1.41%	5,388	0.00%	24		0.02430	0.5805	YES	Posted 2.6 MSS
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/MS(%)	DS1/DS3	1.35%	5,609	0.00%	23		0.02432	0.5571	YES	07/02 4.0 MSS
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/MS(%)	R&B	1.91%	1,191,311	1.39%	49,604		0.00063	8.3178	YES	Posted 2.6 MSS
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/MS(%)	R&B	2.02%	1,215,924	1.37%	53,655		0.00063	10.3787	YES	07/02 4.0 MSS
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	0.98%	1,191,311	0.39%	49,604		0.00045	12.9495	YES	Posted 2.6 MSS
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	1.02%	1,215,924	0.38%	53,655		0.00045	14.2419	YES	07/02 4.0 MSS
B.3.2.4.1	M&R-2	Combo Other/Dispatch/MS(%)	R&B&D - Disp	1.73%	1,334,581	0.00%	20		0.02938	0.5876	YES	Posted 2.6 MSS
B.3.2.4.1	M&R-2	Combo Other/Dispatch/MS(%)	R&B&D - Disp	1.77%	1,418,757	0.00%	25		0.02662	0.6654	YES	07/02 4.0 MSS
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	1.73%	1,334,581	0.00%	20		0.02938	0.5876	YES	Posted 2.6 MSS
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	1.77%	1,418,757	0.00%	25		0.02662	0.6654	YES	07/02 4.0 MSS
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	1.34%	17,409	1.48%	878		0.00401	-0.3404	YES	Posted 2.6 MSS
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	1.07%	16,794	1.36%	881		0.00358	-0.8112	YES	07/02 4.0 MSS
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	1.40%	17,409	0.23%	878		0.00409	2.8664	YES	Posted 2.6 MSS
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	1.33%	16,794	0.11%	881		0.00399	3.0571	YES	07/02 4.0 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.40%	2,742	1.34%	598		0.00286	-3.2785	NO	Posted 2.6 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.50%	3,020	1.18%	595		0.00318	-2.1505	NO	07/02 4.0 MSS
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	1.46%	2,742	0.17%	598		0.00545	2.3694	YES	Posted 2.6 MSS
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	1.19%	3,020	0.17%	595		0.00490	2.0910	YES	07/02 4.0 MSS
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/MS(%)	ADSL to Retail	1.34%	17,409							Posted 2.6 MSS
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/MS(%)	ADSL to Retail	1.07%	16,794							07/02 4.0 MSS
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	1.40%	17,409							Posted 2.6 MSS
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	1.33%	16,794							07/02 4.0 MSS
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	1.91%	1,191,311	0.76%	3,305		0.00241	4.8046	YES	Posted 2.6 MSS
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	2.02%	1,215,924	0.66%	3,324		0.00247	5.5037	YES	07/02 4.0 MSS

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B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	1.91%	1,191,311	0.27%	3,305		0.00241	6.8133	YES	Posted 2.6 MSS
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	2.02%	1,215,924	0.27%	3,324		0.00247	7.0877	YES	07/02 4.0 MSS
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	2.04%	1,097,005	0.00%	175		0.01080	1.8895	YES	Posted 2.6 MSS
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	2.15%	1,120,019	0.00%	179		0.01097	1.9635	YES	07/02 4.0 MSS
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	0.94%	1,097,005	0.00%	175		0.00735	1.2855	YES	Posted 2.6 MSS
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	0.98%	1,120,019	0.00%	179		0.00741	1.3259	YES	07/02 4.0 MSS
B.3.2.10.1	M&R-2	Other Design/Dispatch/MS(%)	Design	0.33%	191,847	0.00%	93		0.00598	0.5560	YES	Posted 2.6 MSS
B.3.2.10.1	M&R-2	Other Design/Dispatch/MS(%)	Design	0.28%	203,833	0.00%	6		0.02170	0.1302	YES	07/02 4.0 MSS
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/MS(%)	Design	0.42%	191,847	0.00%	93		0.00669	0.6222	YES	Posted 2.6 MSS
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/MS(%)	Design	0.32%	203,833	0.00%	6		0.02295	0.1377	YES	07/02 4.0 MSS
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/MS(%)	R&B	1.91%	1,191,311	19.15%	94		0.01427	-12.0763	NO	Posted 2.6 MSS
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/MS(%)	R&B	2.02%	1,215,924	3.74%	107		0.01374	-1.2498	YES	07/02 4.0 MSS
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/MS(%)	R&B	0.98%	1,191,311	4.26%	94		0.01020	-3.2131	NO	Posted 2.6 MSS
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/MS(%)	R&B	1.02%	1,215,924	0.93%	107		0.00975	0.0853	YES	07/02 4.0 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	2.05%	1,097,005							Posted 2.6 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	2.16%	1,120,019							07/02 4.0 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	1.04%	1,097,005							Posted 2.6 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	1.09%	1,120,019							07/02 4.0 MSS
		Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/MS(hours)	R&B (POTS)	19.17	22,446			18.767				Posted 2.6 MSS
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/MS(hours)	R&B (POTS)	19.58	24,186			19.400				07/02 4.0 MSS
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/MS(hours)	R&B (POTS)	7.49	11,449			15.162				Posted 2.6 MSS
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/MS(hours)	R&B (POTS)	7.73	12,168			15.329				07/02 4.0 MSS
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/MS(hours)	DS1/DS3	3.73	139	0.00	0	2.601			YES	Posted 2.6 MSS
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/MS(hours)	DS1/DS3	3.72	142	0.00	0	2.575			YES	07/02 4.0 MSS
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/MS(hours)	DS1/DS3	1.99	76	0.00	0	2.982			YES	Posted 2.6 MSS
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/MS(hours)	DS1/DS3	2.00	76	0.00	0	2.980			YES	07/02 4.0 MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/MS(hours)	R&B	19.03	22,806	14.43	688	18.728	0.72470	6.3362	YES	Posted 2.6 MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/MS(hours)	R&B	19.44	24,570	14.32	735	19.354	0.72449	7.0575	YES	07/02 4.0 MSS
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/MS(hours)	R&B	7.43	11,650	3.95	194	15.132	1.09545	3.1809	YES	Posted 2.6 MSS
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/MS(hours)	R&B	7.66	12,375	3.98	206	15.297	1.07462	3.4499	YES	07/02 4.0 MSS
B.3.3.4.1	M&R-3	Combo Other/Dispatch/MS(hours)	R&B&D - Disp	18.92	23,042	0.00	0	21.663			YES	Posted 2.6 MSS
B.3.3.4.1	M&R-3	Combo Other/Dispatch/MS(hours)	R&B&D - Disp	19.10	25,146	0.00	0	19.263			YES	07/02 4.0 MSS
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/MS(hours)	R&B&D - Disp	18.92	23,042	0.00	0	15.359			YES	Posted 2.6 MSS
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/MS(hours)	R&B&D - Disp	19.10	25,146	0.00	0	19.263			YES	07/02 4.0 MSS
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(hours)	ADSL to Retail	41.57	234	5.20	13	63.572	18.11483	2.0081	YES	Posted 2.6 MSS
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(hours)	ADSL to Retail	50.88	180	5.49	12	137.384	40.95999	1.1083	YES	07/02 4.0 MSS
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(hours)	ADSL to Retail	3.46	244	1.88	2	23.203	16.47416	0.0959	YES	Posted 2.6 MSS
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(hours)	ADSL to Retail	3.73	224	3.35	1	24.209	24.28318	0.0157	YES	07/02 4.0 MSS
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/MS(hours)	ISDN - BRI	4.02	11	5.67	8	2.435	1.13145	-1.4601	YES	Posted 2.6 MSS
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/MS(hours)	ISDN - BRI	4.98	15	6.26	7	3.618	1.65595	-0.7728	YES	07/02 4.0 MSS
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/MS(hours)	ISDN - BRI	5.63	40	1.47	1	8.270	8.37306	0.4974	YES	Posted 2.6 MSS
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/MS(hours)	ISDN - BRI	6.11	36	1.47	1	9.193	9.32026	0.4987	YES	07/02 4.0 MSS
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/MS(hours)	ADSL to Retail	41.57	234			63.572				Posted 2.6 MSS
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/MS(hours)	ADSL to Retail	50.88	180			137.384				07/02 4.0 MSS
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/MS(hours)	ADSL to Retail	3.46	244			23.203				Posted 2.6 MSS
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/MS(hours)	ADSL to Retail	3.73	224			24.209				07/02 4.0 MSS
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/MS(hours)	R&B - Disp	19.03	22,806	4.63	25	18.728	3.74772	3.8402	YES	Posted 2.6 MSS
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/MS(hours)	R&B - Disp	19.44	24,570	4.87	22	19.354	4.12816	3.5289	YES	07/02 4.0 MSS
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/MS(hours)	R&B - Disp	19.03	22,806	2.36	9	15.132	5.04514	3.3028	YES	Posted 2.6 MSS
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/MS(hours)	R&B - Disp	19.44	24,570	2.36	9	19.354	6.45256	2.6460	YES	07/02 4.0 MSS
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/MS(hours)	R&B (POTS) excl SB FT	19.16	22,384	0.00	0	18.763			YES	Posted 2.6 MSS
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/MS(hours)	R&B (POTS) excl SB FT	19.57	24,126	0.00	0	19.399			YES	07/02 4.0 MSS
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/MS(hours)	R&B (POTS) excl SB FT	7.94	10,361	0.00	0	15.666			YES	Posted 2.6 MSS
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/MS(hours)	R&B (POTS) excl SB FT	8.19	11,001	0.00	0	15.840			YES	07/02 4.0 MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/MS(hours)	Design	7.84	638	0.00	0	66.696			YES	Posted 2.6 MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/MS(hours)	Design	4.64	576	0.00	0	3.650			YES	07/02 4.0 MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/MS(hours)	Design	2.52	799	0.00	0	4.486			YES	Posted 2.6 MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/MS(hours)	Design	2.95	844	0.00	0	4.454			YES	07/02 4.0 MSS
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/MS(hours)	R&B	19.03	22,806	11.19	18	18.728	4.41605	1.7745	YES	Posted 2.6 MSS
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/MS(hours)	R&B	19.44	24,570	7.78	4	19.354	9.67785	1.2050	YES	07/02 4.0 MSS
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/MS(hours)	R&B	7.43	11,650	0.76	4	15.132	7.56752	0.8811	YES	Posted 2.6 MSS
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/MS(hours)	R&B	7.66	12,375	2.73	1	15.297	15.29748	0.3223	YES	07/02 4.0 MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/MS(hours)	R&B (POTS)	19.17	22,446			18.767				Posted 2.6 MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/MS(hours)	R&B (POTS)	19.58	24,186			19.400				07/02 4.0 MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/MS(hours)	R&B (POTS)	7.49	11,449			15.162				Posted 2.6 MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/MS(hours)	R&B (POTS)	7.73	12,168			15.329				07/02 4.0 MSS

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	% Repeat Troubles within 30 Days											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/MS(%)	R&B (POTS)	16.95%	22,446							Posted 2.6 MSS
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/MS(%)	R&B (POTS)	16.89%	24,188							07/02 4.0 MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	14.54%	11,449							Posted 2.6 MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	14.89%	12,188							07/02 4.0 MSS
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	26.62%	139	0.00%	0				YES	Posted 2.6 MSS
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	28.17%	142	0.00%	0				YES	07/02 4.0 MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/MS(%)	DS1/DS3	23.68%	76	0.00%	0				YES	Posted 2.6 MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/MS(%)	DS1/DS3	27.63%	76	0.00%	0				YES	07/02 4.0 MSS
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/MS(%)	R&B	16.87%	22,806	11.63%	688		0.01449	3.6192	YES	Posted 2.6 MSS
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/MS(%)	R&B	16.81%	24,570	12.11%	735		0.01400	3.3578	YES	07/02 4.0 MSS
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	14.45%	11,650	16.49%	194		0.02545	-0.8049	YES	Posted 2.6 MSS
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	14.59%	12,375	16.02%	208		0.02480	-0.5747	YES	07/02 4.0 MSS
B.3.4.4.1	M&R-4	Combo Other/Dispatch/MS(%)	R&B&D - Disp	16.92%	23,042	0.00%	0				YES	Posted 2.6 MSS
B.3.4.4.1	M&R-4	Combo Other/Dispatch/MS(%)	R&B&D - Disp	16.83%	25,146	0.00%	0				YES	07/02 4.0 MSS
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	16.92%	23,042	0.00%	0				YES	Posted 2.6 MSS
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	16.83%	25,146	0.00%	0				YES	07/02 4.0 MSS
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	15.81%	234	0.00%	13		0.10396	1.5209	YES	Posted 2.6 MSS
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	11.67%	180	0.00%	12		0.09571	1.2190	YES	07/02 4.0 MSS
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	18.44%	244	0.00%	2		0.27536	0.6698	YES	Posted 2.6 MSS
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	16.52%	224	0.00%	1		0.37217	0.4438	YES	07/02 4.0 MSS
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.00%	11	12.50%	8		0.00000		NO	Posted 2.6 MSS
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.00%	15	0.00%	7		0.00000		YES	07/02 4.0 MSS
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	22.50%	40	0.00%	1		0.42277	0.5322	YES	Posted 2.6 MSS
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	13.89%	36	0.00%	1		0.35060	0.3961	YES	07/02 4.0 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/MS(%)	ADSL to Retail	15.81%	234							Posted 2.6 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/MS(%)	ADSL to Retail	11.67%	180							07/02 4.0 MSS
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	18.44%	244							Posted 2.6 MSS
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	16.52%	224							07/02 4.0 MSS
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	16.87%	22,806	8.00%	25		0.07494	1.1839	YES	Posted 2.6 MSS
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	16.81%	24,570	13.64%	22		0.07976	0.3978	YES	07/02 4.0 MSS
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	16.87%	22,806	0.00%	9		0.12486	1.3513	YES	Posted 2.6 MSS
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	16.81%	24,570	0.00%	9		0.12467	1.3483	YES	07/02 4.0 MSS
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	16.93%	22,384	0.00%	0				YES	Posted 2.6 MSS
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	16.88%	24,126	0.00%	0				YES	07/02 4.0 MSS
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	14.45%	10,361	0.00%	0				YES	Posted 2.6 MSS
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	14.51%	11,001	0.00%	0				YES	07/02 4.0 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/MS(%)	Design	22.73%	638	0.00%	0				YES	Posted 2.6 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/MS(%)	Design	17.71%	578	0.00%	0				YES	07/02 4.0 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/MS(%)	Design	24.66%	799	0.00%	0				YES	Posted 2.6 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/MS(%)	Design	17.70%	644	0.00%	0				YES	07/02 4.0 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/MS(%)	R&B	16.87%	22,806	11.11%	18		0.08831	0.6524	YES	Posted 2.6 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/MS(%)	R&B	16.81%	24,570	25.00%	4		0.18699	-0.4380	YES	07/02 4.0 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/MS(%)	R&B	14.45%	11,650	25.00%	4		0.17581	-0.6003	YES	Posted 2.6 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/MS(%)	R&B	14.59%	12,375	0.00%	1		0.35306	0.4134	YES	07/02 4.0 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	16.95%	22,446							Posted 2.6 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	16.89%	24,188							07/02 4.0 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	14.54%	11,449							Posted 2.6 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	14.89%	12,188							07/02 4.0 MSS
	Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/MS(%)	R&B (POTS)	26.15%	14,296							Posted 2.6 MSS
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/MS(%)	R&B (POTS)	26.50%	15,371							07/02 4.0 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	12.73%	3,856							Posted 2.6 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/MS(%)	R&B (POTS)	13.22%	4,085							07/02 4.0 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	0.00%	139	0.00%	0				YES	Posted 2.6 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/MS(%)	DS1/DS3	0.00%	142	0.00%	0				YES	07/02 4.0 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/MS(%)	R&B	25.86%	14,504	18.66%	461		0.02072	3.4789	YES	Posted 2.6 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/MS(%)	R&B	26.22%	15,584	18.44%	499		0.02000	3.8908	YES	07/02 4.0 MSS
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	12.65%	3,930	3.26%	92		0.03506	2.6773	YES	Posted 2.6 MSS
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/MS(%)	R&B	13.13%	4,160	3.06%	98		0.03451	2.9162	YES	07/02 4.0 MSS
B.3.5.4.1	M&R-5	Combo Other/Dispatch/MS(%)	R&B&D - Disp	25.39%	14,801	0.00%	0				YES	Posted 2.6 MSS
B.3.5.4.1	M&R-5	Combo Other/Dispatch/MS(%)	R&B&D - Disp	25.30%	16,160	0.00%	0				YES	07/02 4.0 MSS
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	25.39%	14,801	0.00%	0				YES	Posted 2.6 MSS
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/MS(%)	R&B&D - Disp	25.30%	16,160	0.00%	0				YES	07/02 4.0 MSS
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	43.59%	234	0.00%	13		0.14130	3.0849	YES	Posted 2.6 MSS
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/MS(%)	ADSL to Retail	44.44%	180	0.00%	12		0.14815	3.0000	YES	07/02 4.0 MSS
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	2.05%	244	0.00%	2		0.10059	0.2037	YES	Posted 2.6 MSS
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/MS(%)	ADSL to Retail	2.23%	224	0.00%	1		0.14808	0.1508	YES	07/02 4.0 MSS

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B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.00%	11	0.00%	8		0.00000		YES	Posted 2.6 MSS
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/MS(%)	ISDN - BRI	0.00%	15	0.00%	7		0.00000		YES	07/02 4.0 MSS
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	5.00%	40	0.00%	1		0.22065	0.2266	YES	Posted 2.6 MSS
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/MS(%)	ISDN - BRI	5.56%	36	0.00%	1		0.23222	0.2392	YES	07/02 4.0 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/MS(%)	ADSL to Retail	43.59%	234							Posted 2.6 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/MS(%)	ADSL to Retail	44.44%	180							07/02 4.0 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	2.05%	244							Posted 2.6 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/MS(%)	ADSL to Retail	2.23%	224							07/02 4.0 MSS
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	25.86%	14,504	0.00%	25		0.08765	2.9506	YES	Posted 2.6 MSS
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/MS(%)	R&B - Disp	26.22%	15,584	0.00%	22		0.09384	2.7941	YES	07/02 4.0 MSS
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	25.86%	14,504	0.00%	9		0.14600	1.7713	YES	Posted 2.6 MSS
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/MS(%)	R&B - Disp	26.22%	15,584	0.00%	9		0.14665	1.7879	YES	07/02 4.0 MSS
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	26.15%	14,295	0.00%	0				YES	Posted 2.6 MSS
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/MS(%)	R&B (POTS) excl SB FT	26.51%	15,370	0.00%	0				YES	07/02 4.0 MSS
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	12.77%	3,845	0.00%	0				YES	Posted 2.6 MSS
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/MS(%)	R&B (POTS) excl SB FT	13.23%	4,074	0.00%	0				YES	07/02 4.0 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/MS(%)	Design	1.25%	638	0.00%	0				YES	Posted 2.6 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/MS(%)	Design	0.52%	576	0.00%	0				YES	07/02 4.0 MSS
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/MS(%)	Design	0.75%	799	0.00%	0				YES	Posted 2.6 MSS
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/MS(%)	Design	0.78%	844	0.00%	0				YES	07/02 4.0 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/MS(%)	R&B	25.86%	14,504	0.00%	11		0.13207	1.9581	YES	Posted 2.6 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/MS(%)	R&B	26.22%	15,584	0.00%	3		0.25396	1.0324	YES	07/02 4.0 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/MS(%)	R&B	12.65%	3,930	0.00%	1		0.33241	0.3804	YES	Posted 2.6 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/MS(%)	R&B	13.13%	4,160	0.00%	1		0.33771	0.3886	YES	07/02 4.0 MSS
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	26.15%	14,296							Posted 2.6 MSS
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/MS(%)	R&B (POTS)	26.50%	15,371							07/02 4.0 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	12.73%	3,856							Posted 2.6 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/MS(%)	R&B (POTS)	13.22%	4,085							07/02 4.0 MSS
		Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.51	1,643				NO	Posted 2.6 MSS
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.29	1,492				NO	07/02 4.0 MSS
		Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/MS(days)	Parity w Retail	20.83	35	6.33	3	9.031	5.43286	2.8681	YES	Posted 2.6 MSS
C.2.1	P-4	Local Interconnection Trunks/MS(days)	Parity w Retail	23.12	57	6.00	7	10.795	4.32352	3.9604	YES	07/02 4.0 MSS
		% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/MS(%)	Parity w Retail	0.00%	39	0.00%	1		0.00000		YES	Posted 2.6 MSS
C.2.3	P-2	Local Interconnection Trunks/MS(%)	Parity w Retail	0.00%	46	0.00%	6		0.00000		YES	07/02 4.0 MSS
		% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/MS(%)	Parity w Retail	0.00%	35	0.00%	3		0.00000		YES	Posted 2.6 MSS
C.2.5	P-3	Local Interconnection Trunks/MS(%)	Parity w Retail	0.00%	58	0.00%	8		0.00000		YES	07/02 4.0 MSS
		% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/MS(%)	Parity w Retail	0.00%	1,520	0.00%	6		0.00000		YES	Posted 2.6 MSS
C.2.6	P-9	Local Interconnection Trunks/MS(%)	Parity w Retail	0.00%	2,808	0.00%	152		0.00000		YES	07/02 4.0 MSS
		Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/MS(hours)	Parity w Retail	20.05	33	0.97	3	191.694	115.59601	0.1651	YES	Posted 2.6 MSS
C.2.7	P-5	Local Interconnection Trunks/MS(hours)	Parity w Retail	24.64	52	18.24	8	63.431	24.08959	0.2654	YES	07/02 4.0 MSS
		Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/MS(days)	Diagnostic			20.00	3				Diagnostic	Posted 2.6 MSS
C.2.8	P-10	Local Interconnection Trunks/MS(days)	Diagnostic			8.47	7				Diagnostic	07/02 4.0 MSS
		% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/MS(%)	Diagnostic			0.00%	3				Diagnostic	Posted 2.6 MSS
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/MS(%)	Diagnostic			0.00%	7				Diagnostic	07/02 4.0 MSS
		Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/MS(%)	Parity w Retail	0.00%	81,675	0.00%	8,796		0.00000		YES	Posted 2.6 MSS
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/MS(%)	Parity w Retail	0.00%	83,347	0.00%	8,907		0.00000		YES	07/02 4.0 MSS
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/MS(%)	Parity w Retail	0.03%	81,675	0.00%	8,796		0.00020	1.5590	YES	Posted 2.6 MSS
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/MS(%)	Parity w Retail	0.03%	83,347	0.00%	8,907		0.00019	1.5536	YES	07/02 4.0 MSS
		Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.55	5,933				YES	Posted 2.6 MSS
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.54	5,911				YES	07/02 4.0 MSS
		Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/MS(%)	>= 95% w in 5 bus days			100.00%	8				YES	Posted 2.6 MSS
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/MS(%)	>= 95% w in 5 bus days			100.00%	7				YES	07/02 4.0 MSS
F.3.1.2	O-10	Local Interoffice Transport/MS(%)	>= 95% w in 5 bus days									Posted 2.6 MSS
F.3.1.2	O-10	Local Interoffice Transport/MS(%)	>= 95% w in 5 bus days			0.00%	1				NO	07/02 4.0 MSS
		Mean Interval										
F.8.1	E-3	MS(hours)	PBD			1.27	2,012				PBD	Posted 2.6 MSS
F.8.1	E-3	MS(hours)	PBD			1.28	2,012				PBD	07/02 4.0 MSS
		Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		0.00000		YES	Posted 2.6 MSS
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,207		0.00000		YES	07/02 4.0 MSS
		Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119		0.00078	67.5131	NO	Posted 2.6 MSS

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F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.14%	383,659,492		0.00078	67.1352	NO	07/02 4.0 MSS
		Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119		0.00048	-10.5279	YES	Posted 2.6 MSS
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	383,659,492		0.00048	-10.5279	YES	07/02 4.0 MSS
		Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119				YES	Posted 2.6 MSS
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	383,659,492				YES	07/02 4.0 MSS
		Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	93,807				YES	Posted 2.6 MSS
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.97%	93,889				YES	07/02 4.0 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	334,739				YES	Posted 2.6 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	373,485				YES	07/02 4.0 MSS
		Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,807				YES	Posted 2.6 MSS
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,889				YES	07/02 4.0 MSS
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	334,739				NO	Posted 2.6 MSS
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	373,485				NO	07/02 4.0 MSS
		Average Database Update Interval										
F.13.1.2	D-1	Directory Listings/MS(hours)	PBD	0.09	26	0.09	26				PBD	Posted 2.6 MSS
F.13.1.2	D-1	Directory Listings/MS(hours)	PBD	0.10	26	0.10	26				PBD	07/02 4.0 MSS
F.13.1.3	D-1	Directory Assistance/MS(hours)	PBD	3.46	26	3.45	26				PBD	Posted 2.6 MSS
F.13.1.3	D-1	Directory Assistance/MS(hours)	PBD	3.47	26	3.46	26				PBD	07/02 4.0 MSS
		% Update Accuracy										
F.13.2.1	D-2	LIDB/MS(%)	>= 95%			100.00%	538				YES	Posted 2.6 MSS
F.13.2.1	D-2	LIDB/MS(%)	>= 95%			100.00%	537				YES	07/02 4.0 MSS
F.13.2.3	D-2	Directory Assistance/MS(%)	>= 95%			100.00%	177				YES	Posted 2.6 MSS
F.13.2.3	D-2	Directory Assistance/MS(%)	>= 95%			100.00%	176				YES	07/02 4.0 MSS
		% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%			96.77%	30				NO	Posted 2.6 MSS
F.13.3	D-3	Region(%)	100%			96.77%	31				NO	07/02 4.0 MSS

Yes to No	17
Yes to Blank	12
No to Yes	19
No to Blank	0
Blank to Yes	6
Blank to No	2

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	% Rejected Service Requests - Mechanized									
A.1.1.1	O-7	Residence/NC(%)	Diagnostic	8.64%	10,321	Diagnostic	Posted 2.6 MSS
A.1.1.1	O-7	Residence/NC(%)	Diagnostic	8.64%	10,338	Diagnostic	07/02 4.0 MSS
A.1.1.2	O-7	Business/NC(%)	Diagnostic	24.68%	385	Diagnostic	Posted 2.6 MSS
A.1.1.2	O-7	Business/NC(%)	Diagnostic	24.61%	386	Diagnostic	07/02 4.0 MSS
	% Rejected Service Requests - Partially Mechanized									
A.1.2.1	O-7	Residence/NC(%)	Diagnostic	23.92%	2,333	Diagnostic	Posted 2.6 MSS
A.1.2.1	O-7	Residence/NC(%)	Diagnostic	18.67%	2,308	Diagnostic	07/02 4.0 MSS
A.1.2.2	O-7	Business/NC(%)	Diagnostic	46.48%	213	Diagnostic	Posted 2.6 MSS
A.1.2.2	O-7	Business/NC(%)	Diagnostic	41.78%	213	Diagnostic	07/02 4.0 MSS
	% Rejected Service Requests - Non-Mechanized									
A.1.3.1	O-7	Residence/NC(%)	Diagnostic	48.51%	101	Diagnostic	Posted 2.6 MSS
A.1.3.1	O-7	Residence/NC(%)	Diagnostic	50.50%	101	Diagnostic	07/02 4.0 MSS
A.1.3.2	O-7	Business/NC(%)	Diagnostic	52.60%	154	Diagnostic	Posted 2.6 MSS
A.1.3.2	O-7	Business/NC(%)	Diagnostic	50.65%	154	Diagnostic	07/02 4.0 MSS
A.1.3.3	O-7	Design (Specials)/NC(%)	Diagnostic	23.60%	89	Diagnostic	Posted 2.6 MSS
A.1.3.3	O-7	Design (Specials)/NC(%)	Diagnostic	22.22%	90	Diagnostic	07/02 4.0 MSS
A.1.3.4	O-7	PBX/NC(%)	Diagnostic	35.29%	17	Diagnostic	Posted 2.6 MSS
A.1.3.4	O-7	PBX/NC(%)	Diagnostic	23.53%	17	Diagnostic	07/02 4.0 MSS
A.1.3.6	O-7	ISDN/NC(%)	Diagnostic	25.00%	24	Diagnostic	Posted 2.6 MSS
A.1.3.6	O-7	ISDN/NC(%)	Diagnostic	26.09%	23	Diagnostic	07/02 4.0 MSS
	Reject Interval - Mechanized									
A.1.4.1	O-8	Residence/NC(%)	>= 97% w in 1 hr	92.90%	901	NO	Posted 2.6 MSS
A.1.4.1	O-8	Residence/NC(%)	>= 97% w in 1 hr	92.67%	901	NO	07/02 4.0 MSS
A.1.4.2	O-8	Business/NC(%)	>= 97% w in 1 hr	87.37%	95	NO	Posted 2.6 MSS
A.1.4.2	O-8	Business/NC(%)	>= 97% w in 1 hr	86.47%	95	NO	07/02 4.0 MSS
	Reject Interval - Partially Mechanized - 10 hours									
A.1.7.1	O-8	Residence/NC(%)	>= 85% w in 10 hrs	85.81%	571	YES	Posted 2.6 MSS
A.1.7.1	O-8	Residence/NC(%)	>= 85% w in 10 hrs	88.58%	438	YES	07/02 4.0 MSS
A.1.7.2	O-8	Business/NC(%)	>= 85% w in 10 hrs	98.00%	100	YES	Posted 2.6 MSS
A.1.7.2	O-8	Business/NC(%)	>= 85% w in 10 hrs	97.78%	90	YES	07/02 4.0 MSS
	Reject Interval - Non-Mechanized									
A.1.8.1	O-8	Residence/NC(%)	>= 85% w in 24 hrs	98.00%	50	YES	Posted 2.6 MSS
A.1.8.1	O-8	Residence/NC(%)	>= 85% w in 24 hrs	98.08%	52	YES	07/02 4.0 MSS
A.1.8.2	O-8	Business/NC(%)	>= 85% w in 24 hrs	98.82%	85	YES	Posted 2.6 MSS
A.1.8.2	O-8	Business/NC(%)	>= 85% w in 24 hrs	100.00%	79	YES	07/02 4.0 MSS
A.1.8.3	O-8	Design (Specials)/NC(%)	>= 85% w in 24 hrs	100.00%	24	YES	Posted 2.6 MSS
A.1.8.3	O-8	Design (Specials)/NC(%)	>= 85% w in 24 hrs	100.00%	22	YES	07/02 4.0 MSS
A.1.8.4	O-8	PBX/NC(%)	>= 85% w in 24 hrs	100.00%	8	YES	Posted 2.6 MSS
A.1.8.4	O-8	PBX/NC(%)	>= 85% w in 24 hrs	100.00%	5	YES	07/02 4.0 MSS
	FOC Timeliness - Mechanized									
A.1.9.1	O-9	Residence/NC(%)	>= 95% w in 3 hrs	99.96%	9,470	YES	Posted 2.6 MSS
A.1.9.1	O-9	Residence/NC(%)	>= 95% w in 3 hrs	99.84%	9,443	YES	07/02 4.0 MSS
A.1.9.2	O-9	Business/NC(%)	>= 95% w in 3 hrs	100.00%	300	YES	Posted 2.6 MSS
A.1.9.2	O-9	Business/NC(%)	>= 95% w in 3 hrs	100.00%	283	YES	07/02 4.0 MSS
	FOC Timeliness - Partially Mechanized - 10 hours									
A.1.12.1	O-9	Residence/NC(%)	>= 85% w in 10 hrs	85.46%	1,994	YES	Posted 2.6 MSS
A.1.12.1	O-9	Residence/NC(%)	>= 85% w in 10 hrs	90.32%	1,974	YES	07/02 4.0 MSS
A.1.12.2	O-9	Business/NC(%)	>= 85% w in 10 hrs	93.43%	137	YES	Posted 2.6 MSS
A.1.12.2	O-9	Business/NC(%)	>= 85% w in 10 hrs	93.33%	135	YES	07/02 4.0 MSS
	FOC Timeliness - Non-Mechanized									
A.1.13.1	O-9	Residence/NC(%)	>= 85% w in 36 hrs	98.15%	54	YES	Posted 2.6 MSS
A.1.13.1	O-9	Residence/NC(%)	>= 85% w in 36 hrs	98.25%	57	YES	07/02 4.0 MSS
A.1.13.2	O-9	Business/NC(%)	>= 85% w in 36 hrs	100.00%	67	YES	Posted 2.6 MSS
A.1.13.2	O-9	Business/NC(%)	>= 85% w in 36 hrs	100.00%	63	YES	07/02 4.0 MSS
A.1.13.3	O-9	Design (Specials)/NC(%)	>= 85% w in 36 hrs	95.89%	73	YES	Posted 2.6 MSS
A.1.13.3	O-9	Design (Specials)/NC(%)	>= 85% w in 36 hrs	95.83%	72	YES	07/02 4.0 MSS
	FOC & Reject Response Completeness - Mechanized									
A.1.14.1.1	O-11	Residence/EDI/NC(%)	>= 95%	100.00%	1,493	YES	Posted 2.6 MSS
A.1.14.1.1	O-11	Residence/EDI/NC(%)	>= 95%	99.33%	1,502	YES	07/02 4.0 MSS
A.1.14.1.2	O-11	Residence/TAG/NC(%)	>= 95%	99.99%	8,828	YES	Posted 2.6 MSS
A.1.14.1.2	O-11	Residence/TAG/NC(%)	>= 95%	99.83%	8,836	YES	07/02 4.0 MSS
A.1.14.2.2	O-11	Business/TAG/NC(%)	>= 95%	100.00%	379	YES	Posted 2.6 MSS
A.1.14.2.2	O-11	Business/TAG/NC(%)	>= 95%	95.53%	380	YES	07/02 4.0 MSS
	FOC & Reject Response Completeness - Partially Mechanized									
A.1.15.1.1	O-11	Residence/EDI/NC(%)	>= 95%	100.00%	219	YES	Posted 2.6 MSS
A.1.15.1.1	O-11	Residence/EDI/NC(%)	>= 95%	99.08%	218	YES	07/02 4.0 MSS
A.1.15.1.2	O-11	Residence/TAG/NC(%)	>= 95%	99.91%	2,114	YES	Posted 2.6 MSS
A.1.15.1.2	O-11	Residence/TAG/NC(%)	>= 95%	99.62%	2,080	YES	07/02 4.0 MSS
	FOC & Reject Response Completeness - Non-Mechanized									
A.1.16.1	O-11	Residence/NC(%)	>= 95%	92.08%	101	NO	Posted 2.6 MSS
A.1.16.1	O-11	Residence/NC(%)	>= 95%	98.02%	101	YES	07/02 4.0 MSS
A.1.16.3	O-11	Design (Specials)/NC(%)	>= 95%	97.75%	89	YES	Posted 2.6 MSS
A.1.16.3	O-11	Design (Specials)/NC(%)	>= 95%	91.11%	90	NO	07/02 4.0 MSS
A.1.16.4	O-11	PBX/NC(%)	>= 95%	88.24%	17	NO	Posted 2.6 MSS
A.1.16.4	O-11	PBX/NC(%)	>= 95%	82.35%	17	NO	07/02 4.0 MSS

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A.1.16.6	O-11	ISDN/NC(%)	>= 95%					95.83%	24				YES	Posted 2.6 MSS
A.1.16.6	O-11	ISDN/NC(%)	>= 95%					73.91%	23				NO	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized												
A.1.17.1.1	O-11	Residence/EDI/NC(%)	>= 95%					92.63%	1,493				NO	Posted 2.6 MSS
A.1.17.1.1	O-11	Residence/EDI/NC(%)	>= 95%					99.87%	1,492				YES	07/02 4.0 MSS
A.1.17.1.2	O-11	Residence/TAG/NC(%)	>= 95%					99.24%	8,827				YES	Posted 2.6 MSS
A.1.17.1.2	O-11	Residence/TAG/NC(%)	>= 95%					99.53%	8,903				YES	07/02 4.0 MSS
A.1.17.2.1	O-11	Business/EDI/NC(%)	>= 95%					66.67%	6				NO	Posted 2.6 MSS
A.1.17.2.1	O-11	Business/EDI/NC(%)	>= 95%					83.33%	6				NO	07/02 4.0 MSS
A.1.17.2.2	O-11	Business/TAG/NC(%)	>= 95%					94.72%	379				NO	Posted 2.6 MSS
A.1.17.2.2	O-11	Business/TAG/NC(%)	>= 95%					97.25%	363				YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized												
A.1.18.1.1	O-11	Residence/EDI/NC(%)	>= 95%					93.15%	219				NO	Posted 2.6 MSS
A.1.18.1.1	O-11	Residence/EDI/NC(%)	>= 95%					96.37%	216				YES	07/02 4.0 MSS
A.1.18.1.2	O-11	Residence/TAG/NC(%)	>= 95%					91.15%	2,112				NO	Posted 2.6 MSS
A.1.18.1.2	O-11	Residence/TAG/NC(%)	>= 95%					91.74%	2,082				NO	07/02 4.0 MSS
A.1.18.2.2	O-11	Business/TAG/NC(%)	>= 95%					89.27%	205				NO	Posted 2.6 MSS
A.1.18.2.2	O-11	Business/TAG/NC(%)	>= 95%					91.71%	205				NO	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized												
A.1.19.1	O-11	Residence/NC(%)	>= 95%					88.17%	93				NO	Posted 2.6 MSS
A.1.19.1	O-11	Residence/NC(%)	>= 95%					87.88%	99				NO	07/02 4.0 MSS
A.1.19.2	O-11	Business/NC(%)	>= 95%					94.56%	147				NO	Posted 2.6 MSS
A.1.19.2	O-11	Business/NC(%)	>= 95%					95.24%	147				YES	07/02 4.0 MSS
A.1.19.3	O-11	Design (Specials)/NC(%)	>= 95%					94.25%	87				NO	Posted 2.6 MSS
A.1.19.3	O-11	Design (Specials)/NC(%)	>= 95%					93.90%	82				NO	07/02 4.0 MSS
A.1.19.4	O-11	PBX/NC(%)	>= 95%					100.00%	15				YES	Posted 2.6 MSS
A.1.19.4	O-11	PBX/NC(%)	>= 95%					100.00%	14				YES	07/02 4.0 MSS
A.1.19.6	O-11	ISDN/NC(%)	>= 95%					100.00%	23				YES	Posted 2.6 MSS
A.1.19.6	O-11	ISDN/NC(%)	>= 95%					100.00%	17				YES	07/02 4.0 MSS
		Order Completion Interval												
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/NC(days)	Res	5.20	10,014	4.75	613	3.238	0.13474	3.3603	YES	Posted 2.6 MSS		
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/NC(days)	Res	5.22	9,891	4.74	601	3.359	0.14111	3.4049	YES	07/02 4.0 MSS		
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/NC(days)	Res	0.85	242,039	0.62	6,715	1.389	0.01718	13.3353	YES	Posted 2.6 MSS		
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/NC(days)	Res	0.85	242,076	0.63	6,681	1.646	0.02042	11.2182	YES	07/02 4.0 MSS		
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/NC(days)	Res	5.65	34	4.00	2	2.859	2.08033	0.7917	YES	Posted 2.6 MSS		
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/NC(days)	Res	5.74	34	4.00	2	2.853	2.07590	0.8359	YES	07/02 4.0 MSS		
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/NC(days)	Bus	2.53	11,172	3.52	61	5.110	0.65602	-1.5116	YES	Posted 2.6 MSS		
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/NC(days)	Bus	2.58	11,105	4.70	70	5.207	0.62435	-3.3815	NO	07/02 4.0 MSS		
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/NC(days)	Bus	1.17	11,508	0.67	219	4.216	0.28758	1.7364	YES	Posted 2.6 MSS		
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/NC(days)	Bus	1.18	11,770	1.51	320	4.335	0.24560	-1.3299	YES	07/02 4.0 MSS		
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/NC(days)	Bus	14.46	51	12.00	1	23.930	24.16303	0.1017	YES	Posted 2.6 MSS		
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/NC(days)	Bus	14.93	52	12.00	1	23.690	23.91663	0.1225	YES	07/02 4.0 MSS		
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/NC(days)	Bus	1.44	3			0.964				Posted 2.6 MSS		
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/NC(days)	Bus	1.88	14			0.445				07/02 4.0 MSS		
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/NC(days)	Design	21.75	803	11.22	18	27.441	6.53988	1.6102	YES	Posted 2.6 MSS		
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/NC(days)	Design	20.30	993	10.27	22	26.996	5.81890	1.7225	YES	07/02 4.0 MSS		
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Design	22.91	18	6.00	1	26.351	27.07353	0.6245	YES	Posted 2.6 MSS		
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Design	17.19	431	9.00	12	12.490	3.65528	2.2415	YES	07/02 4.0 MSS		
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Design	60.33	9			73.087				Posted 2.6 MSS		
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/NC(days)	Design	58.50	4			81.717				07/02 4.0 MSS		
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Design									Posted 2.6 MSS		
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/NC(days)	Design	10.40	5			5.128				07/02 4.0 MSS		
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/NC(days)	PBX	14.85	48	6.00	2	20.086	14.49582	0.6103	YES	Posted 2.6 MSS		
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/NC(days)	PBX	14.85	48	6.00	2	19.985	14.42317	0.6134	YES	07/02 4.0 MSS		
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/NC(days)	PBX	3.43	71	1.44	3	5.154	3.03795	0.6527	YES	Posted 2.6 MSS		
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/NC(days)	PBX	3.17	79	1.44	3	4.958	2.91648	0.5912	YES	07/02 4.0 MSS		
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/NC(days)	PBX	2.36	30			1.275				Posted 2.6 MSS		
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/NC(days)	PBX	2.33	29			1.291				07/02 4.0 MSS		
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/NC(days)	Centrex	9.39	830			15.688				Posted 2.6 MSS		
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/NC(days)	Centrex	9.47	826			15.703				07/02 4.0 MSS		
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/NC(days)	Centrex	1.29	3,855	2.33	6	3.908	1.59683	-0.6500	YES	Posted 2.6 MSS		
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/NC(days)	Centrex	2.56	732	2.33	6	8.670	3.55406	0.0693	YES	07/02 4.0 MSS		
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/NC(days)	Centrex	22.70	18			32.519				Posted 2.6 MSS		
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/NC(days)	Centrex	28.94	17			34.535				07/02 4.0 MSS		
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Centrex	3.06	46			3.971				Posted 2.6 MSS		
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/NC(days)	Centrex	2.90	49			3.893				07/02 4.0 MSS		
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/NC(days)	ISDN	52.23	324			68.566				Posted 2.6 MSS		
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/NC(days)	ISDN	29.21	235			66.038				07/02 4.0 MSS		
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/NC(days)	ISDN	2.16	656	2.50	2	6.472	4.58308	-0.0739	YES	Posted 2.6 MSS		
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/NC(days)	ISDN	1.83	663	2.50	2	3.711	2.62772	-0.2532	YES	07/02 4.0 MSS		
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/NC(days)	ISDN	113.24	45			126.463				Posted 2.6 MSS		
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/NC(days)	ISDN	207.53	19			155.294				07/02 4.0 MSS		
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/NC(days)	ISDN	9.70	10			13.833				Posted 2.6 MSS		
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/NC(days)	ISDN	8.85	11			13.423				07/02 4.0 MSS		

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		Held Orders												
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/NC(days)	Res	15.07	28	0.00	0	22.566			YES	Posted 2.6 MSS
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/NC(days)	Res	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/NC(days)	Res	11.56	16	2.00	1	12.801	13.19484	0.7247	YES	Posted 2.6 MSS
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/NC(days)	Res	19.33	3	0.00	0	21.936			YES	07/02 4.0 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/NC(days)	Bus	12.43	7	0.00	0	8.848			YES	Posted 2.6 MSS
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/NC(days)	Bus	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/NC(days)	Bus	19.00	7	0.00	0	27.899			YES	Posted 2.6 MSS
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/NC(days)	Bus	77.00	1	0.00	0	0.000			YES	07/02 4.0 MSS
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/NC(days)	Design	49.67	3	0.00	0	2.082			YES	Posted 2.6 MSS
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/NC(days)	Design	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/NC(days)	PBX	0.00	0							Posted 2.6 MSS
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/NC(days)	PBX	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/NC(days)	PBX	0.00	0							Posted 2.6 MSS
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/NC(days)	PBX	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/NC(days)	PBX	0.00	0							Posted 2.6 MSS
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/NC(days)	PBX	0.00	0	0.00	0				YES	07/02 4.0 MSS
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/NC(days)	Centrex	6.50	2	0.00	0	0.707			YES	Posted 2.6 MSS
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/NC(days)	Centrex	0.00	0	0.00	0				YES	07/02 4.0 MSS
		% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/NC(%)	Res	0.37%	269,708	0.54%	8,650		0.00087	-2.5379	NO	Posted 2.6 MSS
A.2.4.1	P-2	Residence/NC(%)	Res	0.38%	268,734	0.55%	8,395		0.00089	-2.3847	NO	07/02 4.0 MSS
A.2.4.2	P-2	Business/NC(%)	Bus	1.52%	23,124	1.24%	323		0.00686	0.4138	YES	Posted 2.6 MSS
A.2.4.2	P-2	Business/NC(%)	Bus	1.44%	23,180	1.24%	402		0.00669	0.3276	YES	07/02 4.0 MSS
A.2.4.3	P-2	Design (Specials)/NC(%)	Design	5.88%	953	0.00%	4		0.11784	0.4987	YES	Posted 2.6 MSS
A.2.4.3	P-2	Design (Specials)/NC(%)	Design	9.36%	1,335							07/02 4.0 MSS
A.2.4.4	P-2	PBX/NC(%)	PBX	3.03%	165	0.00%	3		0.09986	0.3034	YES	Posted 2.6 MSS
A.2.4.4	P-2	PBX/NC(%)	PBX	3.33%	150	0.00%	2		0.12777	0.2908	YES	07/02 4.0 MSS
A.2.4.5	P-2	Centrex/NC(%)	Centrex	0.91%	4,725	0.00%	3		0.05484	0.1659	YES	Posted 2.6 MSS
A.2.4.5	P-2	Centrex/NC(%)	Centrex	2.41%	1,659	0.00%	3		0.08864	0.2720	YES	07/02 4.0 MSS
A.2.4.6	P-2	ISDN/NC(%)	ISDN	2.74%	1,276							Posted 2.6 MSS
A.2.4.6	P-2	ISDN/NC(%)	ISDN	3.67%	872							07/02 4.0 MSS
		% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/NC(%)	Diagnostic			2.33%	43				Diagnostic	Posted 2.6 MSS
A.2.5.1	P-2	Residence/NC(%)	Diagnostic			0.94%	213				Diagnostic	07/02 4.0 MSS
A.2.5.2	P-2	Business/NC(%)	Diagnostic			0.00%	77				Diagnostic	Posted 2.6 MSS
A.2.5.2	P-2	Business/NC(%)	Diagnostic			0.00%	106				Diagnostic	07/02 4.0 MSS
A.2.5.3	P-2	Design (Specials)/NC(%)	Diagnostic			22.73%	22				Diagnostic	Posted 2.6 MSS
A.2.5.3	P-2	Design (Specials)/NC(%)	Diagnostic			15.69%	51				Diagnostic	07/02 4.0 MSS
A.2.5.4	P-2	PBX/NC(%)	Diagnostic			0.00%	3				Diagnostic	Posted 2.6 MSS
A.2.5.4	P-2	PBX/NC(%)	Diagnostic			0.00%	9				Diagnostic	07/02 4.0 MSS
		Average Jeopardy Notice Interval - Mechanized										
A.2.7.1	P-2	Residence/NC(hours)	>= 48 hrs			129.29	43				YES	Posted 2.6 MSS
A.2.7.1	P-2	Residence/NC(hours)	>= 48 hrs			131.83	42				YES	07/02 4.0 MSS
A.2.7.2	P-2	Business/NC(hours)	>= 48 hrs			100.90	4				YES	Posted 2.6 MSS
A.2.7.2	P-2	Business/NC(hours)	>= 48 hrs			188.37	5				YES	07/02 4.0 MSS
		Average Jeopardy Notice Interval - Non-Mechanized										
A.2.8.1	P-2	Residence/NC(hours)	Diagnostic			130.00	1				Diagnostic	Posted 2.6 MSS
A.2.8.1	P-2	Residence/NC(hours)	Diagnostic			161.22	2				Diagnostic	07/02 4.0 MSS
A.2.8.3	P-2	Design (Specials)/NC(hours)	Diagnostic			245.20	5				Diagnostic	Posted 2.6 MSS
A.2.8.3	P-2	Design (Specials)/NC(hours)	Diagnostic			308.33	6				Diagnostic	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Mechanized										
A.2.9.1	P-2	Residence/NC(%)	95% >= 48 hrs			100.00%	43				YES	Posted 2.6 MSS
A.2.9.1	P-2	Residence/NC(%)	95% >= 48 hrs			100.00%	42				YES	07/02 4.0 MSS
A.2.9.2	P-2	Business/NC(%)	95% >= 48 hrs			100.00%	4				YES	Posted 2.6 MSS
A.2.9.2	P-2	Business/NC(%)	95% >= 48 hrs			100.00%	5				YES	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/NC(%)	Diagnostic			100.00%	1				Diagnostic	Posted 2.6 MSS
A.2.10.1	P-2	Residence/NC(%)	Diagnostic			100.00%	2				Diagnostic	07/02 4.0 MSS
A.2.10.3	P-2	Design (Specials)/NC(%)	Diagnostic			100.00%	5				Diagnostic	Posted 2.6 MSS
A.2.10.3	P-2	Design (Specials)/NC(%)	Diagnostic			100.00%	8				Diagnostic	07/02 4.0 MSS
		% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/NC(%)	Res	3.77%	12,772	0.15%	683		0.00748	4.8412	YES	Posted 2.6 MSS
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/NC(%)	Res	3.70%	12,616	0.15%	675		0.00747	4.7588	YES	07/02 4.0 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/NC(%)	Res	0.15%	256,844	0.23%	8,000		0.00044	-1.7433	NO	Posted 2.6 MSS
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/NC(%)	Res	0.15%	256,813	0.21%	7,982		0.00044	-1.4877	YES	07/02 4.0 MSS
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/NC(%)	Res	2.33%	43	0.00%	3		0.09000	0.2564	YES	Posted 2.6 MSS
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/NC(%)	Res	4.65%	43	0.00%	3		0.12575	0.3659	YES	07/02 4.0 MSS
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/NC(%)	Bus	1.18%	11,459	0.00%	122		0.00982	1.1996	YES	Posted 2.6 MSS
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/NC(%)	Bus	1.14%	11,399	0.00%	139		0.00908	1.2566	YES	07/02 4.0 MSS
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/NC(%)	Bus	0.01%	11,640	0.00%	275		0.00057	0.1519	YES	Posted 2.6 MSS
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	11,605	0.00%	377		0.00000		YES	07/02 4.0 MSS
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/NC(%)	Bus	1.72%	58	0.00%	1		0.13129	0.1313	YES	Posted 2.6 MSS
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/NC(%)	Bus	1.69%	59	0.00%	1		0.13017	0.1302	YES	07/02 4.0 MSS
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	4	0.00%	1		0.00000		YES	Posted 2.6 MSS
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	14	0.00%	2		0.00000		YES	07/02 4.0 MSS

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A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/NC(%)	Design	5.82%	807	4.17%	24		0.04851	0.3416	YES	Posted 2.6 MSS
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/NC(%)	Design	5.95%	1,008	0.00%	40		0.03815	1.5805	YES	07/02 4.0 MSS
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	Design	11.11%	18	0.00%	2		0.23424	0.4743	YES	Posted 2.6 MSS
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	Design	0.23%	436	0.00%	13		0.01348	0.1764	YES	07/02 4.0 MSS
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/NC(%)	Design	11.11%	9							Posted 2.6 MSS
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/NC(%)	Design	0.00%	4							07/02 4.0 MSS
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)	Design									Posted 2.6 MSS
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/NC(%)	Design	0.00%	5							07/02 4.0 MSS
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/NC(%)	PBX	1.30%	77	0.00%	4		0.05806	0.2237	YES	Posted 2.6 MSS
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/NC(%)	PBX	1.22%	82	0.00%	8		0.04085	0.3000	YES	07/02 4.0 MSS
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/NC(%)	PBX	0.00%	31							Posted 2.6 MSS
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/NC(%)	PBX	0.00%	29	0.00%	1		0.00000		YES	07/02 4.0 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/NC(%)	Centrex	1.38%	869							Posted 2.6 MSS
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/NC(%)	Centrex	1.36%	885							07/02 4.0 MSS
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/NC(%)	Centrex	0.06%	3,770	0.00%	9		0.00941	0.0846	YES	Posted 2.6 MSS
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/NC(%)	Centrex	0.35%	849	0.00%	9		0.01988	0.1777	YES	07/02 4.0 MSS
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/NC(%)	Centrex	21.05%	19							Posted 2.6 MSS
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/NC(%)	Centrex	16.67%	18							07/02 4.0 MSS
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/NC(%)	Centrex	0.00%	51							Posted 2.6 MSS
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/NC(%)	Centrex	0.00%	80							07/02 4.0 MSS
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/NC(%)	ISDN	1.20%	333	0.00%	3		0.06318	0.1901	YES	Posted 2.6 MSS
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/NC(%)	ISDN	0.82%	244	0.00%	3		0.05238	0.1565	YES	07/02 4.0 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN	0.76%	660	0.00%	4		0.04349	0.1742	YES	Posted 2.6 MSS
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN	0.75%	666	0.00%	5		0.03875	0.1938	YES	07/02 4.0 MSS
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/NC(%)	ISDN	0.00%	46							Posted 2.6 MSS
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/NC(%)	ISDN	0.00%	20							07/02 4.0 MSS
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN	0.00%	12							Posted 2.6 MSS
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN	0.00%	13							07/02 4.0 MSS
		% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/NC(%)	Res	7.66%	12,136	6.55%	901		0.00919	1.2305	YES	Posted 2.6 MSS
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/NC(%)	Res	9.52%	11,982	7.09%	868		0.01021	2.3784	YES	07/02 4.0 MSS
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/NC(%)	Res	2.70%	256,588	5.60%	8,283		0.00181	-16.0068	NO	Posted 2.6 MSS
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/NC(%)	Res	2.37%	265,829	5.57%	8,212		0.00171	-16.6878	NO	07/02 4.0 MSS
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/NC(%)	Res	3.33%	30	0.00%	2		0.13109	0.2543	YES	Posted 2.6 MSS
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/NC(%)	Res	3.23%	31	0.00%	2		0.12690	0.2505	YES	07/02 4.0 MSS
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/NC(%)	Res	0.00%	32							Posted 2.6 MSS
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/NC(%)	Res	3.13%	32							07/02 4.0 MSS
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/NC(%)	Bus	2.34%	9,441	2.08%	96		0.01551	0.1660	YES	Posted 2.6 MSS
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/NC(%)	Bus	9.84%	9,402	6.78%	116		0.02759	1.1088	YES	07/02 4.0 MSS
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/NC(%)	Bus	3.61%	11,260	3.10%	323		0.01052	0.4845	YES	Posted 2.6 MSS
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/NC(%)	Bus	5.55%	11,602	3.57%	364		0.01218	1.8208	YES	07/02 4.0 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/NC(%)	Bus	9.30%	43	0.00%	2		0.21011	0.4427	YES	Posted 2.6 MSS
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/NC(%)	Bus	21.43%	42	0.00%	2		0.29697	0.7216	YES	07/02 4.0 MSS
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	1	0.00%	1		0.00000		YES	Posted 2.6 MSS
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/NC(%)	Bus	0.00%	7	0.00%	2		0.00000		YES	07/02 4.0 MSS
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/NC(%)	Design	3.57%	840	0.00%	13		0.05187	0.6886	YES	Posted 2.6 MSS
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/NC(%)	Design	5.96%	970	14.29%	7		0.06994	-0.9235	YES	07/02 4.0 MSS
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	Design	0.00%	11	0.00%	4		0.00000		YES	Posted 2.6 MSS
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/NC(%)	Design	3.21%	249	16.67%	6		0.07285	-1.6467	NO	07/02 4.0 MSS
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/NC(%)	Design	0.00%	7							Posted 2.6 MSS
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/NC(%)	Design	0.00%	5							07/02 4.0 MSS
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/NC(%)	PBX	7.69%	26	0.00%	1		0.27155	0.2833	YES	Posted 2.6 MSS
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/NC(%)	PBX	15.38%	26	0.00%	1		0.36787	0.4184	YES	07/02 4.0 MSS
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/NC(%)	PBX	5.71%	70	0.00%	5		0.10745	0.5318	YES	Posted 2.6 MSS
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/NC(%)	PBX	5.48%	73	0.00%	6		0.09885	0.5889	YES	07/02 4.0 MSS
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/NC(%)	PBX	12.50%	16	0.00%	1		0.34090	0.3667	YES	Posted 2.6 MSS
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/NC(%)	PBX	11.76%	17	100.00%	1		0.33153	-2.9815	NO	07/02 4.0 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/NC(%)	Centrex	0.74%	946							Posted 2.6 MSS
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/NC(%)	Centrex	5.85%	940							07/02 4.0 MSS
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/NC(%)	Centrex	0.70%	1,862	0.00%	10		0.02640	0.2644	YES	Posted 2.6 MSS
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/NC(%)	Centrex	3.78%	1,905	0.00%	9		0.08572	0.5832	YES	07/02 4.0 MSS
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/NC(%)	Centrex	3.57%	28							Posted 2.6 MSS
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/NC(%)	Centrex	18.52%	27							07/02 4.0 MSS
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/NC(%)	Centrex	0.00%	175							Posted 2.6 MSS
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/NC(%)	Centrex	7.84%	204	0.00%	1		0.26051	0.2810	YES	07/02 4.0 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/NC(%)	ISDN	2.29%	349							Posted 2.6 MSS
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/NC(%)	ISDN	6.98%	230							07/02 4.0 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN	0.78%	262	0.00%	2		0.06178	0.1236	YES	Posted 2.6 MSS
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN	0.79%	253	0.00%	1		0.06873	0.0891	YES	07/02 4.0 MSS
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/NC(%)	ISDN	0.00%	3							Posted 2.6 MSS
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/NC(%)	ISDN	0.00%	2							07/02 4.0 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN	0.00%	27							Posted 2.6 MSS
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/NC(%)	ISDN	0.00%	28							07/02 4.0 MSS

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A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC(hours)	Res	1.82	12,766	0.11	657	11.362	0.45455	3.7609	YES	Posted 2.6 MSS
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC(hours)	Res	1.79	12,551	0.11	641	11.218	0.45427	3.6857	YES	07/02 4.0 MSS
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC(hours)	Res	0.73	256,844	0.78	7,979	19.426	0.22083	-0.2209	YES	Posted 2.6 MSS
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC(hours)	Res	0.73	256,508	0.78	7,776	19.412	0.22345	-0.2426	YES	07/02 4.0 MSS
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/NC(hours)	Res	3.22	43	0.02	3	15.003	8.95918	0.3572	YES	Posted 2.6 MSS
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/NC(hours)	Res	3.22	43	0.02	3	15.174	9.06097	0.3533	YES	07/02 4.0 MSS
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/NC(hours)	Bus	1.12	11,433	0.79	69	9.253	1.11726	0.2970	YES	Posted 2.6 MSS
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/NC(hours)	Bus	1.09	11,297	0.83	79	9.036	1.02022	0.4508	YES	07/02 4.0 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC(hours)	Bus	2.00	11,610	0.67	240	15.986	1.04248	1.2791	YES	Posted 2.6 MSS
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC(hours)	Bus	2.07	11,764	0.55	324	13.500	0.76027	1.9947	YES	07/02 4.0 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/NC(hours)	Bus	2.23	58	0.02	1	15.999	16.13626	0.1366	YES	Posted 2.6 MSS
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/NC(hours)	Bus	2.26	57	0.02	1	10.817	10.91184	0.2057	YES	07/02 4.0 MSS
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC(hours)	Bus	0.80	4			0.089				Posted 2.6 MSS
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC(hours)	Bus	0.82	3			0.096				07/02 4.0 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC(hours)	Design	257.32	775			581.357				Posted 2.6 MSS
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC(hours)	Design	266.02	939			583.729				07/02 4.0 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC(hours)	Design	125.17	18			205.802				Posted 2.6 MSS
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC(hours)	Design	4.99	436			32.803				07/02 4.0 MSS
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/NC(hours)	Design	239.58	9			639.877				Posted 2.6 MSS
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/NC(hours)	Design	82.02	2			87.516				07/02 4.0 MSS
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/NC(hours)	Design									Posted 2.6 MSS
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/NC(hours)	Design	0.50	5			0.233				07/02 4.0 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC(hours)	PBX	219.83	53			537.057				Posted 2.6 MSS
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC(hours)	PBX	215.77	54			553.873				07/02 4.0 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC(hours)	PBX	28.56	74	0.02	2	114.414	81.98922	0.3481	YES	Posted 2.6 MSS
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC(hours)	PBX	25.52	80	0.43	1	107.827	108.29722	0.2316	YES	07/02 4.0 MSS
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC(hours)	PBX	0.78	31			0.330				Posted 2.6 MSS
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC(hours)	PBX	0.79	29			0.339				07/02 4.0 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/NC(hours)	Centrex	29.13	867			63.964				Posted 2.6 MSS
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/NC(hours)	Centrex	29.78	862			67.088				07/02 4.0 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC(hours)	Centrex	1.43	3,769	0.33	2	20.394	14.42458	0.0764	YES	Posted 2.6 MSS
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC(hours)	Centrex	5.07	845	0.47	3	48.014	28.61329	0.1729	YES	07/02 4.0 MSS
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/NC(hours)	Centrex	0.09	16			0.205				Posted 2.6 MSS
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/NC(hours)	Centrex	0.08	17			0.201				07/02 4.0 MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/NC(hours)	Centrex	0.64	46			47.892				Posted 2.6 MSS
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/NC(hours)	Centrex	0.64	60			0.269				07/02 4.0 MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/NC(hours)	ISDN	1062.03	325			1644.088				Posted 2.6 MSS
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/NC(hours)	ISDN	552.33	228			1812.353				07/02 4.0 MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC(hours)	ISDN	10.33	652			141.943				Posted 2.6 MSS
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC(hours)	ISDN	2.45	658			18.829				07/02 4.0 MSS
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/NC(hours)	ISDN	826.17	46			1279.935				Posted 2.6 MSS
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/NC(hours)	ISDN	5123.77	20			4455.334				07/02 4.0 MSS
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/NC(hours)	ISDN	0.64	12			0.245				Posted 2.6 MSS
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/NC(hours)	ISDN	0.61	13			0.261				07/02 4.0 MSS
		Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC(hours)	Diagnostic			16.77	26				Diagnostic	Posted 2.6 MSS
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC(hours)	Diagnostic			14.06	31				Diagnostic	07/02 4.0 MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			14.61	21				Diagnostic	Posted 2.6 MSS
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			4.05	185				Diagnostic	07/02 4.0 MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/NC(hours)	Diagnostic			30.90	53				Diagnostic	Posted 2.6 MSS
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/NC(hours)	Diagnostic			34.85	61				Diagnostic	07/02 4.0 MSS
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			14.99	34				Diagnostic	Posted 2.6 MSS
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			10.99	52				Diagnostic	07/02 4.0 MSS
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic			63.60	1				Diagnostic	Posted 2.6 MSS
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic			0.38	2				Diagnostic	07/02 4.0 MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC(hours)	Diagnostic			82.84	7				Diagnostic	Posted 2.6 MSS
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC(hours)	Diagnostic			115.36	37				Diagnostic	07/02 4.0 MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			231.64	2				Diagnostic	Posted 2.6 MSS
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			141.40	13				Diagnostic	07/02 4.0 MSS
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC(hours)	Diagnostic			32.24	2				Diagnostic	Posted 2.6 MSS
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC(hours)	Diagnostic			32.23	2				Diagnostic	07/02 4.0 MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			15.00	2				Diagnostic	Posted 2.6 MSS
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			10.19	7				Diagnostic	07/02 4.0 MSS
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic								Diagnostic	Posted 2.6 MSS
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic			0.40	1				Diagnostic	07/02 4.0 MSS
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			12.38	7				Diagnostic	Posted 2.6 MSS
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			14.32	6				Diagnostic	07/02 4.0 MSS
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			25.35	4				Diagnostic	Posted 2.6 MSS
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			20.38	5				Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			5.03	482				Diagnostic	Posted 2.6 MSS
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.90	475				Diagnostic	07/02 4.0 MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.62	5,137				Diagnostic	Posted 2.6 MSS
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.66	5,096				Diagnostic	07/02 4.0 MSS

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A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.75	25		Diagnostic	Posted 2.6 MSS
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.39	28		Diagnostic	07/02 4.0 MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.62	93		Diagnostic	Posted 2.6 MSS
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.63	92		Diagnostic	07/02 4.0 MSS
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic			12.00	1		Diagnostic	Posted 2.6 MSS
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic			11.92	1		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Partially Mechanized								
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.32	65		Diagnostic	Posted 2.6 MSS
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			3.65	63		Diagnostic	07/02 4.0 MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.31	1,319		Diagnostic	Posted 2.6 MSS
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.19	1,295		Diagnostic	07/02 4.0 MSS
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic			4.00	1		Diagnostic	Posted 2.6 MSS
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic			3.94	1		Diagnostic	07/02 4.0 MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.60	10		Diagnostic	Posted 2.6 MSS
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.65	10		Diagnostic	07/02 4.0 MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.72	52		Diagnostic	Posted 2.6 MSS
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.11	104		Diagnostic	07/02 4.0 MSS
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic						Diagnostic	Posted 2.6 MSS
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time - Non-Mechanized								
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			5.86	22		Diagnostic	Posted 2.6 MSS
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.42	20		Diagnostic	07/02 4.0 MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.88	16		Diagnostic	Posted 2.6 MSS
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.74	15		Diagnostic	07/02 4.0 MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			9.32	19		Diagnostic	Posted 2.6 MSS
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			8.06	17		Diagnostic	07/02 4.0 MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			3.33	24		Diagnostic	Posted 2.6 MSS
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.60	24		Diagnostic	07/02 4.0 MSS
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic			13.36	14		Diagnostic	Posted 2.6 MSS
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic			8.33	13		Diagnostic	07/02 4.0 MSS
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic						Diagnostic	Posted 2.6 MSS
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			7.57	9		Diagnostic	07/02 4.0 MSS
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic			8.00	2		Diagnostic	Posted 2.6 MSS
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic			5.09	1		Diagnostic	07/02 4.0 MSS
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.00	1		Diagnostic	Posted 2.6 MSS
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1		Diagnostic	07/02 4.0 MSS
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			5.75	4		Diagnostic	Posted 2.6 MSS
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			4.92	4		Diagnostic	07/02 4.0 MSS
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			3.50	2		Diagnostic	Posted 2.6 MSS
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.86	2		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Mechanized								
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			5.04	476		Diagnostic	Posted 2.6 MSS
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.91	488		Diagnostic	07/02 4.0 MSS
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.82	2,817		Diagnostic	Posted 2.6 MSS
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.88	2,775		Diagnostic	07/02 4.0 MSS
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.75	25		Diagnostic	Posted 2.6 MSS
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.39	26		Diagnostic	07/02 4.0 MSS
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.62	89		Diagnostic	Posted 2.6 MSS
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.63	88		Diagnostic	07/02 4.0 MSS
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic			12.00	1		Diagnostic	Posted 2.6 MSS
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC(days)	Diagnostic			11.92	1		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Partially Mechanized								
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.30	63		Diagnostic	Posted 2.6 MSS
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			3.68	61		Diagnostic	07/02 4.0 MSS
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.31	1,136		Diagnostic	Posted 2.6 MSS
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.19	1,116		Diagnostic	07/02 4.0 MSS
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic			4.00	1		Diagnostic	Posted 2.6 MSS
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC(days)	Diagnostic			3.94	1		Diagnostic	07/02 4.0 MSS
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.60	10		Diagnostic	Posted 2.6 MSS
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			2.65	10		Diagnostic	07/02 4.0 MSS
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.81	41		Diagnostic	Posted 2.6 MSS
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.04	87		Diagnostic	07/02 4.0 MSS
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic						Diagnostic	Posted 2.6 MSS
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1		Diagnostic	07/02 4.0 MSS
		Total Service Order Cycle Time (offered) - Non-Mechanized								
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			5.86	22		Diagnostic	Posted 2.6 MSS
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC(days)	Diagnostic			4.42	20		Diagnostic	07/02 4.0 MSS
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.93	15		Diagnostic	Posted 2.6 MSS
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.79	14		Diagnostic	07/02 4.0 MSS
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			9.38	16		Diagnostic	Posted 2.6 MSS
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/NC(days)	Diagnostic			8.40	14		Diagnostic	07/02 4.0 MSS
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.11	18		Diagnostic	Posted 2.6 MSS
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.66	18		Diagnostic	07/02 4.0 MSS
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic			13.36	14		Diagnostic	Posted 2.6 MSS
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC(days)	Diagnostic			8.33	13		Diagnostic	07/02 4.0 MSS

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A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic										Diagnostic	Posted 2.6 MSS
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			7.57	9						Diagnostic	07/02 4.0 MSS
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic			8.00	2						Diagnostic	Posted 2.6 MSS
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC(days)	Diagnostic			5.09	1						Diagnostic	07/02 4.0 MSS
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.00	1						Diagnostic	Posted 2.6 MSS
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1						Diagnostic	07/02 4.0 MSS
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			5.75	4						Diagnostic	Posted 2.6 MSS
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			4.92	4						Diagnostic	07/02 4.0 MSS
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			3.50	2						Diagnostic	Posted 2.6 MSS
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.86	2						Diagnostic	07/02 4.0 MSS
		% Completions w/o Notice or < 24 hours												
A.2.24.1.1	P-6	Residence/Dispatch/NC(%)	Diagnostic			0.49%	615						Diagnostic	Posted 2.6 MSS
A.2.24.1.1	P-6	Residence/Dispatch/NC(%)	Diagnostic			3.56%	813						Diagnostic	07/02 4.0 MSS
A.2.24.1.2	P-6	Residence/Non-Dispatch/NC(%)	Diagnostic			2.52%	6,715						Diagnostic	Posted 2.6 MSS
A.2.24.1.2	P-6	Residence/Non-Dispatch/NC(%)	Diagnostic			6.10%	8,718						Diagnostic	07/02 4.0 MSS
A.2.24.2.1	P-6	Business/Dispatch/NC(%)	Diagnostic			6.45%	62						Diagnostic	Posted 2.6 MSS
A.2.24.2.1	P-6	Business/Dispatch/NC(%)	Diagnostic			11.27%	71						Diagnostic	07/02 4.0 MSS
A.2.24.2.2	P-6	Business/Non-Dispatch/NC(%)	Diagnostic			2.74%	219						Diagnostic	Posted 2.6 MSS
A.2.24.2.2	P-6	Business/Non-Dispatch/NC(%)	Diagnostic			5.57%	323						Diagnostic	07/02 4.0 MSS
A.2.24.3.1	P-6	Design (Specials)/Dispatch/NC(%)	Diagnostic			0.00%	18						Diagnostic	Posted 2.6 MSS
A.2.24.3.1	P-6	Design (Specials)/Dispatch/NC(%)	Diagnostic			0.00%	20						Diagnostic	07/02 4.0 MSS
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/NC(%)	Diagnostic			0.00%	1						Diagnostic	Posted 2.6 MSS
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/NC(%)	Diagnostic			25.00%	12						Diagnostic	07/02 4.0 MSS
A.2.24.4.2	P-6	PBX/Non-Dispatch/NC(%)	Diagnostic			0.00%	3						Diagnostic	Posted 2.6 MSS
A.2.24.4.2	P-6	PBX/Non-Dispatch/NC(%)	Diagnostic			0.00%	1						Diagnostic	07/02 4.0 MSS
		Missed Repair Appointments												
A.3.1.1.1	M&R-1	Residence/Dispatch/NC(%)	Res	3.93%	27,916	0.45%	666		0.00762	4.5696	YES			Posted 2.6 MSS
A.3.1.1.1	M&R-1	Residence/Dispatch/NC(%)	Res	3.97%	28,176	0.74%	673		0.00761	4.2356	YES			07/02 4.0 MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/NC(%)	Res	0.62%	14,117	0.00%	171		0.00602	1.0236	YES			Posted 2.6 MSS
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/NC(%)	Res	0.61%	14,131	0.00%	168		0.00604	1.0083	YES			07/02 4.0 MSS
A.3.1.2.1	M&R-1	Business/Dispatch/NC(%)	Bus	4.04%	4,383	2.03%	148		0.01645	1.2225	YES			Posted 2.6 MSS
A.3.1.2.1	M&R-1	Business/Dispatch/NC(%)	Bus	4.14%	4,419	1.25%	160		0.01603	1.8032	YES			07/02 4.0 MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/NC(%)	Bus	0.97%	2,567	0.00%	48		0.01431	0.6807	YES			Posted 2.6 MSS
A.3.1.2.2	M&R-1	Business/Non-Dispatch/NC(%)	Bus	0.97%	2,581	0.00%	55		0.01335	0.7258	YES			07/02 4.0 MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/NC(%)	Design	1.96%	405	0.00%	12		0.04076	0.4846	YES			Posted 2.6 MSS
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/NC(%)	Design	0.00%	552	0.00%	14		0.00000		YES			07/02 4.0 MSS
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/NC(%)	Design	0.45%	896	0.00%	7		0.02530	0.1765	YES			Posted 2.6 MSS
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/NC(%)	Design	0.49%	1,015	0.00%	12		0.02033	0.2423	YES			07/02 4.0 MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/NC(%)	PBX	5.10%	98	0.00%	7		0.08609	0.5927	YES			Posted 2.6 MSS
A.3.1.4.1	M&R-1	PBX/Dispatch/NC(%)	PBX	6.94%	144	0.00%	7		0.09839	0.7058	YES			07/02 4.0 MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/NC(%)	PBX	10.75%	93	0.00%	0				YES			Posted 2.6 MSS
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/NC(%)	PBX	6.21%	161	0.00%	0				YES			07/02 4.0 MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/NC(%)	Centrex	8.21%	840	0.00%	10		0.08735	0.9404	YES			Posted 2.6 MSS
A.3.1.5.1	M&R-1	Centrex/Dispatch/NC(%)	Centrex	8.14%	860	0.00%	10		0.08697	0.9359	YES			07/02 4.0 MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/NC(%)	Centrex	2.91%	653	0.00%	0				YES			Posted 2.6 MSS
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/NC(%)	Centrex	2.70%	705	0.00%	0				YES			07/02 4.0 MSS
A.3.1.6.1	M&R-1	ISDN/Dispatch/NC(%)	ISDN	0.00%	83	0.00%	3		0.00000		YES			Posted 2.6 MSS
A.3.1.6.1	M&R-1	ISDN/Dispatch/NC(%)	ISDN	0.00%	91	0.00%	3		0.00000		YES			07/02 4.0 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/NC(%)	ISDN	0.57%	174	0.00%	3		0.04402	0.1306	YES			Posted 2.6 MSS
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/NC(%)	ISDN	0.00%	178	0.00%	3		0.00000		YES			07/02 4.0 MSS
		Customer Trouble Report Rate												
A.3.2.1.1	M&R-2	Residence/Dispatch/NC(%)	Res	1.70%	1,644,965	1.93%	34,460		0.00071	-3.3229	NO			Posted 2.6 MSS
A.3.2.1.1	M&R-2	Residence/Dispatch/NC(%)	Res	1.73%	1,624,699	1.61%	41,875		0.00065	1.9495	YES			07/02 4.0 MSS
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/NC(%)	Res	0.86%	1,644,965	0.50%	34,460		0.00050	7.1785	YES			Posted 2.6 MSS
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/NC(%)	Res	0.87%	1,624,699	0.40%	41,875		0.00048	10.1513	YES			07/02 4.0 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/NC(%)	Bus	1.01%	434,911	0.98%	15,107		0.00083	0.3384	YES			Posted 2.6 MSS
A.3.2.2.1	M&R-2	Business/Dispatch/NC(%)	Bus	1.02%	432,157	0.95%	16,879		0.00079	0.8405	YES			07/02 4.0 MSS
A.3.2.2.2	M&R-2	Business/Non-Dispatch/NC(%)	Bus	0.59%	434,911	0.32%	15,107		0.00064	4.2858	YES			Posted 2.6 MSS
A.3.2.2.2	M&R-2	Business/Non-Dispatch/NC(%)	Bus	0.60%	432,157	0.33%	16,879		0.00061	4.4758	YES			07/02 4.0 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/NC(%)	Design	0.41%	98,271	0.91%	1,318		0.00176	-2.7995	NO			Posted 2.6 MSS
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/NC(%)	Design	0.70%	78,658	0.98%	1,417		0.00225	-1.2748	YES			07/02 4.0 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/NC(%)	Design	0.91%	98,271	0.53%	1,318		0.00265	1.4377	YES			Posted 2.6 MSS
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/NC(%)	Design	1.29%	78,658	0.85%	1,417		0.00304	1.4587	YES			07/02 4.0 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/NC(%)	PBX	0.13%	75,404	0.53%	1,310		0.00100	-4.0251	NO			Posted 2.6 MSS
A.3.2.4.1	M&R-2	PBX/Dispatch/NC(%)	PBX	0.18%	80,582	1.08%	850		0.00189	-5.3955	NO			07/02 4.0 MSS
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/NC(%)	PBX	0.12%	75,404	0.00%	1,310		0.00098	1.2602	YES			Posted 2.6 MSS
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/NC(%)	PBX	0.20%	80,582	0.00%	850		0.00178	1.1350	YES			07/02 4.0 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/NC(%)	Centrex	0.43%	195,139	1.04%	963		0.00212	-2.8685	NO			Posted 2.6 MSS
A.3.2.5.1	M&R-2	Centrex/Dispatch/NC(%)	Centrex	0.44%	194,953	0.98%	1,023		0.00208	-2.5763	NO			07/02 4.0 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/NC(%)	Centrex	0.33%	195,139	0.00%	963		0.00187	1.7907	YES			Posted 2.6 MSS
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/NC(%)	Centrex	0.36%	194,953	0.00%	1,023		0.00189	1.9184	YES			07/02 4.0 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/NC(%)	ISDN	0.05%	165,314	0.37%	819		0.00078	-4.0272	NO			Posted 2.6 MSS
A.3.2.6.1	M&R-2	ISDN/Dispatch/NC(%)	ISDN	0.05%	167,821	0.51%	584		0.00097	-4.7601	NO			07/02 4.0 MSS
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/NC(%)	ISDN	0.11%	165,314	0.37%	819		0.00114	-2.2970	NO			Posted 2.6 MSS
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/NC(%)	ISDN	0.11%	167,821	0.51%	584		0.00135	-3.0195	NO			07/02 4.0 MSS

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	Maintenance Average Duration											
A.3.3.1.1	M&R-3	Residence/Dispatch/NC(hours)	Res	15.67	27,916	9.97	666	18.530	0.72655	7.8443	YES	Posted 2.6 MSS
A.3.3.1.1	M&R-3	Residence/Dispatch/NC(hours)	Res	15.66	28,176	10.06	673	18.524	0.72251	7.7500	YES	07/02 4.0 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/NC(hours)	Res	5.12	14,117	3.00	171	10.199	0.78467	2.7036	YES	Posted 2.6 MSS
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/NC(hours)	Res	5.05	14,131	3.01	168	10.151	0.78782	2.5952	YES	07/02 4.0 MSS
A.3.3.2.1	M&R-3	Business/Dispatch/NC(hours)	Bus	11.25	4,383	10.77	146	14.844	1.22364	0.3973	YES	Posted 2.6 MSS
A.3.3.2.1	M&R-3	Business/Dispatch/NC(hours)	Bus	11.37	4,419	10.71	150	14.772	1.18879	0.5581	YES	07/02 4.0 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/NC(hours)	Bus	3.06	2,567	4.17	48	7.156	1.04245	-1.0872	YES	Posted 2.6 MSS
A.3.3.2.2	M&R-3	Business/Non-Dispatch/NC(hours)	Bus	3.05	2,591	3.97	55	7.142	0.97322	-0.9475	YES	07/02 4.0 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/NC(hours)	Design	20.66	405	3.34	12	232.334	88.05550	0.2545	YES	Posted 2.6 MSS
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/NC(hours)	Design	4.25	552	3.21	14	2.929	0.79285	1.3114	YES	07/02 4.0 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/NC(hours)	Design	2.14	896	2.34	7	3.987	1.51273	-0.1307	YES	Posted 2.6 MSS
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/NC(hours)	Design	2.24	1,015	2.16	12	3.816	1.10798	0.0718	YES	07/02 4.0 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/NC(hours)	PBX	16.61	98	11.12	7	16.122	6.30744	0.8697	YES	Posted 2.6 MSS
A.3.3.4.1	M&R-3	PBX/Dispatch/NC(hours)	PBX	13.28	144	11.12	7	14.532	5.62455	0.3837	YES	07/02 4.0 MSS
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/NC(hours)	PBX	6.41	93	0.00	0	10.508			YES	Posted 2.6 MSS
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/NC(hours)	PBX	4.63	161	0.00	0	8.687			YES	07/02 4.0 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/NC(hours)	Centrex	12.49	840	3.97	10	19.315	6.14426	1.3868	YES	Posted 2.6 MSS
A.3.3.5.1	M&R-3	Centrex/Dispatch/NC(hours)	Centrex	12.36	860	3.97	10	19.143	6.06876	1.3784	YES	07/02 4.0 MSS
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/NC(hours)	Centrex	2.94	653	0.00	0	5.895			YES	Posted 2.6 MSS
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/NC(hours)	Centrex	3.03	705	0.00	0	5.864			YES	07/02 4.0 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/NC(hours)	ISDN	3.62	83	3.22	3	2.900	1.70420	0.2351	YES	Posted 2.6 MSS
A.3.3.6.1	M&R-3	ISDN/Dispatch/NC(hours)	ISDN	3.76	91	3.22	3	2.870	1.66387	0.3192	YES	07/02 4.0 MSS
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/NC(hours)	ISDN	1.96	174	2.00	3	3.530	2.05537	-0.0204	YES	Posted 2.6 MSS
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/NC(hours)	ISDN	1.77	178	2.00	3	2.730	1.58962	-0.1450	YES	07/02 4.0 MSS
	% Repeat Troubles within 30 Days											
A.3.4.1.1	M&R-4	Residence/Dispatch/NC(%)	Res	14.75%	27,916	6.91%	666		0.01390	5.6419	YES	Posted 2.6 MSS
A.3.4.1.1	M&R-4	Residence/Dispatch/NC(%)	Res	14.71%	28,176	7.58%	673		0.01384	5.1957	YES	07/02 4.0 MSS
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/NC(%)	Res	13.18%	14,117	14.04%	171		0.02603	-0.3275	YES	Posted 2.6 MSS
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/NC(%)	Res	13.19%	14,131	14.26%	168		0.02628	-0.4189	YES	07/02 4.0 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/NC(%)	Bus	11.16%	4,383	6.76%	148		0.02634	1.6794	YES	Posted 2.6 MSS
A.3.4.2.1	M&R-4	Business/Dispatch/NC(%)	Bus	11.25%	4,419	6.25%	160		0.02543	1.9663	YES	07/02 4.0 MSS
A.3.4.2.2	M&R-4	Business/Non-Dispatch/NC(%)	Bus	10.91%	2,567	2.08%	48		0.04541	1.9431	YES	Posted 2.6 MSS
A.3.4.2.2	M&R-4	Business/Non-Dispatch/NC(%)	Bus	10.77%	2,591	3.64%	55		0.04225	1.6899	YES	07/02 4.0 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/NC(%)	Design	21.23%	405	16.67%	12		0.11980	0.3813	YES	Posted 2.6 MSS
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/NC(%)	Design	16.49%	552	21.43%	14		0.10042	-0.4923	YES	07/02 4.0 MSS
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/NC(%)	Design	24.89%	896	0.00%	7		0.16406	1.5171	YES	Posted 2.6 MSS
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/NC(%)	Design	15.67%	1,015	0.00%	12		0.10954	1.4842	YES	07/02 4.0 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/NC(%)	PBX	10.20%	98	28.57%	7		0.11843	-1.5510	YES	Posted 2.6 MSS
A.3.4.4.1	M&R-4	PBX/Dispatch/NC(%)	PBX	9.03%	144	28.57%	7		0.11082	-1.7620	NO	07/02 4.0 MSS
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/NC(%)	PBX	3.23%	93	0.00%	0				YES	Posted 2.6 MSS
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/NC(%)	PBX	8.70%	161	0.00%	0				YES	07/02 4.0 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/NC(%)	Centrex	12.50%	840	0.00%	10		0.10520	1.1882	YES	Posted 2.6 MSS
A.3.4.5.1	M&R-4	Centrex/Dispatch/NC(%)	Centrex	12.67%	860	0.00%	10		0.10581	1.1978	YES	07/02 4.0 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/NC(%)	Centrex	11.49%	653	0.00%	0				YES	Posted 2.6 MSS
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/NC(%)	Centrex	11.91%	705	0.00%	0				YES	07/02 4.0 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/NC(%)	ISDN	6.02%	83	33.33%	3		0.13963	-1.9530	NO	Posted 2.6 MSS
A.3.4.6.1	M&R-4	ISDN/Dispatch/NC(%)	ISDN	8.79%	91	33.33%	3		0.18818	-1.4770	YES	07/02 4.0 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/NC(%)	ISDN	8.62%	174	33.33%	3		0.16344	-1.5121	YES	Posted 2.6 MSS
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/NC(%)	ISDN	11.24%	178	33.33%	3		0.18388	-1.2018	YES	07/02 4.0 MSS
	Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/NC(%)	Res	5.53%	18,820	2.17%	506		0.01030	3.2603	YES	Posted 2.6 MSS
A.3.5.1.1	M&R-5	Residence/Dispatch/NC(%)	Res	5.30%	18,988	2.53%	513		0.01003	2.7624	YES	07/02 4.0 MSS
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/NC(%)	Res	2.13%	4,232	0.00%	81		0.01618	1.3141	YES	Posted 2.6 MSS
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/NC(%)	Res	2.04%	4,219	0.00%	80		0.01595	1.2782	YES	07/02 4.0 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/NC(%)	Bus	4.51%	2,551	1.87%	107		0.02047	1.2889	YES	Posted 2.6 MSS
A.3.5.2.1	M&R-5	Business/Dispatch/NC(%)	Bus	4.50%	2,578	1.77%	113		0.01992	1.3701	YES	07/02 4.0 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/NC(%)	Bus	1.66%	961	0.00%	34		0.02233	0.7456	YES	Posted 2.6 MSS
A.3.5.2.2	M&R-5	Business/Non-Dispatch/NC(%)	Bus	1.66%	982	0.00%	39		0.02069	0.7882	YES	07/02 4.0 MSS
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/NC(%)	Design	1.98%	405	0.00%	12		0.04076	0.4846	YES	Posted 2.6 MSS
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/NC(%)	Design	0.00%	552	0.00%	14		0.00000		YES	07/02 4.0 MSS
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/NC(%)	Design	0.45%	896	0.00%	7		0.02530	0.1765	YES	Posted 2.6 MSS
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/NC(%)	Design	0.49%	1,015	0.00%	12		0.02033	0.2423	YES	07/02 4.0 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/NC(%)	PBX	8.62%	58	0.00%	3		0.18618	0.5187	YES	Posted 2.6 MSS
A.3.5.4.1	M&R-5	PBX/Dispatch/NC(%)	PBX	9.52%	105	0.00%	3		0.17188	0.5541	YES	07/02 4.0 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/NC(%)	PBX	15.15%	66	0.00%	0				YES	Posted 2.6 MSS
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/NC(%)	PBX	7.46%	134	0.00%	0				YES	07/02 4.0 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/NC(%)	Centrex	8.72%	470	0.00%	3		0.16343	0.5338	YES	Posted 2.6 MSS
A.3.5.5.1	M&R-5	Centrex/Dispatch/NC(%)	Centrex	8.40%	488	0.00%	3		0.18066	0.5230	YES	07/02 4.0 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/NC(%)	Centrex	1.83%	273	0.00%	0				YES	Posted 2.6 MSS
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/NC(%)	Centrex	1.55%	323	0.00%	0				YES	07/02 4.0 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/NC(%)	ISDN	0.00%	83	0.00%	3		0.00000		YES	Posted 2.6 MSS
A.3.5.6.1	M&R-5	ISDN/Dispatch/NC(%)	ISDN	0.00%	90	0.00%	3		0.00000		YES	07/02 4.0 MSS
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/NC(%)	ISDN	0.58%	172	0.00%	3		0.04428	0.1313	YES	Posted 2.6 MSS

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A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/NC(%)	ISDN	0.00%	176	0.00%	3	0.00000		YES	07/02 4.0 MSS
		Mean Time to Deliver Invoices - CRIS									
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,890			YES	Posted 2.6 MSS
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,845			YES	07/02 4.0 MSS
		% Rejected Service Requests - Mechanized									
B.1.1.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			19.85%	3,759			Diagnostic	Posted 2.6 MSS
B.1.1.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			19.81%	3,765			Diagnostic	07/02 4.0 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			48.11%	185			Diagnostic	Posted 2.6 MSS
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			42.66%	218			Diagnostic	07/02 4.0 MSS
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			42.86%	35			Diagnostic	Posted 2.6 MSS
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			41.67%	36			Diagnostic	07/02 4.0 MSS
B.1.1.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			25.41%	429			Diagnostic	Posted 2.6 MSS
B.1.1.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			25.35%	430			Diagnostic	07/02 4.0 MSS
B.1.1.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			22.86%	35			Diagnostic	Posted 2.6 MSS
B.1.1.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			23.53%	51			Diagnostic	07/02 4.0 MSS
B.1.1.15	O-7	Other Non-Design/NC(%)	Diagnostic			21.19%	151			Diagnostic	Posted 2.6 MSS
B.1.1.15	O-7	Other Non-Design/NC(%)	Diagnostic			21.05%	152			Diagnostic	07/02 4.0 MSS
B.1.1.16	O-7	INP Standalone/NC(%)	Diagnostic							Diagnostic	Posted 2.6 MSS
B.1.1.16	O-7	INP Standalone/NC(%)	Diagnostic			0.00%	1			Diagnostic	07/02 4.0 MSS
B.1.1.17	O-13	LNP Standalone/NC(%)	Diagnostic			11.11%	126			Diagnostic	Posted 2.6 MSS
B.1.1.17	O-13	LNP Standalone/NC(%)	Diagnostic			12.69%	134			Diagnostic	07/02 4.0 MSS
		% Rejected Service Requests - Partially Mechanized									
B.1.2.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			28.96%	2,165			Diagnostic	Posted 2.6 MSS
B.1.2.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			25.43%	2,147			Diagnostic	07/02 4.0 MSS
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			0.00%	9			Diagnostic	Posted 2.6 MSS
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			0.00%	25			Diagnostic	07/02 4.0 MSS
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			6.32%	95			Diagnostic	Posted 2.6 MSS
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			5.26%	95			Diagnostic	07/02 4.0 MSS
B.1.2.7	O-7	Line Sharing/NC(%)	Diagnostic			55.10%	49			Diagnostic	Posted 2.6 MSS
B.1.2.7	O-7	Line Sharing/NC(%)	Diagnostic			53.06%	49			Diagnostic	07/02 4.0 MSS
B.1.2.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			26.88%	279			Diagnostic	Posted 2.6 MSS
B.1.2.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			26.18%	275			Diagnostic	07/02 4.0 MSS
B.1.2.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			27.08%	277			Diagnostic	Posted 2.6 MSS
B.1.2.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			24.50%	298			Diagnostic	07/02 4.0 MSS
B.1.2.14	O-7	Other Design/NC(%)	Diagnostic			19.70%	132			Diagnostic	Posted 2.6 MSS
B.1.2.14	O-7	Other Design/NC(%)	Diagnostic			19.85%	131			Diagnostic	07/02 4.0 MSS
B.1.2.16	O-7	INP Standalone/NC(%)	Diagnostic			75.00%	4			Diagnostic	Posted 2.6 MSS
B.1.2.16	O-7	INP Standalone/NC(%)	Diagnostic			100.00%	3			Diagnostic	07/02 4.0 MSS
B.1.2.17	O-13	LNP Standalone/NC(%)	Diagnostic			50.00%	138			Diagnostic	Posted 2.6 MSS
B.1.2.17	O-13	LNP Standalone/NC(%)	Diagnostic			36.26%	171			Diagnostic	07/02 4.0 MSS
		% Rejected Service Requests - Non-Mechanized									
B.1.3.2	O-7	Local Interoffice Transport/NC(%)	Diagnostic			66.67%	18			Diagnostic	Posted 2.6 MSS
B.1.3.2	O-7	Local Interoffice Transport/NC(%)	Diagnostic			61.11%	18			Diagnostic	07/02 4.0 MSS
B.1.3.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			60.58%	274			Diagnostic	Posted 2.6 MSS
B.1.3.3	O-7	Loop + Port Combinations/NC(%)	Diagnostic			61.25%	271			Diagnostic	07/02 4.0 MSS
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			34.13%	126			Diagnostic	Posted 2.6 MSS
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			33.85%	130			Diagnostic	07/02 4.0 MSS
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			23.33%	270			Diagnostic	Posted 2.6 MSS
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/NC(%)	Diagnostic			22.88%	271			Diagnostic	07/02 4.0 MSS
B.1.3.7	O-7	Line Sharing/NC(%)	Diagnostic			20.83%	24			Diagnostic	Posted 2.6 MSS
B.1.3.7	O-7	Line Sharing/NC(%)	Diagnostic			23.81%	21			Diagnostic	07/02 4.0 MSS
B.1.3.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			26.05%	119			Diagnostic	Posted 2.6 MSS
B.1.3.8	O-7	2W Analog Loop Design/NC(%)	Diagnostic			23.64%	110			Diagnostic	07/02 4.0 MSS
B.1.3.9	O-7	2W Analog Loop Non-Design/NC(%)	Diagnostic			35.34%	266			Diagnostic	Posted 2.6 MSS
B.1.3.9	O-7	2W Analog Loop Non-Design/NC(%)	Diagnostic			25.00%	8			Diagnostic	07/02 4.0 MSS
B.1.3.10	O-7	2W Analog Loop w/INP Design/NC(%)	Diagnostic			33.33%	21			Diagnostic	Posted 2.6 MSS
B.1.3.10	O-7	2W Analog Loop w/INP Design/NC(%)	Diagnostic			26.67%	15			Diagnostic	07/02 4.0 MSS
B.1.3.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			34.17%	199			Diagnostic	Posted 2.6 MSS
B.1.3.12	O-13	2W Analog Loop w/LNP Design/NC(%)	Diagnostic			34.34%	198			Diagnostic	07/02 4.0 MSS
B.1.3.14	O-7	Other Design/NC(%)	Diagnostic			34.69%	196			Diagnostic	Posted 2.6 MSS
B.1.3.14	O-7	Other Design/NC(%)	Diagnostic			33.67%	199			Diagnostic	07/02 4.0 MSS
B.1.3.15	O-7	Other Non-Design/NC(%)	Diagnostic			28.19%	855			Diagnostic	Posted 2.6 MSS
B.1.3.15	O-7	Other Non-Design/NC(%)	Diagnostic			27.06%	853			Diagnostic	07/02 4.0 MSS
B.1.3.16	O-7	INP Standalone/NC(%)	Diagnostic			59.09%	22			Diagnostic	Posted 2.6 MSS
B.1.3.16	O-7	INP Standalone/NC(%)	Diagnostic			50.00%	24			Diagnostic	07/02 4.0 MSS
B.1.3.17	O-13	LNP Standalone/NC(%)	Diagnostic			40.27%	293			Diagnostic	Posted 2.6 MSS
B.1.3.17	O-13	LNP Standalone/NC(%)	Diagnostic			35.45%	378			Diagnostic	07/02 4.0 MSS
		Reject Interval - Mechanized									
B.1.4.3	O-8	Loop + Port Combinations/NC(%)	>= 97% w in 1 hr			94.24%	747			NO	Posted 2.6 MSS
B.1.4.3	O-8	Loop + Port Combinations/NC(%)	>= 97% w in 1 hr			93.85%	747			NO	07/02 4.0 MSS
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 97% w in 1 hr			98.88%	89			YES	Posted 2.6 MSS
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 97% w in 1 hr			98.92%	93			YES	07/02 4.0 MSS
B.1.4.12	O-14	2W Analog Loop w/LNP Design/NC(%)	>= 97% w in 1 hr			100.00%	8			YES	Posted 2.6 MSS
B.1.4.12	O-14	2W Analog Loop w/LNP Design/NC(%)	>= 97% w in 1 hr			100.00%	12			YES	07/02 4.0 MSS
B.1.4.17	O-14	LNP Standalone/NC(%)	>= 97% w in 1 hr			100.00%	14			YES	Posted 2.6 MSS

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B.1.4.17	O-14	LNP Standalone/NC(%)	>= 97% w in 1 hr	100.00%	17	YES	07/02 4.0 MSS	
	Reject Interval - Partially Mechanized - 10 hours							
B.1.7.3	O-8	Loop + Port Combinations/NC(%)	>= 85% w in 10 hrs	97.18%	639	YES	Posted 2.6 MSS	
B.1.7.3	O-8	Loop + Port Combinations/NC(%)	>= 85% w in 10 hrs	94.95%	555	YES	07/02 4.0 MSS	
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 10 hrs	100.00%	7	YES	Posted 2.6 MSS	
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 10 hrs	100.00%	6	YES	07/02 4.0 MSS	
B.1.7.7	O-8	Line Sharing/NC(%)	>= 85% w in 10 hrs	100.00%	27	YES	Posted 2.6 MSS	
B.1.7.7	O-8	Line Sharing/NC(%)	>= 85% w in 10 hrs	88.46%	26	YES	07/02 4.0 MSS	
B.1.7.8	O-8	2W Analog Loop Design/NC(%)	>= 85% w in 10 hrs	82.72%	81	NO	Posted 2.6 MSS	
B.1.7.8	O-8	2W Analog Loop Design/NC(%)	>= 85% w in 10 hrs	78.22%	77	NO	07/02 4.0 MSS	
B.1.7.12	O-14	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 10 hrs	96.39%	83	YES	Posted 2.6 MSS	
B.1.7.12	O-14	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 10 hrs	98.75%	80	YES	07/02 4.0 MSS	
B.1.7.17	O-14	LNP Standalone/NC(%)	>= 85% w in 10 hrs	76.06%	71	NO	Posted 2.6 MSS	
B.1.7.17	O-14	LNP Standalone/NC(%)	>= 85% w in 10 hrs	73.44%	64	NO	07/02 4.0 MSS	
	Reject Interval - Non-Mechanized							
B.1.8.2	O-8	Local Interoffice Transport/NC(%)	>= 85% w in 24 hrs	91.67%	12	YES	Posted 2.6 MSS	
B.1.8.2	O-8	Local Interoffice Transport/NC(%)	>= 85% w in 24 hrs	100.00%	11	YES	07/02 4.0 MSS	
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 24 hrs	100.00%	45	YES	Posted 2.6 MSS	
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 24 hrs	100.00%	46	YES	07/02 4.0 MSS	
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 24 hrs	100.00%	64	YES	Posted 2.6 MSS	
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 24 hrs	100.00%	63	YES	07/02 4.0 MSS	
B.1.8.8	O-8	2W Analog Loop Design/NC(%)	>= 85% w in 24 hrs	96.97%	33	YES	Posted 2.6 MSS	
B.1.8.8	O-8	2W Analog Loop Design/NC(%)	>= 85% w in 24 hrs	96.43%	28	YES	07/02 4.0 MSS	
B.1.8.9	O-8	2W Analog Loop Non-Design/NC(%)	>= 85% w in 24 hrs	100.00%	96	YES	Posted 2.6 MSS	
B.1.8.9	O-8	2W Analog Loop Non-Design/NC(%)	>= 85% w in 24 hrs	100.00%	2	YES	07/02 4.0 MSS	
B.1.8.10	O-8	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 24 hrs	85.71%	7	YES	Posted 2.6 MSS	
B.1.8.10	O-8	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 24 hrs	75.00%	4	NO	07/02 4.0 MSS	
B.1.8.14	O-8	Other Design/NC(%)	>= 85% w in 24 hrs	100.00%	70	YES	Posted 2.6 MSS	
B.1.8.14	O-8	Other Design/NC(%)	>= 85% w in 24 hrs	100.00%	67	YES	07/02 4.0 MSS	
B.1.8.15	O-8	Other Non-Design/NC(%)	>= 85% w in 24 hrs	99.60%	251	YES	Posted 2.6 MSS	
B.1.8.15	O-8	Other Non-Design/NC(%)	>= 85% w in 24 hrs	100.00%	238	YES	07/02 4.0 MSS	
B.1.8.16	O-8	INP Standalone/NC(%)	>= 85% w in 24 hrs	84.62%	13	NO	Posted 2.6 MSS	
B.1.8.16	O-8	INP Standalone/NC(%)	>= 85% w in 24 hrs	83.33%	12	NO	07/02 4.0 MSS	
B.1.8.17	O-14	LNP Standalone/NC(%)	>= 85% w in 24 hrs	99.16%	119	YES	Posted 2.6 MSS	
B.1.8.17	O-14	LNP Standalone/NC(%)	>= 85% w in 24 hrs	98.52%	135	YES	07/02 4.0 MSS	
	FOC Timeliness - Mechanized							
B.1.9.3	O-9	Loop + Port Combinations/NC(%)	>= 95% w in 3 hrs	99.90%	3,028	YES	Posted 2.6 MSS	
B.1.9.3	O-9	Loop + Port Combinations/NC(%)	>= 95% w in 3 hrs	98.33%	3,005	YES	07/02 4.0 MSS	
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/NC(%)	>= 95% w in 3 hrs	90.91%	22	NO	Posted 2.6 MSS	
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/NC(%)	>= 95% w in 3 hrs	95.24%	21	YES	07/02 4.0 MSS	
B.1.9.7	O-9	Line Sharing/NC(%)	>= 95% w in 3 hrs	100.00%	28	YES	Posted 2.6 MSS	
B.1.9.7	O-9	Line Sharing/NC(%)	>= 95% w in 3 hrs	100.00%	27	YES	07/02 4.0 MSS	
B.1.9.8	O-9	2W Analog Loop Design/NC(%)	>= 95% w in 3 hrs	100.00%	324	YES	Posted 2.6 MSS	
B.1.9.8	O-9	2W Analog Loop Design/NC(%)	>= 95% w in 3 hrs	100.00%	325	YES	07/02 4.0 MSS	
B.1.9.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 95% w in 3 hrs	92.59%	27	NO	Posted 2.6 MSS	
B.1.9.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 95% w in 3 hrs	94.87%	39	NO	07/02 4.0 MSS	
B.1.9.15	O-9	Other Non-Design/NC(%)	>= 95% w in 3 hrs	99.16%	119	YES	Posted 2.6 MSS	
B.1.9.15	O-9	Other Non-Design/NC(%)	>= 95% w in 3 hrs	69.89%	93	NO	07/02 4.0 MSS	
B.1.9.16	O-9	INP Standalone/NC(%)	>= 95% w in 3 hrs				Posted 2.6 MSS	
B.1.9.16	O-9	INP Standalone/NC(%)	>= 95% w in 3 hrs	100.00%	1	YES	07/02 4.0 MSS	
B.1.9.17	O-15	LNP Standalone/NC(%)	>= 95% w in 3 hrs	100.00%	112	YES	Posted 2.6 MSS	
B.1.9.17	O-15	LNP Standalone/NC(%)	>= 95% w in 3 hrs	100.00%	115	YES	07/02 4.0 MSS	
	FOC Timeliness - Partially Mechanized - 10 hours							
B.1.12.3	O-9	Loop + Port Combinations/NC(%)	>= 85% w in 10 hrs	95.31%	1,728	YES	Posted 2.6 MSS	
B.1.12.3	O-9	Loop + Port Combinations/NC(%)	>= 85% w in 10 hrs	93.11%	1,713	YES	07/02 4.0 MSS	
B.1.12.7	O-9	Line Sharing/NC(%)	>= 85% w in 10 hrs	95.83%	24	YES	Posted 2.6 MSS	
B.1.12.7	O-9	Line Sharing/NC(%)	>= 85% w in 10 hrs	83.33%	24	NO	07/02 4.0 MSS	
B.1.12.8	O-9	2W Analog Loop Design/NC(%)	>= 85% w in 10 hrs	90.21%	235	YES	Posted 2.6 MSS	
B.1.12.8	O-9	2W Analog Loop Design/NC(%)	>= 85% w in 10 hrs	91.28%	218	YES	07/02 4.0 MSS	
B.1.12.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 10 hrs	96.88%	224	YES	Posted 2.6 MSS	
B.1.12.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 10 hrs	98.14%	233	YES	07/02 4.0 MSS	
B.1.12.15	O-9	Other Non-Design/NC(%)	>= 85% w in 10 hrs	90.48%	63	YES	Posted 2.6 MSS	
B.1.12.15	O-9	Other Non-Design/NC(%)	>= 85% w in 10 hrs	68.75%	48	NO	07/02 4.0 MSS	
B.1.12.16	O-9	INP Standalone/NC(%)	>= 85% w in 10 hrs	100.00%	1	YES	Posted 2.6 MSS	
B.1.12.16	O-9	INP Standalone/NC(%)	>= 85% w in 10 hrs				07/02 4.0 MSS	
B.1.12.17	O-15	LNP Standalone/NC(%)	>= 85% w in 10 hrs	82.43%	74	NO	Posted 2.6 MSS	
B.1.12.17	O-15	LNP Standalone/NC(%)	>= 85% w in 10 hrs	96.11%	108	YES	07/02 4.0 MSS	
	FOC Timeliness - Non-Mechanized							
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 36 hrs	100.00%	85	YES	Posted 2.6 MSS	
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 85% w in 36 hrs	100.00%	88	YES	07/02 4.0 MSS	
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 36 hrs	100.00%	209	YES	Posted 2.6 MSS	
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/NC(%)	>= 85% w in 36 hrs	100.00%	202	YES	07/02 4.0 MSS	
B.1.13.8	O-9	2W Analog Loop Design/NC(%)	>= 85% w in 36 hrs	100.00%	85	YES	Posted 2.6 MSS	
B.1.13.8	O-9	2W Analog Loop Design/NC(%)	>= 85% w in 36 hrs	100.00%	77	YES	07/02 4.0 MSS	
B.1.13.9	O-9	2W Analog Loop Non-Design/NC(%)	>= 85% w in 36 hrs	100.00%	158	YES	Posted 2.6 MSS	

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B.1.13.9	O-9	2W Analog Loop Non-Design/NC(%)	>= 85% w in 36 hrs	100.00%	5	YES	07/02 4.0 MSS	
B.1.13.10	O-9	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 36 hrs	100.00%	12	YES	Posted 2.6 MSS	
B.1.13.10	O-9	2W Analog Loop w/INP Design/NC(%)	>= 85% w in 36 hrs	100.00%	11	YES	07/02 4.0 MSS	
B.1.13.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 36 hrs	97.50%	120	YES	Posted 2.6 MSS	
B.1.13.12	O-15	2W Analog Loop w/LNP Design/NC(%)	>= 85% w in 36 hrs	97.35%	113	YES	07/02 4.0 MSS	
B.1.13.14	O-9	Other Design/NC(%)	>= 85% w in 36 hrs	99.24%	132	YES	Posted 2.6 MSS	
B.1.13.14	O-9	Other Design/NC(%)	>= 85% w in 36 hrs	98.23%	130	YES	07/02 4.0 MSS	
B.1.13.15	O-9	Other Non-Design/NC(%)	>= 85% w in 36 hrs	99.25%	668	YES	Posted 2.6 MSS	
B.1.13.15	O-9	Other Non-Design/NC(%)	>= 85% w in 36 hrs	99.38%	655	YES	07/02 4.0 MSS	
B.1.13.17	O-15	LNP Standalone/NC(%)	>= 85% w in 36 hrs	100.00%	176	YES	Posted 2.6 MSS	
B.1.13.17	O-15	LNP Standalone/NC(%)	>= 85% w in 36 hrs	100.00%	226	YES	07/02 4.0 MSS	
		FOC & Reject Response Completeness - Mechanized						
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	99.32%	146	YES	Posted 2.6 MSS	
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	98.64%	147	YES	07/02 4.0 MSS	
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	100.00%	3,613	YES	Posted 2.6 MSS	
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	99.23%	3,618	YES	07/02 4.0 MSS	
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	100.00%	119	YES	Posted 2.6 MSS	
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	97.56%	123	YES	07/02 4.0 MSS	
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%	100.00%	86	YES	Posted 2.6 MSS	
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%	73.68%	95	NO	07/02 4.0 MSS	
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%	100.00%	34	YES	Posted 2.6 MSS	
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%	97.14%	35	YES	07/02 4.0 MSS	
B.1.14.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%	100.00%	11	YES	Posted 2.6 MSS	
B.1.14.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%	90.91%	11	NO	07/02 4.0 MSS	
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	98.83%	342	YES	Posted 2.6 MSS	
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	98.83%	343	YES	07/02 4.0 MSS	
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	100.00%	32	YES	Posted 2.6 MSS	
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	100.00%	45	YES	07/02 4.0 MSS	
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%	100.00%	3	YES	Posted 2.6 MSS	
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%	100.00%	6	YES	07/02 4.0 MSS	
B.1.14.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%	100.00%	93	YES	Posted 2.6 MSS	
B.1.14.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%	77.66%	94	NO	07/02 4.0 MSS	
B.1.14.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%				Posted 2.6 MSS	
B.1.14.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%	100.00%	1	YES	07/02 4.0 MSS	
B.1.14.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%	100.00%	114	YES	Posted 2.6 MSS	
B.1.14.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%	96.35%	121	YES	07/02 4.0 MSS	
B.1.14.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%	100.00%	12	YES	Posted 2.6 MSS	
B.1.14.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%	100.00%	13	YES	07/02 4.0 MSS	
		FOC & Reject Response Completeness - Partially Mechanized						
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	100.00%	123	YES	Posted 2.6 MSS	
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	100.00%	120	YES	07/02 4.0 MSS	
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	99.80%	2,042	YES	Posted 2.6 MSS	
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	99.06%	2,027	YES	07/02 4.0 MSS	
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	100.00%	5	YES	Posted 2.6 MSS	
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	54.55%	11	NO	07/02 4.0 MSS	
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%	100.00%	4	YES	Posted 2.6 MSS	
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%	28.57%	14	NO	07/02 4.0 MSS	
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%	96.81%	84	YES	Posted 2.6 MSS	
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%	100.00%	84	YES	07/02 4.0 MSS	
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	100.00%	204	YES	Posted 2.6 MSS	
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	100.00%	202	YES	07/02 4.0 MSS	
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%	96.00%	75	YES	Posted 2.6 MSS	
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%	97.28%	73	YES	07/02 4.0 MSS	
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	100.00%	253	YES	Posted 2.6 MSS	
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	99.64%	274	YES	07/02 4.0 MSS	
B.1.15.14.1	O-11	Other Design/EDI/NC(%)	>= 95%	100.00%	96	YES	Posted 2.6 MSS	
B.1.15.14.1	O-11	Other Design/EDI/NC(%)	>= 95%	100.00%	95	YES	07/02 4.0 MSS	
B.1.15.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%	98.15%	54	YES	Posted 2.6 MSS	
B.1.15.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%	94.44%	54	NO	07/02 4.0 MSS	
B.1.15.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%	100.00%	4	YES	Posted 2.6 MSS	
B.1.15.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%	100.00%	3	YES	07/02 4.0 MSS	
B.1.15.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%	100.00%	126	YES	Posted 2.6 MSS	
B.1.15.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%	100.00%	146	YES	07/02 4.0 MSS	
B.1.15.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%	100.00%	12	YES	Posted 2.6 MSS	
B.1.15.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%	100.00%	25	YES	07/02 4.0 MSS	
		FOC & Reject Response Completeness - Non-Mechanized						
B.1.16.3	O-11	Loop + Port Combinations/NC(%)	>= 95%	91.24%	274	NO	Posted 2.6 MSS	
B.1.16.3	O-11	Loop + Port Combinations/NC(%)	>= 95%	92.25%	271	NO	07/02 4.0 MSS	
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95%	99.21%	126	YES	Posted 2.6 MSS	
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95%	98.23%	130	YES	07/02 4.0 MSS	
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/NC(%)	>= 95%	99.26%	270	YES	Posted 2.6 MSS	
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/NC(%)	>= 95%	99.26%	271	YES	07/02 4.0 MSS	
B.1.16.7	O-11	Line Sharing/NC(%)	>= 95%	87.50%	24	NO	Posted 2.6 MSS	
B.1.16.7	O-11	Line Sharing/NC(%)	>= 95%	100.00%	21	YES	07/02 4.0 MSS	

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B.1.16.8	O-11	2W Analog Loop Design/NC(%)	>= 95%	95.80%	119	YES	Posted 2.6 MSS
B.1.16.8	O-11	2W Analog Loop Design/NC(%)	>= 95%	94.55%	110	NO	07/02 4.0 MSS
B.1.16.9	O-11	2W Analog Loop Non-Design/NC(%)	>= 95%	97.37%	266	YES	Posted 2.6 MSS
B.1.16.9	O-11	2W Analog Loop Non-Design/NC(%)	>= 95%	87.50%	8	NO	07/02 4.0 MSS
B.1.16.10	O-11	2W Analog Loop w/INP Design/NC(%)	>= 95%	95.24%	21	YES	Posted 2.6 MSS
B.1.16.10	O-11	2W Analog Loop w/INP Design/NC(%)	>= 95%	100.00%	15	YES	07/02 4.0 MSS
B.1.16.12	O-11	2W Analog Loop w/LNP Design/NC(%)	>= 95%	94.97%	199	NO	Posted 2.6 MSS
B.1.16.12	O-11	2W Analog Loop w/LNP Design/NC(%)	>= 95%	94.44%	198	NO	07/02 4.0 MSS
B.1.16.14	O-11	Other Design/NC(%)	>= 95%	98.98%	196	YES	Posted 2.6 MSS
B.1.16.14	O-11	Other Design/NC(%)	>= 95%	98.99%	199	YES	07/02 4.0 MSS
B.1.16.15	O-11	Other Non-Design/NC(%)	>= 95%	98.83%	855	YES	Posted 2.6 MSS
B.1.16.15	O-11	Other Non-Design/NC(%)	>= 95%	97.77%	853	YES	07/02 4.0 MSS
B.1.16.16	O-11	INP Standalone/NC(%)	>= 95%	100.00%	22	YES	Posted 2.6 MSS
B.1.16.16	O-11	INP Standalone/NC(%)	>= 95%	87.50%	24	NO	07/02 4.0 MSS
B.1.16.17	O-11	LNP Standalone/NC(%)	>= 95%	98.63%	293	YES	Posted 2.6 MSS
B.1.16.17	O-11	LNP Standalone/NC(%)	>= 95%	97.09%	378	YES	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized					
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	80.00%	145	NO	Posted 2.6 MSS
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	98.62%	145	YES	07/02 4.0 MSS
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	86.69%	3,613	NO	Posted 2.6 MSS
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	99.55%	3,590	YES	07/02 4.0 MSS
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	98.32%	119	YES	Posted 2.6 MSS
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	97.50%	120	YES	07/02 4.0 MSS
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%	96.97%	66	YES	Posted 2.6 MSS
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC(%)	>= 95%	97.14%	70	YES	07/02 4.0 MSS
B.1.17.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%	86.96%	23	NO	Posted 2.6 MSS
B.1.17.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%	95.65%	23	YES	07/02 4.0 MSS
B.1.17.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%	100.00%	11	YES	Posted 2.6 MSS
B.1.17.7.2	O-11	Line Sharing/TAG/NC(%)	>= 95%	100.00%	10	YES	07/02 4.0 MSS
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	79.59%	338	NO	Posted 2.6 MSS
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	97.94%	339	YES	07/02 4.0 MSS
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%	80.46%	87	NO	Posted 2.6 MSS
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%	98.86%	87	YES	07/02 4.0 MSS
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/NC(%)	>= 95%	98.33%	60	YES	Posted 2.6 MSS
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/NC(%)	>= 95%	100.00%	60	YES	07/02 4.0 MSS
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	100.00%	32	YES	Posted 2.6 MSS
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	53.33%	45	NO	07/02 4.0 MSS
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%	100.00%	3	YES	Posted 2.6 MSS
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%	66.67%	6	NO	07/02 4.0 MSS
B.1.17.14.1	O-11	Other Design/EDI/NC(%)	>= 95%	94.77%	153	NO	Posted 2.6 MSS
B.1.17.14.1	O-11	Other Design/EDI/NC(%)	>= 95%	100.00%	153	YES	07/02 4.0 MSS
B.1.17.14.2	O-11	Other Design/TAG/NC(%)	>= 95%	91.53%	59	NO	Posted 2.6 MSS
B.1.17.14.2	O-11	Other Design/TAG/NC(%)	>= 95%	94.92%	59	NO	07/02 4.0 MSS
B.1.17.15.1	O-11	Other Non-Design/EDI/NC(%)	>= 95%	70.69%	58	NO	Posted 2.6 MSS
B.1.17.15.1	O-11	Other Non-Design/EDI/NC(%)	>= 95%	100.00%	58	YES	07/02 4.0 MSS
B.1.17.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%	93.55%	93	NO	Posted 2.6 MSS
B.1.17.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%	100.00%	73	YES	07/02 4.0 MSS
B.1.17.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%				Posted 2.6 MSS
B.1.17.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%	100.00%	1	YES	07/02 4.0 MSS
B.1.17.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%	100.00%	114	YES	Posted 2.6 MSS
B.1.17.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%	75.63%	119	NO	07/02 4.0 MSS
B.1.17.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%	100.00%	12	YES	Posted 2.6 MSS
B.1.17.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%	86.23%	13	NO	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized					
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	79.67%	123	NO	Posted 2.6 MSS
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/NC(%)	>= 95%	84.17%	120	NO	07/02 4.0 MSS
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	90.33%	2,038	NO	Posted 2.6 MSS
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/NC(%)	>= 95%	90.89%	2,008	NO	07/02 4.0 MSS
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	100.00%	5	YES	Posted 2.6 MSS
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC(%)	>= 95%	100.00%	6	YES	07/02 4.0 MSS
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%	98.80%	83	YES	Posted 2.6 MSS
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC(%)	>= 95%	98.81%	84	YES	07/02 4.0 MSS
B.1.18.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%	95.00%	20	YES	Posted 2.6 MSS
B.1.18.7.1	O-11	Line Sharing/EDI/NC(%)	>= 95%	100.00%	20	YES	07/02 4.0 MSS
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	90.20%	204	NO	Posted 2.6 MSS
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/NC(%)	>= 95%	97.52%	202	YES	07/02 4.0 MSS
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%	88.89%	72	NO	Posted 2.6 MSS
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/NC(%)	>= 95%	88.73%	71	NO	07/02 4.0 MSS
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	95.26%	253	YES	Posted 2.6 MSS
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC(%)	>= 95%	49.45%	273	NO	07/02 4.0 MSS
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%	95.83%	24	YES	Posted 2.6 MSS
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC(%)	>= 95%	66.67%	24	NO	07/02 4.0 MSS
B.1.18.14.1	O-11	Other Design/EDI/NC(%)	>= 95%	94.79%	96	NO	Posted 2.6 MSS
B.1.18.14.1	O-11	Other Design/EDI/NC(%)	>= 95%	94.74%	95	NO	07/02 4.0 MSS

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B.1.18.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%					96.23%	53			YES	Posted 2.6 MSS
B.1.18.15.2	O-11	Other Non-Design/TAG/NC(%)	>= 95%					98.04%	51			YES	07/02 4.0 MSS
B.1.18.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%					100.00%	4			YES	Posted 2.6 MSS
B.1.18.16.1	O-11	INP Standalone/EDI/NC(%)	>= 95%					100.00%	3			YES	07/02 4.0 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%					95.24%	126			YES	Posted 2.6 MSS
B.1.18.17.1	O-11	LNP Standalone/EDI/NC(%)	>= 95%					78.45%	146			NO	07/02 4.0 MSS
B.1.18.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%					100.00%	12			YES	Posted 2.6 MSS
B.1.18.17.2	O-11	LNP Standalone/TAG/NC(%)	>= 95%					84.00%	25			NO	07/02 4.0 MSS
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized												
B.1.19.3	O-11	Loop + Port Combinations/NC(%)	>= 95%					91.60%	250			NO	Posted 2.6 MSS
B.1.19.3	O-11	Loop + Port Combinations/NC(%)	>= 95%					92.40%	250			NO	07/02 4.0 MSS
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95%					99.20%	125			YES	Posted 2.6 MSS
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95%					99.22%	129			YES	07/02 4.0 MSS
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/NC(%)	>= 95%					93.66%	268			NO	Posted 2.6 MSS
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/NC(%)	>= 95%					93.68%	269			NO	07/02 4.0 MSS
B.1.19.8	O-11	2W Analog Loop Design/NC(%)	>= 95%					91.23%	114			NO	Posted 2.6 MSS
B.1.19.8	O-11	2W Analog Loop Design/NC(%)	>= 95%					92.31%	104			NO	07/02 4.0 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/NC(%)	>= 95%					96.14%	259			YES	Posted 2.6 MSS
B.1.19.9	O-11	2W Analog Loop Non-Design/NC(%)	>= 95%					85.71%	7			NO	07/02 4.0 MSS
B.1.19.10	O-11	2W Analog Loop w/INP Design/NC(%)	>= 95%					95.00%	20			YES	Posted 2.6 MSS
B.1.19.10	O-11	2W Analog Loop w/INP Design/NC(%)	>= 95%					100.00%	15			YES	07/02 4.0 MSS
B.1.19.12	O-11	2W Analog Loop w/LNP Design/NC(%)	>= 95%					97.35%	189			YES	Posted 2.6 MSS
B.1.19.12	O-11	2W Analog Loop w/LNP Design/NC(%)	>= 95%					88.24%	187			NO	07/02 4.0 MSS
B.1.19.14	O-11	Other Design/NC(%)	>= 95%					90.21%	194			NO	Posted 2.6 MSS
B.1.19.14	O-11	Other Design/NC(%)	>= 95%					90.36%	197			NO	07/02 4.0 MSS
B.1.19.15	O-11	Other Non-Design/NC(%)	>= 95%					95.03%	845			YES	Posted 2.6 MSS
B.1.19.15	O-11	Other Non-Design/NC(%)	>= 95%					94.84%	834			NO	07/02 4.0 MSS
B.1.19.16	O-11	INP Standalone/NC(%)	>= 95%					90.91%	22			NO	Posted 2.6 MSS
B.1.19.16	O-11	INP Standalone/NC(%)	>= 95%					85.71%	21			NO	07/02 4.0 MSS
B.1.19.17	O-11	LNP Standalone/NC(%)	>= 95%					96.89%	289			YES	Posted 2.6 MSS
B.1.19.17	O-11	LNP Standalone/NC(%)	>= 95%					92.64%	367			NO	07/02 4.0 MSS
		Order Completion Interval												
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.79	21,186			4.527					Posted 2.6 MSS
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.82	20,998			4.624					07/02 4.0 MSS
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.86	253,547			1.628					Posted 2.6 MSS
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.87	253,846			1.660					07/02 4.0 MSS
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	10.93	85			19.050					Posted 2.6 MSS
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	11.29	88			18.982					07/02 4.0 MSS
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.17	4			0.964					Posted 2.6 MSS
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.78	15			0.586					07/02 4.0 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	DS1/DS3	14.98	769	11.67	3	12.266	7.09530	0.4677	YES		Posted 2.6 MSS
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	DS1/DS3	14.91	782	11.00	1	12.017	12.02514	0.3255	YES		07/02 4.0 MSS
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	R&B	3.92	21,918	2.79	157	5.353	0.42877	2.6219	YES		Posted 2.6 MSS
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	R&B	3.95	21,730	2.78	154	5.440	0.43989	2.6507	YES		07/02 4.0 MSS
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	R&B	0.87	257,377	0.59	3,242	1.680	0.02969	9.2628	YES		Posted 2.6 MSS
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	R&B	0.88	255,286	0.60	3,234	1.814	0.03387	8.2159	YES		07/02 4.0 MSS
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(days)	R&B	0.33	134,365	0.33	2,106	0.000	0.00000		YES		Posted 2.6 MSS
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(days)	R&B	0.33	135,067	0.33	2,098	0.000	0.00000		YES		07/02 4.0 MSS
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/NC(days)	R&B	1.46	123,012	1.09	1,136	2.289	0.06822	5.4789	YES		Posted 2.6 MSS
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/NC(days)	R&B	1.49	120,219	1.09	1,136	2.861	0.07931	5.0421	YES		07/02 4.0 MSS
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	R&B	12.99	103	2.00	1	22.182	22.28932	0.4931	YES		Posted 2.6 MSS
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	R&B	13.99	105	2.00	1	22.868	22.97483	0.5220	YES		07/02 4.0 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	R&B	2.70	80			3.139					Posted 2.6 MSS
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(days)	R&B	3.21	104			5.386					07/02 4.0 MSS
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(days)	R&B	0.33	21			0.000					Posted 2.6 MSS
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(days)	R&B	0.33	24			0.000					07/02 4.0 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(days)	R&B	3.54	59			3.266					Posted 2.6 MSS
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(days)	R&B	4.08	80			5.878					07/02 4.0 MSS
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/NC(days)	R&B&D - Disp	5.32	23,191	12.00	16	12.750	3.18854	-2.0962	NO		Posted 2.6 MSS
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/NC(days)	R&B&D - Disp	5.02	23,098	12.07	14	11.079	2.98178	-2.3821	NO		07/02 4.0 MSS
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/NC(days)	R&B&D - Disp	5.32	23,191			9.382					Posted 2.6 MSS
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/NC(days)	R&B&D - Disp	5.02	23,098			11.079					07/02 4.0 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/NC(days)	R&B&D - Disp	44.44	157			85.722					Posted 2.6 MSS
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/NC(days)	R&B&D - Disp	44.80	126			94.176					07/02 4.0 MSS
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/NC(days)	R&B&D - Disp	44.44	157			13.833					Posted 2.6 MSS
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/NC(days)	R&B&D - Disp	44.80	126			94.176					07/02 4.0 MSS
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/NC(days)	ISDN - BRI	14.59	121	10.40	129	10.106	1.27900	3.2760	YES		Posted 2.6 MSS
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/NC(days)	ISDN - BRI	14.50	121	10.40	129	9.937	1.25764	3.2809	YES		07/02 4.0 MSS
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/NC(days)	ISDN - BRI	1.70	128			5.795					Posted 2.6 MSS
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/NC(days)	ISDN - BRI	2.02	82			7.148					07/02 4.0 MSS
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/NC(days)	ADSL to Retail	4.06	2,230	5.33	3	4.269	2.46648	-0.5149	YES		Posted 2.6 MSS
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/NC(days)	ADSL to Retail	4.06	2,215	4.75	4	4.280	2.14180	-0.3210	YES		07/02 4.0 MSS
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/NC(days)	ADSL to Retail	3.54	1,423			1.099					Posted 2.6 MSS
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/NC(days)	ADSL to Retail	3.56	1,391	3.47	17	1.074	0.26213	0.3503	YES		07/02 4.0 MSS

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B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/NC(days)	ADSL to Retail	5.27	11			2.901					Posted 2.6 MSS
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/NC(days)	ADSL to Retail	5.67	9			3.062					07/02 4.0 MSS
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.92	21,918	4.70	120	5.353	0.49003	-1.6009	YES		Posted 2.6 MSS
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.95	21,730	4.86	123	5.440	0.48186	-1.4456	YES		07/02 4.0 MSS
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.92	21,918			1.680					Posted 2.6 MSS
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.95	21,730			5.440					07/02 4.0 MSS
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	12.99	103			22.182					Posted 2.6 MSS
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	13.99	105	7.00	1	22.868	22.97483	0.3044	YES		07/02 4.0 MSS
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	12.99	103			3.139					Posted 2.6 MSS
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	13.99	105			22.868					07/02 4.0 MSS
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.79	21,186	4.00	2	4.527	3.20125	-0.0642	YES		Posted 2.6 MSS
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.82	20,998	4.00	2	4.624	3.27004	-0.0535	YES		07/02 4.0 MSS
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.46	119,633			2.289					Posted 2.6 MSS
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.48	119,202			2.584					07/02 4.0 MSS
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	10.93	85			19.050					Posted 2.6 MSS
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	11.29	86			18.982					07/02 4.0 MSS
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	2			3.266					Posted 2.6 MSS
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	13			0.000					07/02 4.0 MSS
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.92	21,918	7.00	1	5.353	5.35344	-0.5762	YES		Posted 2.6 MSS
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.95	21,730	7.00	1	5.440	5.43977	-0.5612	YES		07/02 4.0 MSS
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.92	21,918			1.680					Posted 2.6 MSS
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.95	21,730			5.440					07/02 4.0 MSS
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	12.99	103			22.182					Posted 2.6 MSS
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	13.99	105			22.868					07/02 4.0 MSS
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	12.99	103			3.139					Posted 2.6 MSS
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	13.99	105			22.868					07/02 4.0 MSS
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.79	21,186			4.527					Posted 2.6 MSS
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.82	20,998			4.624					07/02 4.0 MSS
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.46	119,633			2.289					Posted 2.6 MSS
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.48	119,202			2.584					07/02 4.0 MSS
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	10.93	85			19.050					Posted 2.6 MSS
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	11.29	86			18.982					07/02 4.0 MSS
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	2			3.266					Posted 2.6 MSS
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	13			0.000					07/02 4.0 MSS
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.92	21,918	5.62	114	5.353	0.50269	-3.3964	NO		Posted 2.6 MSS
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	R&B - Disp	3.95	21,730	5.83	112	5.440	0.51532	-3.2726	NO		07/02 4.0 MSS
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.92	21,918			1.680					Posted 2.6 MSS
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(days)	R&B - Disp	3.95	21,730			5.440					07/02 4.0 MSS
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	12.99	103	7.00	2	22.182	15.83652	0.3783	YES		Posted 2.6 MSS
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	R&B - Disp	13.99	105	7.00	1	22.868	22.97483	0.3044	YES		07/02 4.0 MSS
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	12.99	103			3.139					Posted 2.6 MSS
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(days)	R&B - Disp	13.99	105			22.868					07/02 4.0 MSS
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.79	21,186			4.527					Posted 2.6 MSS
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	3.82	20,998			4.624					07/02 4.0 MSS
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.46	119,633			2.289					Posted 2.6 MSS
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	1.48	119,202			2.584					07/02 4.0 MSS
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	10.93	85			19.050					Posted 2.6 MSS
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(days)	R&B (POTS) excl SB Or	11.29	86			18.982					07/02 4.0 MSS
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	2			3.266					Posted 2.6 MSS
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(days)	R&B (POTS) excl SB Or	2.00	13			0.000					07/02 4.0 MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/NC(days)	Design	29.44	1,273	1.00	1	43.097	43.11395	0.8595	YES		Posted 2.6 MSS
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/NC(days)	Design	21.99	1,368			36.012					07/02 4.0 MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/NC(days)	Design	3.45	570			8.382					Posted 2.6 MSS
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/NC(days)	Design	17.01	485			12.534					07/02 4.0 MSS
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/NC(days)	Design	104.43	54			122.077					Posted 2.6 MSS
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/NC(days)	Design	198.81	21			151.082					07/02 4.0 MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Design	9.70	10			13.833					Posted 2.6 MSS
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/NC(days)	Design	10.40	5			5.126					07/02 4.0 MSS
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/NC(days)	R&B	3.92	21,918	5.57	7	5.353	2.02369	-0.8183	YES		Posted 2.6 MSS
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/NC(days)	R&B	3.95	21,730	5.70	10	5.440	1.72056	-1.0188	YES		07/02 4.0 MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	R&B	0.87	257,377			1.680					Posted 2.6 MSS
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/NC(days)	R&B	0.88	255,289			1.914					07/02 4.0 MSS
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/NC(days)	R&B	12.99	103			22.182					Posted 2.6 MSS
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/NC(days)	R&B	13.99	105			22.868					07/02 4.0 MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	R&B	2.70	80			3.139					Posted 2.6 MSS
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/NC(days)	R&B	3.21	104			5.356					07/02 4.0 MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.79	21,186			4.527					Posted 2.6 MSS
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.82	20,998			4.624					07/02 4.0 MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.86	253,547			1.628					Posted 2.6 MSS
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.87	253,849			1.860					07/02 4.0 MSS
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	10.93	85			19.050					Posted 2.6 MSS
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	11.29	86			18.982					07/02 4.0 MSS
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.17	4			0.964					Posted 2.6 MSS
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.76	15			0.586					07/02 4.0 MSS

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B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.79	21,186	0.33	1	4.527	4.52714	0.7653	YES	Posted 2.6 MSS
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	R&B (POTS)	3.82	20,998	0.33	1	4.624	4.62443	0.7550	YES	07/02 4.0 MSS
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.86	253,547	0.49	270	1.628	0.09814	3.8200	YES	Posted 2.6 MSS
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	0.87	263,848	0.49	288	1.660	0.11412	3.3259	YES	07/02 4.0 MSS
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	10.83	85			18.050				Posted 2.6 MSS
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/NC(days)	R&B (POTS)	11.29	86			18.982				07/02 4.0 MSS
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.17	4	0.33	3	0.964	0.73640	1.1339	YES	Posted 2.6 MSS
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	R&B (POTS)	1.78	15	0.33	2	0.586	0.44146	3.2720	YES	07/02 4.0 MSS
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Digital Loop < DS1	5.57	2,571	8.72	182	9.872	0.75724	-4.1554	NO	Posted 2.6 MSS
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Digital Loop < DS1	5.51	2,548	8.72	182	9.798	0.75177	-4.2716	NO	07/02 4.0 MSS
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Digital Loop < DS1	6.24	1,967			7.873				Posted 2.6 MSS
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(days)	Digital Loop < DS1	6.28	1,947			7.921				07/02 4.0 MSS
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Digital Loop < DS1	4.00	9			0.500				Posted 2.6 MSS
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/NC(days)	Digital Loop < DS1	4.14	7			0.378				07/02 4.0 MSS
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Digital Loop >= DS1	67.68	230	6.09	81	75.836	9.79829	6.2858	YES	Posted 2.6 MSS
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Digital Loop >= DS1	38.96	138	6.09	81	84.303	11.80087	2.8700	YES	07/02 4.0 MSS
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Digital Loop >= DS1	2.28	529			6.623				Posted 2.6 MSS
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(days)	Digital Loop >= DS1	2.19	536			5.600				07/02 4.0 MSS
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Digital Loop >= DS1	113.24	45			128.483				Posted 2.6 MSS
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(days)	Digital Loop >= DS1	207.53	19			155.284				07/02 4.0 MSS
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Digital Loop >= DS1	9.70	10			13.833				Posted 2.6 MSS
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(days)	Digital Loop >= DS1	6.85	11			13.423				07/02 4.0 MSS
		Order Completion Interval within X days										
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/NC(days)	7 days			4.67	57				YES	Posted 2.6 MSS
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/NC(days)	7 days			4.72	57				YES	07/02 4.0 MSS
		Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/NC(days)	R&B (POTS)	14.54	35			20.504				Posted 2.6 MSS
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/NC(days)	R&B (POTS)	12.00	2			7.071				07/02 4.0 MSS
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/NC(days)	R&B (POTS)	13.83	23			18.337				Posted 2.6 MSS
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/NC(days)	R&B (POTS)	33.75	4			33.945				07/02 4.0 MSS
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/NC(days)	R&B	14.11	37	0.00	0	20.012			YES	Posted 2.6 MSS
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/NC(days)	R&B	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/NC(days)	R&B	13.83	23	3.00	1	18.337	18.73126	0.5780	YES	Posted 2.6 MSS
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/NC(days)	R&B	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/NC(days)	R&B&D - Disp	14.11	37	0.00	0	20.012			YES	Posted 2.6 MSS
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/NC(days)	R&B&D - Disp	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/NC(days)	R&B&D - Disp	17.96	26	0.00	0	20.798			YES	Posted 2.6 MSS
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/NC(days)	R&B&D - Disp	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/NC(days)	ADSL to Retail	25.54	41	0.00	0	16.532			YES	Posted 2.6 MSS
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/NC(days)	ADSL to Retail	27.86	7	0.00	0	8.388			YES	07/02 4.0 MSS
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/NC(days)	ADSL to Retail	3.00	1	0.00	0	0.000			YES	Posted 2.6 MSS
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/NC(days)	ADSL to Retail	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/NC(days)	ADSL to Retail	25.54	41	0.00	0	16.532			YES	Posted 2.6 MSS
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/NC(days)	ADSL to Retail	27.86	7	0.00	0	8.388			YES	07/02 4.0 MSS
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/NC(days)	ADSL to Retail	3.00	1	0.00	0	0.000			YES	Posted 2.6 MSS
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/NC(days)	ADSL to Retail	0.00	0	0.00	0				YES	07/02 4.0 MSS
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/NC(days)	R&B - Disp	14.11	37	0.00	0	20.012			YES	Posted 2.6 MSS
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/NC(days)	R&B - Disp	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/NC(days)	R&B - Disp	13.83	23	0.00	0	18.337			YES	Posted 2.6 MSS
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/NC(days)	R&B - Disp	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/NC(days)	R&B (POTS) excl SB Or	14.54	35	0.00	0	20.504			YES	Posted 2.6 MSS
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/NC(days)	R&B (POTS) excl SB Or	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	13.83	23	0.00	0	18.337			YES	Posted 2.6 MSS
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/NC(days)	R&B - Disp	14.11	37	0.00	0	20.012			YES	Posted 2.6 MSS
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/NC(days)	R&B - Disp	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/NC(days)	R&B - Disp	13.83	23	0.00	0	18.337			YES	Posted 2.6 MSS
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/NC(days)	R&B - Disp	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/NC(days)	R&B (POTS) excl SB Or	14.54	35			20.504				Posted 2.6 MSS
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/NC(days)	R&B (POTS) excl SB Or	12.00	2			7.071				07/02 4.0 MSS
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	13.83	23			18.337				Posted 2.6 MSS
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	33.75	4			33.945				07/02 4.0 MSS
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/NC(days)	R&B - Disp	14.11	37	0.00	0	20.012			YES	Posted 2.6 MSS
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/NC(days)	R&B - Disp	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/NC(days)	R&B - Disp	13.83	23	0.00	0	18.337			YES	Posted 2.6 MSS
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/NC(days)	R&B - Disp	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/NC(days)	R&B (POTS) excl SB Or	14.54	35			20.504				Posted 2.6 MSS
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/NC(days)	R&B (POTS) excl SB Or	12.00	2			7.071				07/02 4.0 MSS
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	13.83	23			18.337				Posted 2.6 MSS
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/NC(days)	R&B (POTS) excl SB Or	33.75	4			33.945				07/02 4.0 MSS
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/NC(days)	Design	0.00	0	0.00	0				YES	Posted 2.6 MSS
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/NC(days)	Design	0.00	0							07/02 4.0 MSS
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/NC(days)	Design	0.00	0	0.00	0				YES	Posted 2.6 MSS
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/NC(days)	Design	0.00	0							07/02 4.0 MSS

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B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/NC(days)	Design	49.67	3	0.00	0	2.082			YES	Posted 2.6 MSS
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/NC(days)	Design	0.00	0							07/02 4.0 MSS
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/NC(days)	R&B	14.11	37	0.00	0	20.012			YES	Posted 2.6 MSS
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/NC(days)	R&B	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/NC(days)	R&B	13.83	23	0.00	0	18.337			YES	Posted 2.6 MSS
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/NC(days)	R&B	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/NC(days)	R&B (POTS)	14.54	35			20.504				Posted 2.6 MSS
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/NC(days)	R&B (POTS)	12.00	2			7.071				07/02 4.0 MSS
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/NC(days)	R&B (POTS)	13.83	23			18.337				Posted 2.6 MSS
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/NC(days)	R&B (POTS)	33.75	4			33.945				07/02 4.0 MSS
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/NC(days)	R&B (POTS)	14.54	35	0.00	0	20.504			YES	Posted 2.6 MSS
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/NC(days)	R&B (POTS)	12.00	2	0.00	0	7.071			YES	07/02 4.0 MSS
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/NC(days)	R&B (POTS)	13.83	23	0.00	0	18.337			YES	Posted 2.6 MSS
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/NC(days)	R&B (POTS)	33.75	4	0.00	0	33.945			YES	07/02 4.0 MSS
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/NC(days)	Digital Loop < DS1	25.54	41	0.00	0	16.532			YES	Posted 2.6 MSS
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/NC(days)	Digital Loop < DS1	27.86	7	0.00	0	8.368			YES	07/02 4.0 MSS
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/NC(days)	Digital Loop < DS1	9.25	4	0.00	0	4.272			YES	Posted 2.6 MSS
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/NC(days)	Digital Loop < DS1	0.00	0	0.00	0				YES	07/02 4.0 MSS
		% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/NC(%)	R&B (POTS)	0.46%	292,832							Posted 2.6 MSS
B.2.5.1	P-2	Switch Ports/NC(%)	R&B (POTS)	0.47%	291,924							07/02 4.0 MSS
B.2.5.2	P-2	Local Interoffice Transport/NC(%)	DS1/ DS3 - Interoffice	41.62%	817							Posted 2.6 MSS
B.2.5.2	P-2	Local Interoffice Transport/NC(%)	DS1/ DS3 - Interoffice	48.87%	766							07/02 4.0 MSS
B.2.5.3	P-2	Loop + Port Combinations/NC(%)	R&B	0.47%	297,656	0.22%	4,133		0.00107	2.3547	YES	Posted 2.6 MSS
B.2.5.3	P-2	Loop + Port Combinations/NC(%)	R&B	0.48%	294,354	0.22%	4,031		0.00109	2.3152	YES	07/02 4.0 MSS
B.2.5.4	P-2	Combo Other/NC(%)	R&B&D - Disp	5.44%	27,534	100.00%	3		0.13100	-7.2180	NO	Posted 2.6 MSS
B.2.5.4	P-2	Combo Other/NC(%)	R&B&D - Disp	6.13%	25,811	100.00%	1		0.23680	-3.9131	NO	07/02 4.0 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	ADSL to Retail	13.21%	5,002	2.04%	49		0.04862	2.2984	YES	Posted 2.6 MSS
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	ADSL to Retail	13.89%	4,840							07/02 4.0 MSS
B.2.5.6	P-2	UNE ISDN/NC(%)	ISDN - BRI	7.58%	277	26.33%	60		0.03789	-5.5057	NO	Posted 2.6 MSS
B.2.5.6	P-2	UNE ISDN/NC(%)	ISDN - BRI	7.41%	243	38.64%	44		0.04291	-7.2782	NO	07/02 4.0 MSS
B.2.5.7	P-2	Line Sharing/NC(%)	ADSL to Retail	13.21%	5,002	0.00%	5		0.15152	0.8721	YES	Posted 2.6 MSS
B.2.5.7	P-2	Line Sharing/NC(%)	ADSL to Retail	13.86%	4,840							07/02 4.0 MSS
B.2.5.8	P-2	2W Analog Loop Design/NC(%)	R&B - Disp	0.47%	297,656	11.46%	192		0.00494	-22.2544	NO	Posted 2.6 MSS
B.2.5.8	P-2	2W Analog Loop Design/NC(%)	R&B - Disp	0.48%	294,354	14.84%	182		0.00510	-26.1374	NO	07/02 4.0 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/NC(%)	R&B (POTS) excl SB Or	0.86%	158,903	0.00%	6		0.03762	0.2277	YES	Posted 2.6 MSS
B.2.5.9	P-2	2W Analog Loop Non-Design/NC(%)	R&B (POTS) excl SB Or	0.87%	157,347	0.00%	6		0.03789	0.2293	YES	07/02 4.0 MSS
B.2.5.10	P-2	2W Analog Loop w/INP Design/NC(%)	R&B - Disp	0.47%	297,656							Posted 2.6 MSS
B.2.5.10	P-2	2W Analog Loop w/INP Design/NC(%)	R&B - Disp	0.48%	294,354							07/02 4.0 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/NC(%)	R&B (POTS) excl SB Or	0.86%	158,903							Posted 2.6 MSS
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/NC(%)	R&B (POTS) excl SB Or	0.87%	157,347							07/02 4.0 MSS
B.2.5.12	P-2	2W Analog Loop w/LNP Design/NC(%)	R&B - Disp	0.47%	297,656	6.06%	231		0.00450	-12.4185	NO	Posted 2.6 MSS
B.2.5.12	P-2	2W Analog Loop w/LNP Design/NC(%)	R&B - Disp	0.48%	294,354	6.56%	228		0.00456	-13.3842	NO	07/02 4.0 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/NC(%)	R&B (POTS) excl SB Or	0.86%	158,903							Posted 2.6 MSS
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/NC(%)	R&B (POTS) excl SB Or	0.87%	157,347							07/02 4.0 MSS
B.2.5.14	P-2	Other Design/NC(%)	Design	4.40%	2,293	33.33%	6		0.08388	-3.4467	NO	Posted 2.6 MSS
B.2.5.14	P-2	Other Design/NC(%)	Design	10.68%	1,592							07/02 4.0 MSS
B.2.5.15	P-2	Other Non-Design/NC(%)	R&B	0.47%	297,656	0.00%	1		0.06840	0.0687	YES	Posted 2.6 MSS
B.2.5.15	P-2	Other Non-Design/NC(%)	R&B	0.48%	294,354							07/02 4.0 MSS
B.2.5.16	P-2	INP (Standalone)/NC(%)	R&B (POTS)	0.46%	292,832							Posted 2.6 MSS
B.2.5.16	P-2	INP (Standalone)/NC(%)	R&B (POTS)	0.47%	291,924							07/02 4.0 MSS
B.2.5.17	P-2	LNP (Standalone)/NC(%)	R&B (POTS)	0.46%	292,832	0.00%	146		0.00563	0.8255	YES	Posted 2.6 MSS
B.2.5.17	P-2	LNP (Standalone)/NC(%)	R&B (POTS)	0.47%	291,924	0.00%	145		0.00567	0.8257	YES	07/02 4.0 MSS
B.2.5.18	P-2	Digital Loop < DS1/NC(%)	Digital Loop < DS1	12.30%	5,951	16.51%	109		0.03175	-1.3272	YES	Posted 2.6 MSS
B.2.5.18	P-2	Digital Loop < DS1/NC(%)	Digital Loop < DS1	13.14%	5,702	38.64%	44		0.05112	-4.9884	NO	07/02 4.0 MSS
B.2.5.19	P-2	Digital Loop >= DS1/NC(%)	Digital Loop >= DS1	2.52%	1,033	58.97%	78		0.01839	-30.6945	NO	Posted 2.6 MSS
B.2.5.19	P-2	Digital Loop >= DS1/NC(%)	Digital Loop >= DS1	3.93%	662	68.66%	67		0.02490	-25.9924	NO	07/02 4.0 MSS
		% Jeopardies - Non-Mechanized										
B.2.6.2	P-2	Local Interoffice Transport/NC(%)	Diagnostic			0.00%	3				Diagnostic	Posted 2.6 MSS
B.2.6.2	P-2	Local Interoffice Transport/NC(%)	Diagnostic			0.00%	1				Diagnostic	07/02 4.0 MSS
B.2.6.3	P-2	Loop + Port Combinations/NC(%)	Diagnostic			1.35%	74				Diagnostic	Posted 2.6 MSS
B.2.6.3	P-2	Loop + Port Combinations/NC(%)	Diagnostic			0.70%	143				Diagnostic	07/02 4.0 MSS
B.2.6.4	P-2	Combo Other/NC(%)	Diagnostic			45.00%	20				Diagnostic	Posted 2.6 MSS
B.2.6.4	P-2	Combo Other/NC(%)	Diagnostic			52.63%	19				Diagnostic	07/02 4.0 MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			3.77%	53				Diagnostic	Posted 2.6 MSS
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic			1.84%	103				Diagnostic	07/02 4.0 MSS
B.2.6.6	P-2	UNE ISDN/NC(%)	Diagnostic			16.98%	106				Diagnostic	Posted 2.6 MSS
B.2.6.6	P-2	UNE ISDN/NC(%)	Diagnostic			20.20%	99				Diagnostic	07/02 4.0 MSS
B.2.6.7	P-2	Line Sharing/NC(%)	Diagnostic								Diagnostic	Posted 2.6 MSS
B.2.6.7	P-2	Line Sharing/NC(%)	Diagnostic			0.00%	28				Diagnostic	07/02 4.0 MSS
B.2.6.8	P-2	2W Analog Loop Design/NC(%)	Diagnostic			0.00%	29				Diagnostic	Posted 2.6 MSS
B.2.6.8	P-2	2W Analog Loop Design/NC(%)	Diagnostic			2.27%	44				Diagnostic	07/02 4.0 MSS
B.2.6.10	P-2	2W Analog Loop w/INP Design/NC(%)	Diagnostic			0.00%	4				Diagnostic	Posted 2.6 MSS
B.2.6.10	P-2	2W Analog Loop w/INP Design/NC(%)	Diagnostic			0.00%	5				Diagnostic	07/02 4.0 MSS

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B.2.6.12	P-2	2W Analog Loop w/LNP Design/NC(%)	Diagnostic	1.85%	54	Diagnostic	Posted 2.6 MSS
B.2.6.12	P-2	2W Analog Loop w/LNP Design/NC(%)	Diagnostic	2.33%	43	Diagnostic	07/02 4.0 MSS
B.2.6.15	P-2	Other Non-Design/NC(%)	Diagnostic	0.00%	13	Diagnostic	Posted 2.6 MSS
B.2.6.15	P-2	Other Non-Design/NC(%)	Diagnostic	0.00%	15	Diagnostic	07/02 4.0 MSS
B.2.6.17	P-2	LNP (Standalone)/NC(%)	Diagnostic	0.00%	161	Diagnostic	Posted 2.6 MSS
B.2.6.17	P-2	LNP (Standalone)/NC(%)	Diagnostic	0.00%	150	Diagnostic	07/02 4.0 MSS
B.2.6.18	P-2	Digital Loop < DS1/NC(%)	Diagnostic	12.90%	155	Diagnostic	Posted 2.6 MSS
B.2.6.18	P-2	Digital Loop < DS1/NC(%)	Diagnostic	11.11%	198	Diagnostic	07/02 4.0 MSS
B.2.6.19	P-2	Digital Loop >= DS1/NC(%)	Diagnostic	24.24%	66	Diagnostic	Posted 2.6 MSS
B.2.6.19	P-2	Digital Loop >= DS1/NC(%)	Diagnostic	28.17%	71	Diagnostic	07/02 4.0 MSS
		Average Jeopardy Notice Interval - Mechanized					
B.2.8.3	P-2	Loop + Port Combinations/NC(hours)	>= 48 hrs	111.15	7	YES	Posted 2.6 MSS
B.2.8.3	P-2	Loop + Port Combinations/NC(hours)	>= 48 hrs	114.82	7	YES	07/02 4.0 MSS
B.2.8.4	P-2	Combo Other/NC(hours)	>= 48 hrs	336.52	3	YES	Posted 2.6 MSS
B.2.8.4	P-2	Combo Other/NC(hours)	>= 48 hrs	339.10	1	YES	07/02 4.0 MSS
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(hours)	>= 48 hrs	171.05	1	YES	Posted 2.6 MSS
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(hours)	>= 48 hrs				07/02 4.0 MSS
B.2.8.8	P-2	2W Analog Loop Design/NC(hours)	>= 48 hrs	183.35	22	YES	Posted 2.6 MSS
B.2.8.8	P-2	2W Analog Loop Design/NC(hours)	>= 48 hrs	198.13	27	YES	07/02 4.0 MSS
B.2.8.12	P-2	2W Analog Loop w/LNP Design/NC(hours)	>= 48 hrs	190.90	14	YES	Posted 2.6 MSS
B.2.8.12	P-2	2W Analog Loop w/LNP Design/NC(hours)	>= 48 hrs	183.81	15	YES	07/02 4.0 MSS
B.2.8.14	P-2	Other Design/NC(hours)	>= 48 hrs	140.09	2	YES	Posted 2.6 MSS
B.2.8.14	P-2	Other Design/NC(hours)	>= 48 hrs				07/02 4.0 MSS
B.2.8.18	P-2	Digital Loop < DS1/NC(hours)	>= 48 hrs	338.01	18	YES	Posted 2.6 MSS
B.2.8.18	P-2	Digital Loop < DS1/NC(hours)	>= 48 hrs	347.84	17	YES	07/02 4.0 MSS
B.2.8.19	P-2	Digital Loop >= DS1/NC(hours)	>= 48 hrs	202.33	46	YES	Posted 2.6 MSS
B.2.8.19	P-2	Digital Loop >= DS1/NC(hours)	>= 48 hrs	187.61	45	YES	07/02 4.0 MSS
		Average Jeopardy Notice Interval - Non-Mechanized					
B.2.9.3	P-2	Loop + Port Combinations/NC(hours)	Diagnostic	178.00	1	Diagnostic	Posted 2.6 MSS
B.2.9.3	P-2	Loop + Port Combinations/NC(hours)	Diagnostic	178.97	1	Diagnostic	07/02 4.0 MSS
B.2.9.4	P-2	Combo Other/NC(hours)	Diagnostic	300.67	9	Diagnostic	Posted 2.6 MSS
B.2.9.4	P-2	Combo Other/NC(hours)	Diagnostic	308.81	11	Diagnostic	07/02 4.0 MSS
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(hours)	Diagnostic	154.00	1	Diagnostic	Posted 2.6 MSS
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(hours)	Diagnostic	185.00	2	Diagnostic	07/02 4.0 MSS
B.2.9.6	P-2	UNE ISDN/NC(hours)	Diagnostic	296.40	15	Diagnostic	Posted 2.6 MSS
B.2.9.6	P-2	UNE ISDN/NC(hours)	Diagnostic	332.95	17	Diagnostic	07/02 4.0 MSS
B.2.9.8	P-2	2W Analog Loop Design/NC(hours)	Diagnostic			Diagnostic	Posted 2.6 MSS
B.2.9.8	P-2	2W Analog Loop Design/NC(hours)	Diagnostic	131.97	1	Diagnostic	07/02 4.0 MSS
B.2.9.12	P-2	2W Analog Loop w/LNP Design/NC(hours)	Diagnostic	178.00	1	Diagnostic	Posted 2.6 MSS
B.2.9.12	P-2	2W Analog Loop w/LNP Design/NC(hours)	Diagnostic	179.27	1	Diagnostic	07/02 4.0 MSS
B.2.9.18	P-2	Digital Loop < DS1/NC(hours)	Diagnostic	287.50	16	Diagnostic	Posted 2.6 MSS
B.2.9.18	P-2	Digital Loop < DS1/NC(hours)	Diagnostic	315.27	19	Diagnostic	07/02 4.0 MSS
B.2.9.19	P-2	Digital Loop >= DS1/NC(hours)	Diagnostic	176.50	16	Diagnostic	Posted 2.6 MSS
B.2.9.19	P-2	Digital Loop >= DS1/NC(hours)	Diagnostic	192.68	20	Diagnostic	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Mechanized					
B.2.10.4	P-2	Combo Other/NC(%)	95% >= 48 hrs	100.00%	3	YES	Posted 2.6 MSS
B.2.10.4	P-2	Combo Other/NC(%)	95% >= 48 hrs	100.00%	1	YES	07/02 4.0 MSS
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	95% >= 48 hrs	100.00%	1	YES	Posted 2.6 MSS
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	95% >= 48 hrs				07/02 4.0 MSS
B.2.10.8	P-2	2W Analog Loop Design/NC(%)	95% >= 48 hrs	100.00%	22	YES	Posted 2.6 MSS
B.2.10.8	P-2	2W Analog Loop Design/NC(%)	95% >= 48 hrs	100.00%	27	YES	07/02 4.0 MSS
B.2.10.12	P-2	2W Analog Loop w/LNP Design/NC(%)	95% >= 48 hrs	100.00%	14	YES	Posted 2.6 MSS
B.2.10.12	P-2	2W Analog Loop w/LNP Design/NC(%)	95% >= 48 hrs	100.00%	15	YES	07/02 4.0 MSS
B.2.10.14	P-2	Other Design/NC(%)	95% >= 48 hrs	100.00%	2	YES	Posted 2.6 MSS
B.2.10.14	P-2	Other Design/NC(%)	95% >= 48 hrs				07/02 4.0 MSS
B.2.10.18	P-2	Digital Loop < DS1/NC(%)	95% >= 48 hrs	100.00%	18	YES	Posted 2.6 MSS
B.2.10.18	P-2	Digital Loop < DS1/NC(%)	95% >= 48 hrs	100.00%	17	YES	07/02 4.0 MSS
B.2.10.19	P-2	Digital Loop >= DS1/NC(%)	95% >= 48 hrs	100.00%	46	YES	Posted 2.6 MSS
B.2.10.19	P-2	Digital Loop >= DS1/NC(%)	95% >= 48 hrs	100.00%	45	YES	07/02 4.0 MSS
		% Jeopardy Notice >= 48 hours - Non-Mechanized					
B.2.11.4	P-2	Combo Other/NC(%)	Diagnostic	100.00%	9	Diagnostic	Posted 2.6 MSS
B.2.11.4	P-2	Combo Other/NC(%)	Diagnostic	100.00%	11	Diagnostic	07/02 4.0 MSS
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic	100.00%	1	Diagnostic	Posted 2.6 MSS
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/NC(%)	Diagnostic	100.00%	2	Diagnostic	07/02 4.0 MSS
B.2.11.6	P-2	UNE ISDN/NC(%)	Diagnostic	100.00%	15	Diagnostic	Posted 2.6 MSS
B.2.11.6	P-2	UNE ISDN/NC(%)	Diagnostic	100.00%	17	Diagnostic	07/02 4.0 MSS
B.2.11.8	P-2	2W Analog Loop Design/NC(%)	Diagnostic			Diagnostic	Posted 2.6 MSS
B.2.11.8	P-2	2W Analog Loop Design/NC(%)	Diagnostic	100.00%	1	Diagnostic	07/02 4.0 MSS
B.2.11.18	P-2	Digital Loop < DS1/NC(%)	Diagnostic	100.00%	16	Diagnostic	Posted 2.6 MSS
B.2.11.18	P-2	Digital Loop < DS1/NC(%)	Diagnostic	100.00%	19	Diagnostic	07/02 4.0 MSS
B.2.11.19	P-2	Digital Loop >= DS1/NC(%)	Diagnostic	100.00%	16	Diagnostic	Posted 2.6 MSS
B.2.11.19	P-2	Digital Loop >= DS1/NC(%)	Diagnostic	100.00%	20	Diagnostic	07/02 4.0 MSS
		% Provisioning Troubles within 7 Days - Hot Cuts					
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/NC(%)	<= 5%	0.14%	727	YES	Posted 2.6 MSS
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/NC(%)	<= 5%	0.95%	733	YES	07/02 4.0 MSS

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		% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.54%	24,231							Posted 2.6 MSS
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.49%	24,015							07/02 4.0 MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,484							Posted 2.6 MSS
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,718							07/02 4.0 MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	1.96%	101							Posted 2.6 MSS
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	2.94%	102							07/02 4.0 MSS
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	5							Posted 2.6 MSS
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	15							07/02 4.0 MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	DS1/DS3	0.26%	769	0.00%	3		0.02946	0.0883	YES	Posted 2.6 MSS
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	DS1/DS3	0.26%	782	0.00%	1		0.05054	0.0508	YES	07/02 4.0 MSS
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	R&B	2.51%	25,004	1.32%	227		0.01042	1.1377	YES	Posted 2.6 MSS
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	R&B	2.45%	24,791	1.34%	224		0.01037	1.0883	YES	07/02 4.0 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	R&B	0.14%	272,431	0.45%	3,968		0.00060	-5.1481	NO	Posted 2.6 MSS
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	R&B	0.14%	270,260	0.45%	3,957		0.00061	-5.1479	NO	07/02 4.0 MSS
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	R&B	0.00%	134,410	0.00%	2,110		0.00010	0.2153	YES	Posted 2.6 MSS
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	R&B	0.00%	135,118	0.00%	2,103		0.00000		YES	07/02 4.0 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/NC(%)	R&B	0.28%	138,021	0.97%	1,858		0.00123	-5.5873	NO	Posted 2.6 MSS
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/NC(%)	R&B	0.29%	135,162	0.97%	1,854		0.00125	-5.4789	NO	07/02 4.0 MSS
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	R&B	4.96%	121	0.00%	3		0.12688	0.3908	YES	Posted 2.6 MSS
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	R&B	4.88%	123	0.00%	3		0.12587	0.3875	YES	07/02 4.0 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.00%	87	0.00%	1		0.00000		YES	Posted 2.6 MSS
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.00%	117	0.00%	1		0.00000		YES	07/02 4.0 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(%)	R&B	0.00%	21							Posted 2.6 MSS
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(%)	R&B	0.00%	24							07/02 4.0 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	R&B	0.00%	66	0.00%	1		0.00000		YES	Posted 2.6 MSS
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	R&B	0.00%	93	0.00%	1		0.00000		YES	07/02 4.0 MSS
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/NC(%)	R&B&D - Disp	2.59%	26,295	0.00%	23		0.03313	0.7816	YES	Posted 2.6 MSS
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/NC(%)	R&B&D - Disp	2.57%	26,187	0.00%	22		0.03375	0.7615	YES	07/02 4.0 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/NC(%)	R&B&D - Disp	2.59%	26,295							Posted 2.6 MSS
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/NC(%)	R&B&D - Disp	2.57%	26,187							07/02 4.0 MSS
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/NC(%)	R&B&D - Disp	4.00%	175							Posted 2.6 MSS
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/NC(%)	R&B&D - Disp	4.17%	144							07/02 4.0 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/NC(%)	R&B&D - Disp	4.00%	175							Posted 2.6 MSS
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/NC(%)	R&B&D - Disp	4.17%	144							07/02 4.0 MSS
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.72%	3,336	0.00%	103		0.01883	1.9640	YES	Posted 2.6 MSS
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.77%	3,317	0.00%	103		0.01905	1.9779	YES	07/02 4.0 MSS
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	0.00%	1,673							Posted 2.6 MSS
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	0.00%	1,615							07/02 4.0 MSS
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	13							Posted 2.6 MSS
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	11							07/02 4.0 MSS
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/NC(%)	ISDN - BRI	3.20%	125	0.00%	148		0.02138	1.4967	YES	Posted 2.6 MSS
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/NC(%)	ISDN - BRI	1.57%	127	0.00%	148		0.01506	1.0457	YES	07/02 4.0 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN - BRI	3.88%	129							Posted 2.6 MSS
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN - BRI	3.82%	131							07/02 4.0 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.72%	3,336	33.33%	3		0.10927	-2.7103	NO	Posted 2.6 MSS
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.77%	3,317	20.00%	5		0.08523	-1.9045	NO	07/02 4.0 MSS
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	0.00%	1,673	0.00%	2		0.00000		YES	Posted 2.6 MSS
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	0.00%	1,615	0.00%	23		0.00000		YES	07/02 4.0 MSS
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	13							Posted 2.6 MSS
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	11							07/02 4.0 MSS
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.51%	25,004	0.00%	217		0.01066	2.3523	YES	Posted 2.6 MSS
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.45%	24,791	0.00%	230		0.01024	2.3918	YES	07/02 4.0 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.51%	25,004							Posted 2.6 MSS
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.45%	24,791							07/02 4.0 MSS
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.96%	121	0.00%	1		0.21798	0.2275	YES	Posted 2.6 MSS
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.88%	123	0.00%	2		0.15355	0.3177	YES	07/02 4.0 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.96%	121							Posted 2.6 MSS
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.88%	123							07/02 4.0 MSS
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.54%	24,231	0.00%	4		0.07871	0.3230	YES	Posted 2.6 MSS
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.49%	24,015	0.00%	4		0.07785	0.3193	YES	07/02 4.0 MSS
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,527	0.00%	1		0.05307	0.0532	YES	Posted 2.6 MSS
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,025	0.00%	1		0.05324	0.0534	YES	07/02 4.0 MSS
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	1.96%	101							Posted 2.6 MSS
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.94%	102							07/02 4.0 MSS
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	3							Posted 2.6 MSS
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	13							07/02 4.0 MSS
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.51%	25,004	0.00%	4		0.07818	0.3207	YES	Posted 2.6 MSS
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.45%	24,791	0.00%	5		0.08912	0.3542	YES	07/02 4.0 MSS
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.51%	25,004							Posted 2.6 MSS
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.45%	24,791							07/02 4.0 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.96%	121							Posted 2.6 MSS
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.88%	123							07/02 4.0 MSS

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B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.96%	121							Posted 2.6 MSS
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.88%	123							07/02 4.0 MSS
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.54%	24,231							Posted 2.6 MSS
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.49%	24,015							07/02 4.0 MSS
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,527							Posted 2.6 MSS
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,025							07/02 4.0 MSS
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	1.98%	101							Posted 2.6 MSS
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.94%	102							07/02 4.0 MSS
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	3							Posted 2.6 MSS
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	13							07/02 4.0 MSS
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.51%	25,004	0.00%	284		0.00933	2.6875	YES	Posted 2.6 MSS
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	2.45%	24,791	0.00%	276		0.00932	2.6268	YES	07/02 4.0 MSS
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.51%	25,004							Posted 2.6 MSS
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	2.45%	24,791							07/02 4.0 MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.96%	121	0.00%	2		0.15477	0.3204	YES	Posted 2.6 MSS
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	4.88%	123	0.00%	1		0.21626	0.2255	YES	07/02 4.0 MSS
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.96%	121							Posted 2.6 MSS
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	4.88%	123							07/02 4.0 MSS
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.54%	24,231							Posted 2.6 MSS
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.49%	24,015							07/02 4.0 MSS
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,527							Posted 2.6 MSS
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.28%	134,025							07/02 4.0 MSS
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	1.98%	101							Posted 2.6 MSS
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	2.94%	102							07/02 4.0 MSS
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	3							Posted 2.6 MSS
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	13							07/02 4.0 MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/NC(%)	Design	4.18%	1,291	0.00%	6		0.08192	0.5106	YES	Posted 2.6 MSS
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/NC(%)	Design	4.73%	1,396							07/02 4.0 MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/NC(%)	Design	0.87%	578							Posted 2.6 MSS
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/NC(%)	Design	0.85%	471							07/02 4.0 MSS
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/NC(%)	Design	1.85%	54							Posted 2.6 MSS
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/NC(%)	Design	0.00%	21							07/02 4.0 MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/NC(%)	Design	0.00%	12							Posted 2.6 MSS
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/NC(%)	Design	0.00%	5							07/02 4.0 MSS
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/NC(%)	R&B	2.51%	25,004	0.00%	13		0.04338	0.5781	YES	Posted 2.6 MSS
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/NC(%)	R&B	2.45%	24,791	0.00%	16		0.03865	0.6335	YES	07/02 4.0 MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/NC(%)	R&B	0.14%	272,431							Posted 2.6 MSS
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/NC(%)	R&B	0.14%	270,260							07/02 4.0 MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/NC(%)	R&B	4.96%	121							Posted 2.6 MSS
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/NC(%)	R&B	4.88%	123							07/02 4.0 MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.00%	87							Posted 2.6 MSS
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.00%	117							07/02 4.0 MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.54%	24,231							Posted 2.6 MSS
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.49%	24,015							07/02 4.0 MSS
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,484							Posted 2.6 MSS
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,718							07/02 4.0 MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	1.98%	101							Posted 2.6 MSS
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	2.94%	102							07/02 4.0 MSS
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	5							Posted 2.6 MSS
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	15							07/02 4.0 MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.54%	24,231	0.00%	2		0.11131	0.2284	YES	Posted 2.6 MSS
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	2.49%	24,015	0.00%	2		0.11010	0.2258	YES	07/02 4.0 MSS
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,484	0.00%	291		0.00221	0.6444	YES	Posted 2.6 MSS
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.14%	268,718	0.00%	286		0.00223	0.6369	YES	07/02 4.0 MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	1.98%	101							Posted 2.6 MSS
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	2.94%	102							07/02 4.0 MSS
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	5	0.00%	14		0.00000		YES	Posted 2.6 MSS
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	15	0.00%	7		0.00000		YES	07/02 4.0 MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/NC(%)	Digital Loop < DS1	3.96%	3,687	0.00%	247		0.01282	3.0895	YES	Posted 2.6 MSS
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/NC(%)	Digital Loop < DS1	3.96%	3,659	0.00%	247		0.01283	3.0899	YES	07/02 4.0 MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1	0.23%	2,222							Posted 2.6 MSS
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1	0.23%	2,169							07/02 4.0 MSS
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop < DS1	0.00%	14							Posted 2.6 MSS
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop < DS1	0.00%	12							07/02 4.0 MSS
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.42%	236	0.00%	145		0.00685	0.6182	YES	Posted 2.6 MSS
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.68%	145	0.00%	145		0.00972	0.7098	YES	07/02 4.0 MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	533							Posted 2.6 MSS
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	539							07/02 4.0 MSS
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.00%	45							Posted 2.6 MSS
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.00%	19							07/02 4.0 MSS
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	12							Posted 2.6 MSS
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	13							07/02 4.0 MSS
		% Provisioning Troubles within 30 Days										
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/NC(%)	R&B (POTS)	5.34%	21,577							Posted 2.6 MSS

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B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/NC(%)	R&B (POTS)	9.68%	21,384								07/02 4.0 MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.74%	267,828								Posted 2.6 MSS
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.52%	287,531								07/02 4.0 MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	6.85%	73								Posted 2.6 MSS
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	13.70%	73								07/02 4.0 MSS
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	33								Posted 2.6 MSS
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.56%	39								07/02 4.0 MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	DS1/DS3	3.89%	926								Posted 2.6 MSS
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/NC(%)	DS1/DS3	8.80%	932								07/02 4.0 MSS
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	R&B	5.16%	22,511	7.11%	225		0.01482	-1.3184	YES		Posted 2.6 MSS
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/NC(%)	R&B	9.49%	22,320	15.48%	226		0.01980	-3.0581	NO		07/02 4.0 MSS
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	R&B	2.73%	269,892	3.37%	4,420		0.00247	-2.6076	NO		Posted 2.6 MSS
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(%)	R&B	2.52%	289,686	3.86%	4,379		0.00239	-5.5901	NO		07/02 4.0 MSS
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	R&B	2.63%	136,565	2.94%	2,480		0.00324	-0.9638	YES		Posted 2.6 MSS
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(%)	R&B	2.43%	136,833	3.42%	2,456		0.00314	-3.1421	NO		07/02 4.0 MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/NC(%)	R&B	2.83%	133,327	3.92%	1,940		0.00379	-2.8822	NO		Posted 2.6 MSS
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/NC(%)	R&B	2.62%	132,853	4.42%	1,923		0.00367	-4.9226	NO		07/02 4.0 MSS
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	R&B	5.94%	101	33.33%	3		0.13849	-1.9780	NO		Posted 2.6 MSS
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/NC(%)	R&B	14.85%	101	50.00%	2		0.25393	-1.3842	YES		07/02 4.0 MSS
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.89%	224								Posted 2.6 MSS
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(%)	R&B	6.84%	286								07/02 4.0 MSS
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(%)	R&B	1.16%	86								Posted 2.6 MSS
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(%)	R&B	7.69%	91								07/02 4.0 MSS
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	R&B	0.72%	138								Posted 2.6 MSS
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(%)	R&B	6.15%	195								07/02 4.0 MSS
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/NC(%)	R&B&D - Disp	5.06%	23,738	0.00%	14		0.05857	0.8631	YES		Posted 2.6 MSS
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/NC(%)	R&B&D - Disp	9.34%	23,550	0.00%	14		0.07778	1.2004	YES		07/02 4.0 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/NC(%)	R&B&D - Disp	5.06%	23,738								Posted 2.6 MSS
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/NC(%)	R&B&D - Disp	9.34%	23,550								07/02 4.0 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/NC(%)	R&B&D - Disp	5.41%	111								Posted 2.6 MSS
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/NC(%)	R&B&D - Disp	14.02%	107								07/02 4.0 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/NC(%)	R&B&D - Disp	5.41%	111								Posted 2.6 MSS
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/NC(%)	R&B&D - Disp	14.02%	107								07/02 4.0 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	ADSL to Retail	8.26%	2,603	4.65%	43		0.04232	0.8526	YES		Posted 2.6 MSS
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.13%	2,587	6.98%	43		0.02678	-1.4361	YES		07/02 4.0 MSS
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	9.15%	1,476								Posted 2.6 MSS
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	2.11%	1,422								07/02 4.0 MSS
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	5								Posted 2.6 MSS
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	6								07/02 4.0 MSS
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/NC(%)	ISDN - BRI	4.29%	163	1.94%	103		0.02552	0.9220	YES		Posted 2.6 MSS
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/NC(%)	ISDN - BRI	8.13%	160	5.94%	101		0.03472	0.6281	YES		07/02 4.0 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN - BRI	0.68%	147								Posted 2.6 MSS
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/NC(%)	ISDN - BRI	0.00%	145								07/02 4.0 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/NC(%)	ADSL to Retail	8.26%	2,603	50.00%	2		0.19472	-2.1436	NO		Posted 2.6 MSS
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/NC(%)	ADSL to Retail	3.13%	2,587	75.00%	4		0.08714	-8.2471	NO		07/02 4.0 MSS
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	9.15%	1,476	20.00%	5		0.12914	-0.8405	YES		Posted 2.6 MSS
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/NC(%)	ADSL to Retail	2.11%	1,422	25.00%	28		0.02742	-8.3467	NO		07/02 4.0 MSS
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	5								Posted 2.6 MSS
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/NC(%)	ADSL to Retail	0.00%	6								07/02 4.0 MSS
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	5.16%	22,511	5.84%	154		0.01788	-0.3840	YES		Posted 2.6 MSS
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	9.49%	22,320	8.10%	164		0.02297	1.4783	YES		07/02 4.0 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	5.16%	22,511								Posted 2.6 MSS
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	9.49%	22,320								07/02 4.0 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	5.94%	101	50.00%	2		0.16879	-2.6102	NO		Posted 2.6 MSS
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	14.85%	101	50.00%	2		0.25393	-1.3842	YES		07/02 4.0 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	5.94%	101								Posted 2.6 MSS
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	14.85%	101								07/02 4.0 MSS
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	5.34%	21,577	0.00%	8		0.07953	0.6719	YES		Posted 2.6 MSS
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	9.66%	21,384	0.00%	8		0.10447	0.9248	YES		07/02 4.0 MSS
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.85%	132,054								Posted 2.6 MSS
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.61%	131,547								07/02 4.0 MSS
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	6.85%	73								Posted 2.6 MSS
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	13.70%	73								07/02 4.0 MSS
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	1								Posted 2.6 MSS
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	7								07/02 4.0 MSS
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	5.16%	22,511	0.00%	2		0.15640	0.3298	YES		Posted 2.6 MSS
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	9.49%	22,320	0.00%	1		0.29313	0.3239	YES		07/02 4.0 MSS
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	5.16%	22,511								Posted 2.6 MSS
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	9.49%	22,320								07/02 4.0 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	5.94%	101								Posted 2.6 MSS
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	14.85%	101								07/02 4.0 MSS
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	5.94%	101								Posted 2.6 MSS
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	14.85%	101								07/02 4.0 MSS

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B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	5.34%	21,577								Posted 2.6 MSS
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	9.66%	21,384								07/02 4.0 MSS
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.85%	132,054								Posted 2.6 MSS
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.61%	131,547								07/02 4.0 MSS
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	6.85%	73								Posted 2.6 MSS
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	13.70%	73								07/02 4.0 MSS
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	1								Posted 2.6 MSS
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	7								07/02 4.0 MSS
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	5.16%	22,511	1.54%	259		0.01382	2.6141	YES		Posted 2.6 MSS
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(%)	R&B - Disp	9.49%	22,320	4.23%	260		0.01828	2.8784	YES		07/02 4.0 MSS
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	5.16%	22,511								Posted 2.6 MSS
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(%)	R&B - Disp	9.49%	22,320								07/02 4.0 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	5.94%	101	33.33%	3		0.13849	-1.9780	NO		Posted 2.6 MSS
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(%)	R&B - Disp	14.85%	101	33.33%	3		0.20834	-0.8871	YES		07/02 4.0 MSS
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	5.94%	101								Posted 2.6 MSS
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(%)	R&B - Disp	14.85%	101								07/02 4.0 MSS
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	5.34%	21,577	5.88%	17		0.05457	-0.0987	YES		Posted 2.6 MSS
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	9.66%	21,384	5.88%	17		0.07168	0.5272	YES		07/02 4.0 MSS
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.85%	132,054	0.00%	10		0.05260	0.5414	YES		Posted 2.6 MSS
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	2.61%	131,547	0.00%	10		0.05044	0.5179	YES		07/02 4.0 MSS
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	6.85%	73	0.00%	2		0.18104	0.3783	YES		Posted 2.6 MSS
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(%)	R&B (POTS) excl SB Or	13.70%	73	0.00%	2		0.24643	0.5559	YES		07/02 4.0 MSS
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	1	0.00%	1		0.00000		YES		Posted 2.6 MSS
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(%)	R&B (POTS) excl SB Or	0.00%	7	0.00%	1		0.00000		YES		07/02 4.0 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/NC(%)	Design	3.18%	1,227	0.00%	7		0.06649	0.4780	YES		Posted 2.6 MSS
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/NC(%)	Design	6.50%	1,230								07/02 4.0 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/NC(%)	Design	0.71%	141								Posted 2.6 MSS
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/NC(%)	Design	3.38%	325								07/02 4.0 MSS
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/NC(%)	Design	0.00%	10								Posted 2.6 MSS
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/NC(%)	Design	0.00%	6								07/02 4.0 MSS
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/NC(%)	Design	0.00%	27								Posted 2.6 MSS
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/NC(%)	Design										07/02 4.0 MSS
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/NC(%)	R&B	5.16%	22,511	0.00%	17		0.05366	0.9611	YES		Posted 2.6 MSS
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/NC(%)	R&B	9.48%	22,320	15.00%	20		0.08557	-0.8387	YES		07/02 4.0 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/NC(%)	R&B	2.73%	269,892	0.00%	1		0.16287	0.1674	YES		Posted 2.6 MSS
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/NC(%)	R&B	2.52%	268,598								07/02 4.0 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/NC(%)	R&B	5.94%	101								Posted 2.6 MSS
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/NC(%)	R&B	14.85%	101								07/02 4.0 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/NC(%)	R&B	0.89%	224								Posted 2.6 MSS
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/NC(%)	R&B	6.64%	286								07/02 4.0 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	5.34%	21,577								Posted 2.6 MSS
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	9.66%	21,384								07/02 4.0 MSS
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.74%	267,828	0.00%	1		0.16328	0.1679	YES		Posted 2.6 MSS
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.52%	267,531								07/02 4.0 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	6.85%	73								Posted 2.6 MSS
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	13.70%	73								07/02 4.0 MSS
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	33								Posted 2.6 MSS
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.56%	39								07/02 4.0 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	5.34%	21,577	0.00%	2		0.15904	0.3360	YES		Posted 2.6 MSS
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/NC(%)	R&B (POTS)	9.66%	21,384	0.00%	1		0.29544	0.3270	YES		07/02 4.0 MSS
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.74%	267,828	0.00%	261		0.01011	2.7110	YES		Posted 2.6 MSS
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.52%	267,531	0.00%	247		0.00997	2.5237	YES		07/02 4.0 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	6.85%	73								Posted 2.6 MSS
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/NC(%)	R&B (POTS)	13.70%	73								07/02 4.0 MSS
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	0.00%	33	0.00%	44		0.00000		YES		Posted 2.6 MSS
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(%)	R&B (POTS)	2.56%	39	0.00%	12		0.05218	0.4914	YES		07/02 4.0 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/NC(%)	Digital Loop < DS1	7.63%	2,934	2.76%	145		0.02259	2.1584	YES		Posted 2.6 MSS
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/NC(%)	Digital Loop < DS1	3.58%	2,908	6.25%	144		0.01585	-1.6865	NO		07/02 4.0 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1	7.32%	1,857								Posted 2.6 MSS
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop < DS1	2.00%	1,802								07/02 4.0 MSS
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop < DS1	0.00%	5								Posted 2.6 MSS
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop < DS1	0.00%	6								07/02 4.0 MSS
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.50%	202	3.79%	132		0.00786	-4.1919	NO		Posted 2.6 MSS
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	3.30%	91	13.43%	134		0.02425	-4.1792	NO		07/02 4.0 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.85%	118								Posted 2.6 MSS
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	1.79%	112								07/02 4.0 MSS
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.00%	3								Posted 2.6 MSS
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(%)	Digital Loop >= DS1	0.00%	2								07/02 4.0 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	27								Posted 2.6 MSS
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(%)	Digital Loop >= DS1	0.00%	26								07/02 4.0 MSS
		Average Completion Notice Interval - Mechanized											
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.49	24,199			10.427					Posted 2.6 MSS
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.48	23,848			10.248					07/02 4.0 MSS
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	268,254			19.291					Posted 2.6 MSS

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B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	286,272			19.193				07/02 4.0 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.65	101			15.509				Posted 2.6 MSS
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.67	100			12.810				07/02 4.0 MSS
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.81	5			0.080				Posted 2.6 MSS
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.83	4			0.080				07/02 4.0 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC(hours)	DS1/ DS3 - Interoffice	113.72	761			194.514				Posted 2.6 MSS
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC(hours)	DS1/ DS3 - Interoffice	118.52	757			207.573				07/02 4.0 MSS
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)	R&B	1.78	24,970	0.13	197	12.551	0.89774	1.8472	YES	Posted 2.6 MSS
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)	R&B	1.76	24,621	0.13	189	12.333	0.90056	1.8085	YES	07/02 4.0 MSS
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)	R&B	0.79	272,194	0.82	3,921	19.177	0.30845	-0.1141	YES	Posted 2.6 MSS
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)	R&B	0.79	286,823	0.82	3,836	19.153	0.31131	-0.0987	YES	07/02 4.0 MSS
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)	R&B	0.80	134,281	0.80	2,088	5.201	0.11471	-0.0727	YES	Posted 2.6 MSS
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)	R&B	0.79	134,864	0.80	2,024	4.326	0.09897	-0.1107	YES	07/02 4.0 MSS
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)	R&B	0.78	137,913	0.85	1,833	26.457	0.62206	-0.1039	YES	Posted 2.6 MSS
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)	R&B	0.79	134,989	0.84	1,815	26.733	0.63170	-0.0837	YES	07/02 4.0 MSS
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/NC(hours)	R&B	2.29	118	0.02	2	14.407	10.27348	0.2211	YES	Posted 2.6 MSS
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/NC(hours)	R&B	2.28	120	0.02	2	11.722	8.38758	0.2881	YES	07/02 4.0 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(hours)	R&B	0.70	82			36.301				Posted 2.6 MSS
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC(hours)	R&B	0.69	108			0.292				07/02 4.0 MSS
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(hours)	R&B	0.62	21			0.228				Posted 2.6 MSS
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC(hours)	R&B	0.62	24			0.260				07/02 4.0 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(hours)	R&B	0.73	61			42.320				Posted 2.6 MSS
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/NC(hours)	R&B	0.71	82			0.299				07/02 4.0 MSS
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC(hours)	R&B&D - Disp	23.55	26,219	70.74	2	254.049	179.64641	-0.2626	YES	Posted 2.6 MSS
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC(hours)	R&B&D - Disp	17.29	25,932	67.82	1	217.175	217.17909	-0.2327	YES	07/02 4.0 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/NC(hours)	R&B&D - Disp	235.05	172			758.999				Posted 2.6 MSS
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/NC(hours)	R&B&D - Disp	740.35	136			2448.625				07/02 4.0 MSS
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)	ADSL to Retail	20.70	3,322	19.62	45	38.315	5.75026	0.1873	YES	Posted 2.6 MSS
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)	ADSL to Retail	20.83	3,266			38.195				07/02 4.0 MSS
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail	0.95	1,670			5.352				Posted 2.6 MSS
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail	0.92	1,612			5.151				07/02 4.0 MSS
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(hours)	ADSL to Retail	27.63	13			39.160				Posted 2.6 MSS
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC(hours)	ADSL to Retail	26.99	11			40.442				07/02 4.0 MSS
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC(hours)	ISDN - BRI	136.11	124	22.53	49	143.433	24.20270	4.6629	YES	Posted 2.6 MSS
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC(hours)	ISDN - BRI	121.15	118	21.80	48	108.093	18.50504	5.3748	YES	07/02 4.0 MSS
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/NC(hours)	ISDN - BRI	5.41	122			36.943				Posted 2.6 MSS
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/NC(hours)	ISDN - BRI	5.21	124			35.708				07/02 4.0 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC(hours)	ADSL to Retail	20.70	3,322	0.02	2	38.315	27.10114	0.7631	YES	Posted 2.6 MSS
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC(hours)	ADSL to Retail	20.83	3,266			38.195				07/02 4.0 MSS
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail	0.95	1,670	0.70	1	5.352	5.35330	0.0462	YES	Posted 2.6 MSS
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)	ADSL to Retail	0.92	1,612			5.151				07/02 4.0 MSS
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/NC(hours)	ADSL to Retail	27.63	13			39.160				Posted 2.6 MSS
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/NC(hours)	ADSL to Retail	26.99	11			40.442				07/02 4.0 MSS
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.78	24,970	24.62	188	12.551	0.91882	-24.8540	NO	Posted 2.6 MSS
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.76	24,621	23.70	185	33.309	2.45810	-8.9272	NO	07/02 4.0 MSS
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.78	24,970			19.177				Posted 2.6 MSS
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.76	24,621			12.333				07/02 4.0 MSS
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.29	118	0.02	1	14.407	14.46823	0.1570	YES	Posted 2.6 MSS
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.28	120	0.02	1	11.722	11.77086	0.1903	YES	07/02 4.0 MSS
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.29	118			36.301				Posted 2.6 MSS
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.28	120			11.722				07/02 4.0 MSS
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.49	24,199	0.02	4	10.427	5.21415	0.2818	YES	Posted 2.6 MSS
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.48	23,848	0.02	4	10.248	5.12465	0.2812	YES	07/02 4.0 MSS
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	134,424	0.02	1	26.457	26.45755	0.0287	YES	Posted 2.6 MSS
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	133,838	0.02	1	26.826	26.82587	0.0286	YES	07/02 4.0 MSS
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.65	101			15.509				Posted 2.6 MSS
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.67	100			12.810				07/02 4.0 MSS
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.81	3			42.320				Posted 2.6 MSS
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.85	2			0.118				07/02 4.0 MSS
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.78	24,970			12.551				Posted 2.6 MSS
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.76	24,621			12.333				07/02 4.0 MSS
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.78	24,970			19.177				Posted 2.6 MSS
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.76	24,621			12.333				07/02 4.0 MSS
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.29	118			14.407				Posted 2.6 MSS
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.28	120			11.722				07/02 4.0 MSS
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.29	118			36.301				Posted 2.6 MSS
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.28	120			11.722				07/02 4.0 MSS
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.49	24,199			10.427				Posted 2.6 MSS
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.48	23,848			10.248				07/02 4.0 MSS
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	134,424			26.457				Posted 2.6 MSS
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	133,838			26.826				07/02 4.0 MSS
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.65	101			15.509				Posted 2.6 MSS
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.67	100			12.810				07/02 4.0 MSS

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B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.81	3			42.320				Posted 2.6 MSS
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.85	2			0.118				07/02 4.0 MSS
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.78	24,970	15.48	231	12.551	0.82961	-16.5083	NO	Posted 2.6 MSS
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)	R&B - Disp	1.76	24,821	16.42	231	24.442	1.61570	-9.0734	NO	07/02 4.0 MSS
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.78	24,970			19.177				Posted 2.6 MSS
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	1.76	24,821			12.333				07/02 4.0 MSS
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.29	118			14.407				Posted 2.6 MSS
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)	R&B - Disp	2.26	120			11.722				07/02 4.0 MSS
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.29	118			36.301				Posted 2.6 MSS
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B - Disp	2.26	120			11.722				07/02 4.0 MSS
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.49	24,199			10.427				Posted 2.6 MSS
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	1.48	23,848			10.248				07/02 4.0 MSS
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	134,424			26.457				Posted 2.6 MSS
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.78	133,839			26.826				07/02 4.0 MSS
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.65	101			15.509				Posted 2.6 MSS
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B (POTS) excl SB Or	2.67	100			12.810				07/02 4.0 MSS
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.81	3			42.320				Posted 2.6 MSS
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC(hours)	R&B (POTS) excl SB Or	0.85	2			0.118				07/02 4.0 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC(hours)	Design	456.75	1,249	41.11	4	1032.503	517.07740	0.8077	YES	Posted 2.6 MSS
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC(hours)	Design	309.03	1,311			917.084				07/02 4.0 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/NC(hours)	Design	22.49	573			169.062				Posted 2.6 MSS
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/NC(hours)	Design	16.96	488			82.609				07/02 4.0 MSS
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/NC(hours)	Design	743.67	54			1203.405				Posted 2.6 MSS
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/NC(hours)	Design	5401.96	19			4385.640				07/02 4.0 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/NC(hours)	Design	0.64	12			0.245				Posted 2.6 MSS
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/NC(hours)	Design	0.50	5			0.233				07/02 4.0 MSS
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC(hours)	R&B	1.78	24,970			12.551				Posted 2.6 MSS
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC(hours)	R&B	1.76	24,821			12.333				07/02 4.0 MSS
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/NC(hours)	R&B	0.79	272,194			19.177				Posted 2.6 MSS
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/NC(hours)	R&B	0.79	269,823			19.153				07/02 4.0 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B	2.29	118			14.407				Posted 2.6 MSS
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/NC(hours)	R&B	2.26	120			11.722				07/02 4.0 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B	0.70	82			36.301				Posted 2.6 MSS
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/NC(hours)	R&B	0.69	108			0.292				07/02 4.0 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.49	24,199			10.427				Posted 2.6 MSS
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.48	23,848			10.248				07/02 4.0 MSS
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	268,254			19.291				Posted 2.6 MSS
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	266,272			19.193				07/02 4.0 MSS
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.65	101			15.509				Posted 2.6 MSS
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.67	100			12.810				07/02 4.0 MSS
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.81	5			0.060				Posted 2.6 MSS
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.83	4			0.060				07/02 4.0 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.49	24,199			10.427				Posted 2.6 MSS
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/NC(hours)	R&B (POTS)	1.48	23,848			10.248				07/02 4.0 MSS
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	268,254	0.59	144	19.291	1.60798	0.1199	YES	Posted 2.6 MSS
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.79	266,272	0.59	144	19.193	1.59985	0.1228	YES	07/02 4.0 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.65	101			15.509				Posted 2.6 MSS
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/NC(hours)	R&B (POTS)	2.67	100			12.810				07/02 4.0 MSS
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.81	5	0.40	1	0.060	0.06764	4.6785	YES	Posted 2.6 MSS
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	R&B (POTS)	0.83	4	0.40	1	0.060	0.06920	4.8111	YES	07/02 4.0 MSS
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC(hours)	Digital Loop < DS1	29.75	3,663	21.14	94	71.654	7.48477	1.1499	YES	Posted 2.6 MSS
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC(hours)	Digital Loop < DS1	29.67	3,609	21.69	48	75.362	10.04970	0.7298	YES	07/02 4.0 MSS
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(hours)	Digital Loop < DS1	1.24	2,212			10.886				Posted 2.6 MSS
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC(hours)	Digital Loop < DS1	1.22	2,156			10.663				07/02 4.0 MSS
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/NC(hours)	Digital Loop < DS1	25.76	14			38.269				Posted 2.6 MSS
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/NC(hours)	Digital Loop < DS1	24.77	12			39.253				07/02 4.0 MSS
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(hours)	Digital Loop < DS1	0.50	5			0.231				Posted 2.6 MSS
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC(hours)	Digital Loop < DS1	0.50	5			0.233				07/02 4.0 MSS
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC(hours)	Digital Loop >= DS1	1449.96	229	33.52	76	1862.268	246.52880	5.7455	YES	Posted 2.6 MSS
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC(hours)	Digital Loop >= DS1	839.20	139	34.10	72	2282.811	331.46484	2.4292	YES	07/02 4.0 MSS
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(hours)	Digital Loop >= DS1	11.65	532			156.352				Posted 2.6 MSS
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC(hours)	Digital Loop >= DS1	2.56	538			15.963				07/02 4.0 MSS
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(hours)	Digital Loop >= DS1	844.49	45			1288.279				Posted 2.6 MSS
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/NC(hours)	Digital Loop >= DS1	5393.36	19			4406.629				07/02 4.0 MSS
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(hours)	Digital Loop >= DS1	0.64	12			0.245				Posted 2.6 MSS
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC(hours)	Digital Loop >= DS1	0.61	13			0.261				07/02 4.0 MSS
		Average Completion Notice Interval - Non-Mechanized										
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC(hours)	Diagnostic			16.83	3				Diagnostic	Posted 2.6 MSS
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC(hours)	Diagnostic			18.22	1				Diagnostic	07/02 4.0 MSS
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)	Diagnostic			20.24	30				Diagnostic	Posted 2.6 MSS
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC(hours)	Diagnostic			19.06	33				Diagnostic	07/02 4.0 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			10.76	41				Diagnostic	Posted 2.6 MSS
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic			4.53	110				Diagnostic	07/02 4.0 MSS
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)	Diagnostic			12.88	16				Diagnostic	Posted 2.6 MSS

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B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC(hours)	Diagnostic	3.45	72	Diagnostic	07/02 4.0 MSS			
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)	Diagnostic	9.40	25	Diagnostic	Posted 2.6 MSS			
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC(hours)	Diagnostic	6.57	38	Diagnostic	07/02 4.0 MSS			
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC(hours)	Diagnostic	84.39	21	Diagnostic	Posted 2.6 MSS			
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC(hours)	Diagnostic	89.06	20	Diagnostic	07/02 4.0 MSS			
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)	Diagnostic	48.63	58	Diagnostic	Posted 2.6 MSS			
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(hours)	Diagnostic	34.40	102	Diagnostic	07/02 4.0 MSS			
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC(hours)	Diagnostic	51.30	99	Diagnostic	Posted 2.6 MSS			
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC(hours)	Diagnostic	52.60	97	Diagnostic	07/02 4.0 MSS			
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC(hours)	Diagnostic	16.75	1	Diagnostic	Posted 2.6 MSS			
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC(hours)	Diagnostic	3.38	5	Diagnostic	07/02 4.0 MSS			
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic	14.00	1	Diagnostic	Posted 2.6 MSS			
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic	1.26	22	Diagnostic	07/02 4.0 MSS			
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	43.24	29	Diagnostic	Posted 2.6 MSS			
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	46.78	43	Diagnostic	07/02 4.0 MSS			
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic			Diagnostic	Posted 2.6 MSS			
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic	80.93	1	Diagnostic	07/02 4.0 MSS			
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	33.46	4	Diagnostic	Posted 2.6 MSS			
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	35.10	5	Diagnostic	07/02 4.0 MSS			
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	54.99	53	Diagnostic	Posted 2.6 MSS			
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	58.47	47	Diagnostic	07/02 4.0 MSS			
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic	80.95	2	Diagnostic	Posted 2.6 MSS			
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(hours)	Diagnostic	80.97	1	Diagnostic	07/02 4.0 MSS			
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	34.06	2	Diagnostic	Posted 2.6 MSS			
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC(hours)	Diagnostic			Diagnostic	07/02 4.0 MSS			
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	30.24	13	Diagnostic	Posted 2.6 MSS			
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC(hours)	Diagnostic	31.13	16	Diagnostic	07/02 4.0 MSS			
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic	3.34	147	Diagnostic	Posted 2.6 MSS			
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(hours)	Diagnostic	3.29	141	Diagnostic	07/02 4.0 MSS			
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic	0.60	13	Diagnostic	Posted 2.6 MSS			
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(hours)	Diagnostic	0.82	8	Diagnostic	07/02 4.0 MSS			
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC(hours)	Diagnostic	49.95	153	Diagnostic	Posted 2.6 MSS			
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC(hours)	Diagnostic	43.43	195	Diagnostic	07/02 4.0 MSS			
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC(hours)	Diagnostic	83.57	69	Diagnostic	Posted 2.6 MSS			
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC(hours)	Diagnostic	85.79	72	Diagnostic	07/02 4.0 MSS			
		Total Service Order Cycle Time - Mechanized								
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.37	75	Diagnostic	Posted 2.6 MSS			
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.33	77	Diagnostic	07/02 4.0 MSS			
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.67	1,978	Diagnostic	Posted 2.6 MSS			
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.70	1,982	Diagnostic	07/02 4.0 MSS			
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic	2.00	1	Diagnostic	Posted 2.6 MSS			
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic	2.07	1	Diagnostic	07/02 4.0 MSS			
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.07	28	Diagnostic	Posted 2.6 MSS			
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.01	28	Diagnostic	07/02 4.0 MSS			
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic	4.00	2	Diagnostic	Posted 2.6 MSS			
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic	3.96	2	Diagnostic	07/02 4.0 MSS			
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	7.50	8	Diagnostic	Posted 2.6 MSS			
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	7.37	9	Diagnostic	07/02 4.0 MSS			
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.60	77	Diagnostic	Posted 2.6 MSS			
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.60	84	Diagnostic	07/02 4.0 MSS			
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.58	19	Diagnostic	Posted 2.6 MSS			
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.81	19	Diagnostic	07/02 4.0 MSS			
		Total Service Order Cycle Time - Partially Mechanized								
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.04	55	Diagnostic	Posted 2.6 MSS			
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	2.99	51	Diagnostic	07/02 4.0 MSS			
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	1.18	1,138	Diagnostic	Posted 2.6 MSS			
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	1.02	1,102	Diagnostic	07/02 4.0 MSS			
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic	15.00	1	Diagnostic	Posted 2.6 MSS			
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic	12.11	1	Diagnostic	07/02 4.0 MSS			
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic	11.86	43	Diagnostic	Posted 2.6 MSS			
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic	11.61	42	Diagnostic	07/02 4.0 MSS			
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic	6.50	2	Diagnostic	Posted 2.6 MSS			
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic			Diagnostic	07/02 4.0 MSS			
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.46	68	Diagnostic	Posted 2.6 MSS			
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	5.99	61	Diagnostic	07/02 4.0 MSS			
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.33	90	Diagnostic	Posted 2.6 MSS			
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.29	88	Diagnostic	07/02 4.0 MSS			
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.96	50	Diagnostic	Posted 2.6 MSS			
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.93	60	Diagnostic	07/02 4.0 MSS			
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic			Diagnostic	Posted 2.6 MSS			
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.33	1	Diagnostic	07/02 4.0 MSS			
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	11.86	43	Diagnostic	Posted 2.6 MSS			
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	11.61	42	Diagnostic	07/02 4.0 MSS			
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.46	13	Diagnostic	Posted 2.8 MSS			

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B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.43	13	Diagnostic	07/02 4.0 MSS	
		Total Service Order Cycle Time - Non-Mechanized						
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic	14.00	3	Diagnostic	Posted 2.6 MSS	
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic	11.94	1	Diagnostic	07/02 4.0 MSS	
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	7.27	15	Diagnostic	Posted 2.6 MSS	
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.25	10	Diagnostic	07/02 4.0 MSS	
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	2.30	21	Diagnostic	Posted 2.6 MSS	
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	1.73	17	Diagnostic	07/02 4.0 MSS	
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic	13.33	12	Diagnostic	Posted 2.6 MSS	
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic	12.46	9	Diagnostic	07/02 4.0 MSS	
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic	6.46	24	Diagnostic	Posted 2.6 MSS	
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic	5.49	23	Diagnostic	07/02 4.0 MSS	
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic	13.01	80	Diagnostic	Posted 2.6 MSS	
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic	11.88	78	Diagnostic	07/02 4.0 MSS	
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic	5.00	1	Diagnostic	Posted 2.6 MSS	
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic	5.08	1	Diagnostic	07/02 4.0 MSS	
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			Diagnostic	Posted 2.6 MSS	
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	4.75	2	Diagnostic	07/02 4.0 MSS	
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	7.00	17	Diagnostic	Posted 2.6 MSS	
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.11	18	Diagnostic	07/02 4.0 MSS	
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	9.00	1	Diagnostic	Posted 2.6 MSS	
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	8.27	1	Diagnostic	07/02 4.0 MSS	
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	8.08	13	Diagnostic	Posted 2.6 MSS	
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	7.21	12	Diagnostic	07/02 4.0 MSS	
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic	10.00	1	Diagnostic	Posted 2.6 MSS	
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic	9.15	1	Diagnostic	07/02 4.0 MSS	
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic	7.14	7	Diagnostic	Posted 2.6 MSS	
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.57	10	Diagnostic	07/02 4.0 MSS	
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic	4.00	1	Diagnostic	Posted 2.6 MSS	
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic	3.00	1	Diagnostic	07/02 4.0 MSS	
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	1.90	119	Diagnostic	Posted 2.6 MSS	
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	1.10	118	Diagnostic	07/02 4.0 MSS	
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	11.67	101	Diagnostic	Posted 2.6 MSS	
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	10.58	98	Diagnostic	07/02 4.0 MSS	
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	8.50	40	Diagnostic	Posted 2.6 MSS	
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	7.42	39	Diagnostic	07/02 4.0 MSS	
		Total Service Order Cycle Time (offered) - Mechanized						
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.37	75	Diagnostic	Posted 2.6 MSS	
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.36	76	Diagnostic	07/02 4.0 MSS	
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.89	1,644	Diagnostic	Posted 2.6 MSS	
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.73	1,644	Diagnostic	07/02 4.0 MSS	
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic	2.00	1	Diagnostic	Posted 2.6 MSS	
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC(days)	Diagnostic	2.07	1	Diagnostic	07/02 4.0 MSS	
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.19	26	Diagnostic	Posted 2.6 MSS	
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.11	26	Diagnostic	07/02 4.0 MSS	
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic	4.00	2	Diagnostic	Posted 2.6 MSS	
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic	3.96	2	Diagnostic	07/02 4.0 MSS	
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	7.50	8	Diagnostic	Posted 2.6 MSS	
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	7.37	9	Diagnostic	07/02 4.0 MSS	
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.60	77	Diagnostic	Posted 2.6 MSS	
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.60	84	Diagnostic	07/02 4.0 MSS	
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.58	19	Diagnostic	Posted 2.6 MSS	
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.81	19	Diagnostic	07/02 4.0 MSS	
		Total Service Order Cycle Time (offered) - Partially Mechanized						
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.09	48	Diagnostic	Posted 2.6 MSS	
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic	3.08	44	Diagnostic	07/02 4.0 MSS	
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	1.19	975	Diagnostic	Posted 2.6 MSS	
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	1.02	940	Diagnostic	07/02 4.0 MSS	
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic	15.00	1	Diagnostic	Posted 2.6 MSS	
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic	12.11	1	Diagnostic	07/02 4.0 MSS	
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic	12.54	35	Diagnostic	Posted 2.6 MSS	
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic	12.28	34	Diagnostic	07/02 4.0 MSS	
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic	6.50	2	Diagnostic	Posted 2.6 MSS	
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic			Diagnostic	07/02 4.0 MSS	
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.45	67	Diagnostic	Posted 2.6 MSS	
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic	5.98	60	Diagnostic	07/02 4.0 MSS	
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.30	88	Diagnostic	Posted 2.6 MSS	
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic	6.25	84	Diagnostic	07/02 4.0 MSS	
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.94	43	Diagnostic	Posted 2.6 MSS	
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic	0.92	52	Diagnostic	07/02 4.0 MSS	
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	12.54	35	Diagnostic	Posted 2.6 MSS	
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	12.28	34	Diagnostic	07/02 4.0 MSS	
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.92	12	Diagnostic	Posted 2.6 MSS	
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic	6.90	12	Diagnostic	07/02 4.0 MSS	

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		Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic			14.00	3			Diagnostic	Posted 2.6 MSS
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC(days)	Diagnostic			11.94	1			Diagnostic	07/02 4.0 MSS
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			7.75	12			Diagnostic	Posted 2.6 MSS
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC(days)	Diagnostic			2.98	7			Diagnostic	07/02 4.0 MSS
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			2.43	17			Diagnostic	Posted 2.6 MSS
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.86	14			Diagnostic	07/02 4.0 MSS
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic			13.50	10			Diagnostic	Posted 2.6 MSS
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC(days)	Diagnostic			12.48	9			Diagnostic	07/02 4.0 MSS
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic			6.57	23			Diagnostic	Posted 2.6 MSS
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC(days)	Diagnostic			5.49	23			Diagnostic	07/02 4.0 MSS
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic			13.20	70			Diagnostic	Posted 2.6 MSS
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC(days)	Diagnostic			12.07	68			Diagnostic	07/02 4.0 MSS
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic			5.00	1			Diagnostic	Posted 2.6 MSS
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC(days)	Diagnostic			5.06	1			Diagnostic	07/02 4.0 MSS
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic							Diagnostic	Posted 2.6 MSS
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			4.75	2			Diagnostic	07/02 4.0 MSS
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			8.87	15			Diagnostic	Posted 2.6 MSS
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC(days)	Diagnostic			5.98	14			Diagnostic	07/02 4.0 MSS
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			9.00	1			Diagnostic	Posted 2.6 MSS
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			8.27	1			Diagnostic	07/02 4.0 MSS
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			7.91	11			Diagnostic	Posted 2.6 MSS
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC(days)	Diagnostic			7.06	10			Diagnostic	07/02 4.0 MSS
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic			10.00	1			Diagnostic	Posted 2.6 MSS
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC(days)	Diagnostic			9.15	1			Diagnostic	07/02 4.0 MSS
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic			7.14	7			Diagnostic	Posted 2.6 MSS
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC(days)	Diagnostic			6.57	10			Diagnostic	07/02 4.0 MSS
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic			4.00	1			Diagnostic	Posted 2.6 MSS
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC(days)	Diagnostic			3.00	1			Diagnostic	07/02 4.0 MSS
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			1.78	113			Diagnostic	Posted 2.6 MSS
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.97	111			Diagnostic	07/02 4.0 MSS
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic							Diagnostic	Posted 2.6 MSS
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC(days)	Diagnostic			0.33	1			Diagnostic	07/02 4.0 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			11.76	90			Diagnostic	Posted 2.6 MSS
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			10.59	88			Diagnostic	07/02 4.0 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			8.51	37			Diagnostic	Posted 2.6 MSS
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC(days)	Diagnostic			7.44	36			Diagnostic	07/02 4.0 MSS
		% Completions w/o Notice or < 24 hours										
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/NC(%)	Diagnostic			0.00%	3			Diagnostic	Posted 2.6 MSS
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/NC(%)	Diagnostic			0.00%	1			Diagnostic	07/02 4.0 MSS
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/NC(%)	Diagnostic			1.27%	158			Diagnostic	Posted 2.6 MSS
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/NC(%)	Diagnostic			11.45%	166			Diagnostic	07/02 4.0 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/NC(%)	Diagnostic			8.08%	3,242			Diagnostic	Posted 2.6 MSS
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/NC(%)	Diagnostic			11.83%	3,287			Diagnostic	07/02 4.0 MSS
B.2.32.4.1	P-6	Combo Other/Dispatch/NC(%)	Diagnostic			0.00%	16			Diagnostic	Posted 2.6 MSS
B.2.32.4.1	P-6	Combo Other/Dispatch/NC(%)	Diagnostic			7.69%	13			Diagnostic	07/02 4.0 MSS
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	Diagnostic			0.00%	57			Diagnostic	Posted 2.6 MSS
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	Diagnostic			1.79%	56			Diagnostic	07/02 4.0 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/NC(%)	Diagnostic			0.00%	129			Diagnostic	Posted 2.6 MSS
B.2.32.6.1	P-6	UNE ISDN/Dispatch/NC(%)	Diagnostic			7.35%	136			Diagnostic	07/02 4.0 MSS
B.2.32.7.1	P-6	Line Sharing/Dispatch/NC(%)	Diagnostic			0.00%	3			Diagnostic	Posted 2.6 MSS
B.2.32.7.1	P-6	Line Sharing/Dispatch/NC(%)	Diagnostic			0.00%	4			Diagnostic	07/02 4.0 MSS
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/NC(%)	Diagnostic							Diagnostic	Posted 2.6 MSS
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/NC(%)	Diagnostic			0.00%	17			Diagnostic	07/02 4.0 MSS
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/NC(%)	Diagnostic			0.00%	120			Diagnostic	Posted 2.6 MSS
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/NC(%)	Diagnostic			9.70%	134			Diagnostic	07/02 4.0 MSS
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/NC(%)	Diagnostic			0.00%	116			Diagnostic	Posted 2.6 MSS
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/NC(%)	Diagnostic			9.76%	123			Diagnostic	07/02 4.0 MSS
B.2.32.14.1	P-6	Other Design/Dispatch/NC(%)	Diagnostic			0.00%	1			Diagnostic	Posted 2.6 MSS
B.2.32.14.1	P-6	Other Design/Dispatch/NC(%)	Diagnostic							Diagnostic	07/02 4.0 MSS
B.2.32.15.1	P-6	Other Non-Design/Dispatch/NC(%)	Diagnostic			0.00%	7			Diagnostic	Posted 2.6 MSS
B.2.32.15.1	P-6	Other Non-Design/Dispatch/NC(%)	Diagnostic			9.09%	11			Diagnostic	07/02 4.0 MSS
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/NC(%)	Diagnostic			0.00%	273			Diagnostic	Posted 2.6 MSS
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/NC(%)	Diagnostic			7.75%	271			Diagnostic	07/02 4.0 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/NC(%)	Diagnostic			0.00%	182			Diagnostic	Posted 2.6 MSS
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/NC(%)	Diagnostic			5.82%	189			Diagnostic	07/02 4.0 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/NC(%)	Diagnostic			0.00%	81			Diagnostic	Posted 2.6 MSS
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/NC(%)	Diagnostic			7.06%	85			Diagnostic	07/02 4.0 MSS
		% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95% of requests			100.00%	66			YES	Posted 2.6 MSS
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95% of requests			100.00%	64			YES	07/02 4.0 MSS
		Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/NC(%)	R&B (POTS)	3.95%	32,299						Posted 2.6 MSS
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/NC(%)	R&B (POTS)	3.99%	32,595						07/02 4.0 MSS
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	0.67%	16,684						Posted 2.6 MSS

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B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	0.66%	16,712								07/02 4.0 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	0.24%	415	0.00%	0				YES		Posted 2.6 MSS
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	0.24%	417	0.00%	0				YES		07/02 4.0 MSS
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	0.00%	467	0.00%	3		0.00000		YES		Posted 2.6 MSS
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	0.00%	482	0.00%	3		0.00000		YES		07/02 4.0 MSS
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/NC(%)	R&B	4.06%	33,223	0.00%	545		0.00852	4.7638	YES		Posted 2.6 MSS
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/NC(%)	R&B	4.10%	33,522	0.00%	549		0.00853	4.8086	YES		07/02 4.0 MSS
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	0.81%	17,426	0.00%	206		0.00628	1.2887	YES		Posted 2.6 MSS
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	0.80%	17,456	0.00%	203		0.00630	1.2737	YES		07/02 4.0 MSS
B.3.1.4.1	M&R-1	Combo Other/Dispatch/NC(%)	R&B&D - Disp	4.00%	33,638	0.00%	8		0.08925	0.5769	YES		Posted 2.6 MSS
B.3.1.4.1	M&R-1	Combo Other/Dispatch/NC(%)	R&B&D - Disp	4.03%	34,242	0.00%	8		0.08956	0.5796	YES		07/02 4.0 MSS
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	4.00%	33,638	0.00%	6		0.07996	0.4997	YES		Posted 2.6 MSS
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	4.03%	34,242	0.00%	6		0.08032	0.5021	YES		07/02 4.0 MSS
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	49.91%	553	0.00%	12		0.14589	3.4209	YES		Posted 2.6 MSS
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	48.08%	360	0.00%	11		0.15293	3.1424	YES		07/02 4.0 MSS
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	3.69%	975	0.00%	12		0.05477	0.6741	YES		Posted 2.6 MSS
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	10		0.05725	0.5845	YES		07/02 4.0 MSS
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.00%	62	3.03%	33		0.00000		NO		Posted 2.6 MSS
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.00%	89	3.13%	32		0.00000		NO		07/02 4.0 MSS
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	0.83%	121	0.00%	26		0.01957	0.4223	YES		Posted 2.6 MSS
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	0.00%	129	0.00%	26		0.00000		YES		07/02 4.0 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/NC(%)	ADSL to Retail	49.91%	553	0.00%	1		0.50045	0.9973	YES		Posted 2.6 MSS
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/NC(%)	ADSL to Retail	48.08%	360	0.00%	1		0.50032	0.9605	YES		07/02 4.0 MSS
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	3.69%	975	0.00%	7		0.07153	0.5162	YES		Posted 2.6 MSS
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	7		0.06830	0.4900	YES		07/02 4.0 MSS
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	4.06%	33,223	0.56%	354		0.01055	3.3145	YES		Posted 2.6 MSS
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	4.10%	33,522	0.58%	343		0.01078	3.2691	YES		07/02 4.0 MSS
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	4.06%	33,223	0.00%	107		0.01911	2.1246	YES		Posted 2.6 MSS
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	4.10%	33,522	0.00%	100		0.01966	2.0651	YES		07/02 4.0 MSS
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	3.92%	32,212	0.00%	10		0.06136	0.6385	YES		Posted 2.6 MSS
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	3.96%	32,510	0.00%	10		0.06172	0.6424	YES		07/02 4.0 MSS
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	0.49%	14,183	0.00%	1		0.07008	0.0704	YES		Posted 2.6 MSS
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	0.48%	14,206	0.00%	1		0.06902	0.0693	YES		07/02 4.0 MSS
B.3.1.10.1	M&R-1	Other Design/Dispatch/NC(%)	Design	0.96%	836	0.00%	2		0.06892	0.1386	YES		Posted 2.6 MSS
B.3.1.10.1	M&R-1	Other Design/Dispatch/NC(%)	Design	0.83%	720	0.00%	1		0.09097	0.0918	YES		07/02 4.0 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/NC(%)	Design	0.37%	1,613	0.00%	0				YES		Posted 2.6 MSS
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/NC(%)	Design	0.38%	1,315	0.00%	0				YES		07/02 4.0 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/NC(%)	R&B	4.06%	33,223	4.35%	23		0.04117	-0.0698	YES		Posted 2.6 MSS
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/NC(%)	R&B	4.10%	33,522	0.00%	2		0.14025	0.2925	YES		07/02 4.0 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/NC(%)	R&B	0.81%	17,426	0.00%	11		0.02702	0.2995	YES		Posted 2.6 MSS
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/NC(%)	R&B	0.80%	17,456	0.00%	1		0.08920	0.0898	YES		07/02 4.0 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	3.95%	32,299								Posted 2.6 MSS
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	3.99%	32,595								07/02 4.0 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	0.67%	16,684								Posted 2.6 MSS
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	0.66%	16,712								07/02 4.0 MSS
		Customer Trouble Report Rate											
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/NC(%)	R&B (POTS)	1.55%	2,079,876								Posted 2.6 MSS
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/NC(%)	R&B (POTS)	1.58%	2,056,856								07/02 4.0 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	0.80%	2,079,876								Posted 2.6 MSS
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	0.81%	2,056,856								07/02 4.0 MSS
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	1.38%	30,080	0.00%	147		0.00971	1.4206	YES		Posted 2.6 MSS
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	1.32%	31,515	0.00%	148		0.00948	1.3961	YES		07/02 4.0 MSS
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	1.55%	30,080	2.04%	147		0.01030	-0.4740	YES		Posted 2.6 MSS
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	1.53%	31,515	2.03%	148		0.01019	-0.4883	YES		07/02 4.0 MSS
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/NC(%)	R&B	1.43%	2,320,430	1.07%	51,098		0.00054	6.8241	YES		Posted 2.6 MSS
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/NC(%)	R&B	1.46%	2,296,887	1.05%	52,533		0.00053	7.7737	YES		07/02 4.0 MSS
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	0.75%	2,320,430	0.40%	51,098		0.00039	8.9749	YES		Posted 2.6 MSS
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	0.76%	2,296,887	0.38%	52,533		0.00038	9.7110	YES		07/02 4.0 MSS
B.3.2.4.1	M&R-2	Combo Other/Dispatch/NC(%)	R&B&D - Disp	1.29%	2,614,004	2.80%	286		0.00671	-2.2515	NO		Posted 2.6 MSS
B.3.2.4.1	M&R-2	Combo Other/Dispatch/NC(%)	R&B&D - Disp	1.25%	2,739,146	2.77%	289		0.00658	-2.3081	NO		07/02 4.0 MSS
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	1.29%	2,614,004	2.10%	286		0.00671	-1.2091	YES		Posted 2.6 MSS
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	1.25%	2,739,146	2.08%	289		0.00658	-1.2559	YES		07/02 4.0 MSS
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	0.87%	63,648	0.63%	1,904		0.00217	1.1006	YES		Posted 2.6 MSS
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	0.64%	56,129	0.58%	1,900		0.00187	0.9342	YES		07/02 4.0 MSS
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	1.53%	63,648	0.63%	1,904		0.00288	3.1321	YES		Posted 2.6 MSS
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	1.33%	56,129	0.53%	1,900		0.00269	2.9897	YES		07/02 4.0 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.58%	10,758	0.93%	3,563		0.00147	-2.3843	NO		Posted 2.6 MSS
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.60%	11,483	0.89%	3,561		0.00148	-1.9729	NO		07/02 4.0 MSS
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	1.12%	10,758	0.73%	3,563		0.00205	1.9270	YES		Posted 2.6 MSS
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	1.12%	11,483	0.73%	3,561		0.00203	1.9587	YES		07/02 4.0 MSS
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/NC(%)	ADSL to Retail	0.87%	63,648	0.22%	448		0.00442	1.4609	YES		Posted 2.6 MSS
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/NC(%)	ADSL to Retail	0.64%	56,129	0.22%	448		0.00380	1.1006	YES		07/02 4.0 MSS
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	1.53%	63,648	1.56%	448		0.00587	-0.0522	YES		Posted 2.6 MSS
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	1.33%	56,129	1.56%	448		0.00547	-0.4233	YES		07/02 4.0 MSS

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B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	1.43%	2,320,430	0.87%	40,814			0.00060	9.4467	YES	Posted 2.6 MSS
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	1.46%	2,298,887	0.83%	41,315			0.00060	10.4832	YES	07/02 4.0 MSS
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	1.43%	2,320,430	0.26%	40,814			0.00060	19.5758	YES	Posted 2.6 MSS
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	1.46%	2,298,887	0.24%	41,315			0.00060	20.3013	YES	07/02 4.0 MSS
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	1.55%	2,079,876	2.19%	456			0.00583	-1.1053	YES	Posted 2.6 MSS
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	1.58%	2,058,856	1.29%	774			0.00452	0.6385	YES	07/02 4.0 MSS
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	0.68%	2,079,876	0.22%	456			0.00387	1.1962	YES	Posted 2.6 MSS
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	0.69%	2,058,856	0.13%	774			0.00289	1.8792	YES	07/02 4.0 MSS
B.3.2.10.1	M&R-2	Other Design/Dispatch/NC(%)	Design	0.19%	432,813	0.66%	296			0.00256	-1.8883	NO	Posted 2.6 MSS
B.3.2.10.1	M&R-2	Other Design/Dispatch/NC(%)	Design	0.16%	442,256	14.29%	7			0.01525	-8.2807	NO	07/02 4.0 MSS
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/NC(%)	Design	0.37%	432,813	0.00%	296			0.00355	1.0499	YES	Posted 2.6 MSS
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/NC(%)	Design	0.30%	442,256	0.00%	7			0.02081	0.1445	YES	07/02 4.0 MSS
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/NC(%)	R&B	1.43%	2,320,430	4.67%	492			0.00540	-6.0111	NO	Posted 2.6 MSS
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/NC(%)	R&B	1.46%	2,298,887	0.39%	516			0.00532	2.0152	YES	07/02 4.0 MSS
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/NC(%)	R&B	0.75%	2,320,430	2.24%	492			0.00391	-3.8000	NO	Posted 2.6 MSS
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/NC(%)	R&B	0.76%	2,298,887	0.19%	516			0.00384	1.4751	YES	07/02 4.0 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	1.55%	2,079,876								Posted 2.6 MSS
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	1.58%	2,058,856								07/02 4.0 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	0.80%	2,079,876								Posted 2.6 MSS
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	0.81%	2,058,856								07/02 4.0 MSS
		Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/NC(hours)	R&B (POTS)	15.07	32,299			18.115					Posted 2.6 MSS
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/NC(hours)	R&B (POTS)	15.08	32,595			18.120					07/02 4.0 MSS
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/NC(hours)	R&B (POTS)	4.80	16,684			9.821					Posted 2.6 MSS
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/NC(hours)	R&B (POTS)	4.74	16,712			9.774					07/02 4.0 MSS
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/NC(hours)	DS1/DS3	3.44	415	0.00	0	2.823				YES	Posted 2.6 MSS
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/NC(hours)	DS1/DS3	3.43	417	0.00	0	2.821				YES	07/02 4.0 MSS
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/NC(hours)	DS1/DS3	2.12	467	1.20	3	3.151	1.82508	0.5066		YES	Posted 2.6 MSS
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/NC(hours)	DS1/DS3	2.09	482	1.20	3	3.114	1.80327	0.4869		YES	07/02 4.0 MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/NC(hours)	R&B	15.01	33,223	10.41	545	18.147	0.78370	5.8704		YES	Posted 2.6 MSS
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/NC(hours)	R&B	15.02	33,522	10.44	549	18.151	0.78068	5.8660		YES	07/02 4.0 MSS
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/NC(hours)	R&B	4.74	17,426	2.93	206	9.714	0.68076	2.6513		YES	Posted 2.6 MSS
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/NC(hours)	R&B	4.68	17,456	2.90	203	9.687	0.68244	2.6098		YES	07/02 4.0 MSS
B.3.3.4.1	M&R-3	Combo Other/Dispatch/NC(hours)	R&B&D - Disp	15.03	33,638	4.72	8	31.193	11.02961	0.9347		YES	Posted 2.6 MSS
B.3.3.4.1	M&R-3	Combo Other/Dispatch/NC(hours)	R&B&D - Disp	14.80	34,242	4.72	8	18.032	8.37569	1.5811		YES	07/02 4.0 MSS
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/NC(hours)	R&B&D - Disp	15.03	33,638	0.71	6	9.706	3.96360	3.6136		YES	Posted 2.6 MSS
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/NC(hours)	R&B&D - Disp	14.80	34,242	0.71	6	18.032	7.36203	1.9144		YES	07/02 4.0 MSS
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(hours)	ADSL to Retail	54.19	553	5.67	12	101.460	29.60493	1.6386		YES	Posted 2.6 MSS
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(hours)	ADSL to Retail	63.82	390	5.67	11	200.955	61.50899	0.9421		YES	07/02 4.0 MSS
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(hours)	ADSL to Retail	3.96	975	2.39	12	19.786	5.74665	0.2740		YES	Posted 2.6 MSS
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(hours)	ADSL to Retail	3.48	747	2.81	10	17.985	5.72518	0.1524		YES	07/02 4.0 MSS
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/NC(hours)	ISDN - BRI	4.03	62	4.27	33	2.984	0.64307	-0.3832		YES	Posted 2.6 MSS
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/NC(hours)	ISDN - BRI	4.11	60	4.38	32	2.935	0.62768	-0.4346		YES	07/02 4.0 MSS
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/NC(hours)	ISDN - BRI	2.04	121	2.56	26	4.115	0.68959	-0.5904		YES	Posted 2.6 MSS
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/NC(hours)	ISDN - BRI	1.78	129	2.58	26	3.064	0.65987	-1.2275		YES	07/02 4.0 MSS
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/NC(hours)	ADSL to Retail	54.19	553	4.37	1	101.460	101.55127	0.4906		YES	Posted 2.6 MSS
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/NC(hours)	ADSL to Retail	63.82	390	4.37	1	200.955	201.23376	0.2954		YES	07/02 4.0 MSS
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/NC(hours)	ADSL to Retail	3.96	975	2.54	7	19.786	7.50505	0.1891		YES	Posted 2.6 MSS
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/NC(hours)	ADSL to Retail	3.48	747	2.54	7	17.985	6.82933	0.1371		YES	07/02 4.0 MSS
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/NC(hours)	R&B - Disp	15.01	33,223	4.32	354	18.147	0.99965	11.0321		YES	Posted 2.6 MSS
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/NC(hours)	R&B - Disp	15.02	33,522	4.31	343	18.151	0.98805	10.8734		YES	07/02 4.0 MSS
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/NC(hours)	R&B - Disp	15.01	33,223	1.85	107	9.714	0.94055	13.9986		YES	Posted 2.6 MSS
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/NC(hours)	R&B - Disp	15.02	33,522	1.84	100	18.151	1.81779	7.2550		YES	07/02 4.0 MSS
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/NC(hours)	R&B (POTS) excl SB FT	15.05	32,212	3.30	10	18.100	5.72457	2.0528		YES	Posted 2.6 MSS
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/NC(hours)	R&B (POTS) excl SB FT	15.08	32,510	3.30	10	18.106	5.72656	2.0547		YES	07/02 4.0 MSS
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/NC(hours)	R&B (POTS) excl SB FT	5.09	14,183	0.55	1	10.101	10.10147	0.4492		YES	Posted 2.6 MSS
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/NC(hours)	R&B (POTS) excl SB FT	5.03	14,208	0.55	1	10.047	10.04743	0.4458		YES	07/02 4.0 MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/NC(hours)	Design	12.12	836	3.25	2	161.832	114.58927	0.0774		YES	Posted 2.6 MSS
B.3.3.10.1	M&R-3	Other Design/Dispatch/NC(hours)	Design	4.36	720	2.28	1	3.656	3.98142	0.5718		YES	07/02 4.0 MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/NC(hours)	Design	2.14	1,613	0.00	0	3.730				YES	Posted 2.6 MSS
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/NC(hours)	Design	2.27	1,315	0.00	0	3.842				YES	07/02 4.0 MSS
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/NC(hours)	R&B	15.01	33,223	10.87	23	18.147	3.78532	1.0945		YES	Posted 2.6 MSS
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/NC(hours)	R&B	15.02	33,522	19.04	2	18.151	12.83406	-0.3130		YES	07/02 4.0 MSS
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/NC(hours)	R&B	4.74	17,426	2.35	11	9.714	2.92967	0.8157		YES	Posted 2.6 MSS
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/NC(hours)	R&B	4.68	17,456	2.67	1	9.687	9.56755	0.2096		YES	07/02 4.0 MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/NC(hours)	R&B (POTS)	15.07	32,299			18.115					Posted 2.6 MSS
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/NC(hours)	R&B (POTS)	15.08	32,595			18.120					07/02 4.0 MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/NC(hours)	R&B (POTS)	4.80	16,684			9.821					Posted 2.6 MSS
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/NC(hours)	R&B (POTS)	4.74	16,712			9.774					07/02 4.0 MSS
		% Repeat Troubles within 30 Days											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/NC(%)	R&B (POTS)	14.27%	32,299								Posted 2.6 MSS
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/NC(%)	R&B (POTS)	14.29%	32,595								07/02 4.0 MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	12.83%	16,684								Posted 2.6 MSS
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	12.82%	16,712								07/02 4.0 MSS

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B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	21.69%	415	0.00%	0				YES	Posted 2.6 MSS
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	21.58%	417	0.00%	0				YES	07/02 4.0 MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	12.42%	467	0.00%	3		0.19102	0.6502	YES	Posted 2.6 MSS
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	13.07%	482	0.00%	3		0.19522	0.6895	YES	07/02 4.0 MSS
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/NC(%)	R&B	14.22%	33,223	10.83%	545		0.01508	2.2481	YES	Posted 2.6 MSS
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/NC(%)	R&B	14.24%	33,522	10.83%	549		0.01504	2.2011	YES	07/02 4.0 MSS
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	12.73%	17,426	10.66%	206		0.02336	0.8793	YES	Posted 2.6 MSS
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	12.72%	17,456	10.84%	203		0.02352	0.7964	YES	07/02 4.0 MSS
B.3.4.4.1	M&R-4	Combo Other/Dispatch/NC(%)	R&B&D - Disp	14.24%	33,638	12.50%	8		0.12356	0.1406	YES	Posted 2.6 MSS
B.3.4.4.1	M&R-4	Combo Other/Dispatch/NC(%)	R&B&D - Disp	14.25%	34,242	12.50%	8		0.12360	0.1415	YES	07/02 4.0 MSS
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	14.24%	33,638	0.00%	6		0.14267	0.9979	YES	Posted 2.6 MSS
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	14.25%	34,242	0.00%	6		0.14271	0.9984	YES	07/02 4.0 MSS
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	19.71%	553	8.33%	12		0.11808	0.9801	YES	Posted 2.6 MSS
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	18.87%	380	0.00%	11		0.11407	1.4811	YES	07/02 4.0 MSS
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	15.69%	975	8.33%	12		0.10564	0.6966	YES	Posted 2.6 MSS
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	17.14%	747	20.00%	10		0.11995	-0.2388	YES	07/02 4.0 MSS
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	6.45%	62	9.09%	33		0.05294	-0.4986	YES	Posted 2.6 MSS
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	10.14%	69	9.38%	32		0.06457	0.1182	YES	07/02 4.0 MSS
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	7.44%	121	7.69%	26		0.05672	-0.0448	YES	Posted 2.6 MSS
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	12.40%	129	3.85%	26		0.07088	1.2078	YES	07/02 4.0 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/NC(%)	ADSL to Retail	19.71%	553	0.00%	1		0.39817	0.4950	YES	Posted 2.6 MSS
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/NC(%)	ADSL to Retail	18.87%	380	0.00%	1		0.37520	0.4466	YES	07/02 4.0 MSS
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	15.69%	975	0.00%	7		0.13797	1.1374	YES	Posted 2.6 MSS
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	17.14%	747	0.00%	7		0.14309	1.1975	YES	07/02 4.0 MSS
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	14.22%	33,223	11.02%	354		0.01866	1.7145	YES	Posted 2.6 MSS
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	14.24%	33,522	10.50%	343		0.01866	1.6736	YES	07/02 4.0 MSS
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	14.22%	33,223	7.48%	107		0.03381	1.9931	YES	Posted 2.6 MSS
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	14.24%	33,522	8.00%	100		0.03600	1.7826	YES	07/02 4.0 MSS
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	14.23%	32,212	20.00%	10		0.11049	-0.5225	YES	Posted 2.6 MSS
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	14.26%	32,310	20.00%	10		0.11069	-0.5190	YES	07/02 4.0 MSS
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	12.86%	14,183	0.00%	1		0.33477	0.3842	YES	Posted 2.6 MSS
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	12.82%	14,206	0.00%	1		0.33431	0.3834	YES	07/02 4.0 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/NC(%)	Design	18.42%	836	0.00%	2		0.27444	0.6712	YES	Posted 2.6 MSS
B.3.4.10.1	M&R-4	Other Design/Dispatch/NC(%)	Design	14.72%	720	0.00%	1		0.35457	0.4152	YES	07/02 4.0 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/NC(%)	Design	20.89%	1,613	0.00%	0				YES	Posted 2.6 MSS
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/NC(%)	Design	15.13%	1,315	0.00%	0				YES	07/02 4.0 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/NC(%)	R&B	14.22%	33,223	13.04%	23		0.07284	0.1610	YES	Posted 2.6 MSS
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/NC(%)	R&B	14.24%	33,522	50.00%	2		0.24710	-1.4472	YES	07/02 4.0 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/NC(%)	R&B	12.73%	17,426	9.09%	11		0.10054	0.3623	YES	Posted 2.6 MSS
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/NC(%)	R&B	12.72%	17,456	0.00%	1		0.33318	0.3817	YES	07/02 4.0 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	14.27%	32,299							Posted 2.6 MSS
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	14.29%	32,595							07/02 4.0 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	12.83%	16,684							Posted 2.6 MSS
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	12.82%	16,712							07/02 4.0 MSS
	Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/NC(%)	R&B (POTS)	5.41%	21,371							Posted 2.6 MSS
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/NC(%)	R&B (POTS)	5.21%	21,544							07/02 4.0 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	2.04%	5,193							Posted 2.6 MSS
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/NC(%)	R&B (POTS)	1.97%	5,181							07/02 4.0 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	0.24%	415	0.00%	0				YES	Posted 2.6 MSS
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/NC(%)	DS1/DS3	0.24%	417	0.00%	0				YES	07/02 4.0 MSS
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	0.00%	467	0.00%	3		0.00000		YES	Posted 2.6 MSS
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/NC(%)	DS1/DS3	0.00%	482	0.00%	3		0.00000		YES	07/02 4.0 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/NC(%)	R&B	5.49%	21,885	1.67%	359		0.01212	3.1520	YES	Posted 2.6 MSS
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/NC(%)	R&B	5.29%	22,059	1.65%	363		0.01184	3.0700	YES	07/02 4.0 MSS
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	2.19%	5,526	0.99%	101		0.01469	0.8183	YES	Posted 2.6 MSS
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/NC(%)	R&B	2.12%	5,514	1.02%	98		0.01469	0.7500	YES	07/02 4.0 MSS
B.3.5.4.1	M&R-5	Combo Other/Dispatch/NC(%)	R&B&D - Disp	5.40%	22,378	0.00%	8		0.07991	0.6755	YES	Posted 2.6 MSS
B.3.5.4.1	M&R-5	Combo Other/Dispatch/NC(%)	R&B&D - Disp	5.15%	22,779	0.00%	8		0.07815	0.6586	YES	07/02 4.0 MSS
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	5.40%	22,378	0.00%	6		0.09227	0.5850	YES	Posted 2.6 MSS
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/NC(%)	R&B&D - Disp	5.15%	22,779	0.00%	6		0.09024	0.5707	YES	07/02 4.0 MSS
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	49.91%	553	0.00%	12		0.14589	3.4209	YES	Posted 2.6 MSS
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/NC(%)	ADSL to Retail	48.06%	380	0.00%	11		0.15263	3.1424	YES	07/02 4.0 MSS
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	3.69%	975	0.00%	12		0.05477	0.6741	YES	Posted 2.6 MSS
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	10		0.05725	0.5845	YES	07/02 4.0 MSS
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.00%	62	3.03%	33		0.00000		NO	Posted 2.6 MSS
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/NC(%)	ISDN - BRI	0.00%	69	3.13%	32		0.00000		NO	07/02 4.0 MSS
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	0.84%	119	0.00%	26		0.01976	0.4252	YES	Posted 2.6 MSS
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/NC(%)	ISDN - BRI	0.00%	127	0.00%	26		0.00000		YES	07/02 4.0 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/NC(%)	ADSL to Retail	49.91%	553	0.00%	0				YES	Posted 2.6 MSS
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/NC(%)	ADSL to Retail	48.06%	380	0.00%	0				YES	07/02 4.0 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	3.69%	975	0.00%	0				YES	Posted 2.6 MSS
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/NC(%)	ADSL to Retail	3.35%	747	0.00%	0				YES	07/02 4.0 MSS

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B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	5.49%	21,885	0.56%	354			0.01221	4.0366	YES	Posted 2.6 MSS
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/NC(%)	R&B - Disp	5.29%	22,059	0.58%	343			0.01218	3.8648	YES	07/02 4.0 MSS
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	5.49%	21,885	0.00%	107			0.02208	2.4876	YES	Posted 2.6 MSS
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/NC(%)	R&B - Disp	5.29%	22,059	0.00%	100			0.02243	2.3561	YES	07/02 4.0 MSS
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	5.40%	21,362	0.00%	0					YES	Posted 2.6 MSS
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/NC(%)	R&B (POTS) excl SB FT	5.20%	21,535	0.00%	0					YES	07/02 4.0 MSS
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	2.02%	5,187	0.00%	0					YES	Posted 2.6 MSS
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/NC(%)	R&B (POTS) excl SB FT	1.95%	5,175	0.00%	0					YES	07/02 4.0 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/NC(%)	Design	0.96%	836	0.00%	2			0.06892	0.1368	YES	Posted 2.6 MSS
B.3.5.10.1	M&R-5	Other Design/Dispatch/NC(%)	Design	0.83%	720	0.00%	1			0.06097	0.0916	YES	07/02 4.0 MSS
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/NC(%)	Design	0.37%	1,613	0.00%	0					YES	Posted 2.6 MSS
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/NC(%)	Design	0.38%	1,315	0.00%	0					YES	07/02 4.0 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/NC(%)	R&B	5.49%	21,885	6.25%	16			0.05698	-0.1330	YES	Posted 2.6 MSS
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/NC(%)	R&B	5.29%	22,059	0.00%	2			0.15829	0.3342	YES	07/02 4.0 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/NC(%)	R&B	2.19%	5,526	0.00%	8			0.05178	0.4229	YES	Posted 2.6 MSS
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/NC(%)	R&B	2.12%	5,514	0.00%	1			0.14413	0.1472	YES	07/02 4.0 MSS
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	5.41%	21,371								Posted 2.6 MSS
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/NC(%)	R&B (POTS)	5.21%	21,544								07/02 4.0 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	2.04%	5,193								Posted 2.6 MSS
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/NC(%)	R&B (POTS)	1.97%	5,181								07/02 4.0 MSS
	Invoice Accuracy												
B.4.1	B-1	NC(%)	BST - State	98.45%	$190,307,469	99.38%	$1,563,227			0.00010	-94.3541	YES	Posted 2.6 MSS
B.4.1	B-1	NC(%)	BST - State	98.45%	$190,307,469	99.38%	$1,563,199			0.00010	-94.3521	YES	07/02 4.0 MSS
	Mean Time to Deliver Invoices - CRIS												
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.51	1,643					NO	Posted 2.6 MSS
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.29	1,492					NO	07/02 4.0 MSS
	Order Completion Interval												
C.2.1	P-4	Local Interconnection Trunks/NC(days)	Parity w Retail	17.06	32	18.30	10	6.773	2.45357	-0.5044	YES	Posted 2.6 MSS
C.2.1	P-4	Local Interconnection Trunks/NC(days)	Parity w Retail	27.38	66	17.35	17	33.481	9.10078	1.1018	YES	07/02 4.0 MSS
	% Jeopardies												
C.2.3	P-2	Local Interconnection Trunks/NC(%)	Parity w Retail	0.00%	38	0.00%	11		0.00000		YES	Posted 2.6 MSS
C.2.3	P-2	Local Interconnection Trunks/NC(%)	Parity w Retail	0.00%	64	0.00%	18		0.00000		YES	07/02 4.0 MSS
	% Missed Installation Appointments												
C.2.5	P-3	Local Interconnection Trunks/NC(%)	Parity w Retail	0.00%	32	0.00%	10		0.00000		YES	Posted 2.6 MSS
C.2.5	P-3	Local Interconnection Trunks/NC(%)	Parity w Retail	1.52%	66	0.00%	17		0.03322	0.4560	YES	07/02 4.0 MSS
	% Provisioning Troubles within 30 Days												
C.2.6	P-9	Local Interconnection Trunks/NC(%)	Parity w Retail	0.00%	334	0.00%	508		0.00000		YES	Posted 2.6 MSS
C.2.6	P-9	Local Interconnection Trunks/NC(%)	Parity w Retail	0.00%	810	0.00%	1,114		0.00000		YES	07/02 4.0 MSS
	Average Completion Notice Interval												
C.2.7	P-5	Local Interconnection Trunks/NC(hours)	Parity w Retail	334.68	31	50.95	10	303.697	110.44643	2.5690	YES	Posted 2.6 MSS
C.2.7	P-5	Local Interconnection Trunks/NC(hours)	Parity w Retail	268.75	45	38.43	15	313.802	93.55760	2.4618	YES	07/02 4.0 MSS
	Total Service Order Cycle Time												
C.2.8	P-10	Local Interconnection Trunks/NC(days)	Diagnostic			24.20	10				Diagnostic	Posted 2.6 MSS
C.2.8	P-10	Local Interconnection Trunks/NC(days)	Diagnostic			23.35	15				Diagnostic	07/02 4.0 MSS
	% Completions w/o Notice or < 24 hours												
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/NC(%)	Diagnostic			0.00%	10				Diagnostic	Posted 2.6 MSS
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/NC(%)	Diagnostic			0.00%	17				Diagnostic	07/02 4.0 MSS
	Missed Repair Appointments												
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	27	0.00%	2		0.00000		YES	Posted 2.6 MSS
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	29	0.00%	0				YES	07/02 4.0 MSS
	Customer Trouble Report Rate												
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/NC(%)	Parity w Retail	0.00%	186,258	0.00%	56,442		0.00000		YES	Posted 2.6 MSS
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/NC(%)	Parity w Retail	0.00%	193,917	0.00%	57,635		0.00000		YES	07/02 4.0 MSS
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.01%	186,258	0.00%	56,442		0.00006	1.8933	YES	Posted 2.6 MSS
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.01%	193,917	0.00%	57,635		0.00006	2.5777	YES	07/02 4.0 MSS
	Maintenance Average Duration												
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/NC(hours)	Parity w Retail	0.14	27	0.13	2	0.243	0.17794	0.0850	YES	Posted 2.6 MSS
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/NC(hours)	Parity w Retail	0.14	29	0.00	0	0.234			YES	07/02 4.0 MSS
	% Repeat Troubles within 30 Days												
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	27	0.00%	2		0.00000		YES	Posted 2.6 MSS
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	29	0.00%	0				YES	07/02 4.0 MSS
	Out of Service > 24 hours												
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	27	0.00%	2		0.00000		YES	Posted 2.6 MSS
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/NC(%)	Parity w Retail	0.00%	29	0.00%	0				YES	07/02 4.0 MSS
	Mean Time to Deliver Invoices - CABS												
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.55	5,933				YES	Posted 2.6 MSS
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.54	5,911				YES	07/02 4.0 MSS
	Loop Makeup Inquiry (Manual)												
F.2.1	PO-1	Loops/NC(%)	>= 95% w in 3 bus days			100.00%	15				YES	Posted 2.6 MSS
F.2.1	PO-1	Loops/NC(%)	>= 95% w in 3 bus days			73.33%	15				NO	07/02 4.0 MSS
	Service Inquiry with Firm Order												
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95% w in 5 bus days			100.00%	17				YES	Posted 2.6 MSS
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/NC(%)	>= 95% w in 5 bus days			100.00%	20				YES	07/02 4.0 MSS
F.3.1.2	O-10	Local Interoffice Transport/NC(%)	>= 95% w in 5 bus days									Posted 2.6 MSS
F.3.1.2	O-10	Local Interoffice Transport/NC(%)	>= 95% w in 5 bus days			100.00%	1				YES	07/02 4.0 MSS
	Mean Interval												
F.8.1	E-3	NC(hours)	PBD			1.58	1,206				PBD	Posted 2.6 MSS
F.8.1	E-3	NC(hours)	PBD			1.59	1,206				PBD	07/02 4.0 MSS
	Usage Data Delivery Accuracy												
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,351		0.00000		YES	Posted 2.6 MSS
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,207		0.00000		YES	07/02 4.0 MSS

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	Usage Data Delivery Timeliness												
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.11%	384,063,119		0.00076	67.5131	NO	Posted 2.6 MSS
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.14%	383,656,492		0.00076	67.1352	NO	07/02 4.0 MSS
	Usage Data Delivery Completeness												
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	384,063,119		0.00048	-10.5279	YES	Posted 2.6 MSS
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	383,656,492		0.00048	-10.5258	YES	07/02 4.0 MSS
	Mean Time to Deliver Usage												
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	384,063,119				YES	Posted 2.6 MSS
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	383,656,492				YES	07/02 4.0 MSS
	Recurring Charge Completeness												
F.9.5.2	B-7	UNE/NC(%)	>= 90%			96.85%	$96,941				YES	Posted 2.6 MSS
F.9.5.2	B-7	UNE/NC(%)	>= 90%			96.85%	$96,938				YES	07/02 4.0 MSS
	Non-Recurring Charge Completeness												
F.9.6.2	B-8	UNE/NC(%)	>= 90%			97.26%	$505,935				YES	Posted 2.6 MSS
F.9.6.2	B-8	UNE/NC(%)	>= 90%			97.26%	$505,929				YES	07/02 4.0 MSS
	Acknowledgement Message Timeliness												
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	93,607				YES	Posted 2.6 MSS
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.97%	93,589				YES	07/02 4.0 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	334,739				YES	Posted 2.6 MSS
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	373,465				YES	07/02 4.0 MSS
	Acknowledgement Message Completeness												
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,607				YES	Posted 2.6 MSS
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,589				YES	07/02 4.0 MSS
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	334,739				NO	Posted 2.6 MSS
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	373,465				NO	07/02 4.0 MSS
	Average Database Update Interval												
F.13.1.1	D-1	LIDB/NC(hours)	PBD	0.54	21	0.54	21				PBD	Posted 2.6 MSS
F.13.1.1	D-1	LIDB/NC(hours)	PBD	0.55	21	0.55	21				PBD	07/02 4.0 MSS
F.13.1.2	D-1	Directory Listings/NC(hours)	PBD	0.09	26	0.09	26				PBD	Posted 2.6 MSS
F.13.1.2	D-1	Directory Listings/NC(hours)	PBD	0.10	26	0.10	26				PBD	07/02 4.0 MSS
F.13.1.3	D-1	Directory Assistance/NC(hours)	PBD	4.48	26	4.47	26				PBD	Posted 2.6 MSS
F.13.1.3	D-1	Directory Assistance/NC(hours)	PBD	4.49	26	4.48	26				PBD	07/02 4.0 MSS
	% Update Accuracy												
F.13.2.1	D-2	LIDB/NC(%)	>= 95%			100.00%	536				YES	Posted 2.6 MSS
F.13.2.1	D-2	LIDB/NC(%)	>= 95%			100.00%	537				YES	07/02 4.0 MSS
F.13.2.3	D-2	Directory Assistance/NC(%)	>= 95%			100.00%	177				YES	Posted 2.6 MSS
F.13.2.3	D-2	Directory Assistance/NC(%)	>= 95%			100.00%	176				YES	07/02 4.0 MSS
	% NXXs / LRNs Loaded by LERG Effective Date												
F.13.3	D-3	Region(%)	100%			96.77%	30				NO	Posted 2.6 MSS
F.13.3	D-3	Region(%)	100%			96.77%	31				NO	07/02 4.0 MSS

Yes to No	37
Yes to Blank	21
No to Yes	26
No to Blank	1
Blank to Yes	11
Blank to No	0