BellSouth Monthly State Summary

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering										
	% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/GA(%)	Diagnostic			9.96%	23,050				Diagnostic
A.1.1.2	O-7	Business/GA(%)	Diagnostic			19.60%	546				Diagnostic
A.1.1.3	O-7	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/GA(%)	Diagnostic			0.00%	1				Diagnostic
A.1.1.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/GA(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/GA(%)	Diagnostic			25.40%	4,040				Diagnostic
A.1.2.2	O-7	Business/GA(%)	Diagnostic			54.35%	322				Diagnostic
A.1.2.3	O-7	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/GA(%)	Diagnostic			0.00%	1				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/GA(%)	Diagnostic			41.58%	190				Diagnostic
A.1.3.2	O-7	Business/GA(%)	Diagnostic			60.49%	367				Diagnostic
A.1.3.3	O-7	Design (Specials)/GA(%)	Diagnostic			41.58%	202				Diagnostic
A.1.3.4	O-7	PBX/GA(%)	Diagnostic			55.26%	38				Diagnostic
A.1.3.5	O-7	Centrex/GA(%)	Diagnostic			75.00%	8				Diagnostic
A.1.3.6	O-7	ISDN/GA(%)	Diagnostic			42.37%	59				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/GA(%)	>= 97% w in 1 hr			95.31%	2,301				NO
A.1.4.2	O-8	Business/GA(%)	>= 97% w in 1 hr			94.50%	109				NO
A.1.4.3	O-8	Design (Specials)/GA(%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/GA(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/GA(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/GA(%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/GA(%)	>= 85% w in 10 hrs			89.20%	1,046				YES
A.1.7.2	O-8	Business/GA(%)	>= 85% w in 10 hrs			92.18%	179				YES
A.1.7.3	O-8	Design (Specials)/GA(%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/GA(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.7.5	O-8	Centrex/GA(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/GA(%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/GA(%)	>= 85% w in 24 hrs			100.00%	80				YES
A.1.8.2	O-8	Business/GA(%)	>= 85% w in 24 hrs			99.56%	226				YES
A.1.8.3	O-8	Design (Specials)/GA(%)	>= 85% w in 24 hrs			97.73%	88				YES
A.1.8.4	O-8	PBX/GA(%)	>= 85% w in 24 hrs			95.65%	23				YES
A.1.8.5	O-8	Centrex/GA(%)	>= 85% w in 24 hrs			100.00%	6				YES
A.1.8.6	O-8	ISDN/GA(%)	>= 85% w in 24 hrs			100.00%	25				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/GA(%)	>= 95% w in 3 hrs			99.91%	20,847				YES
A.1.9.2	O-9	Business/GA(%)	>= 95% w in 3 hrs			99.77%	441				YES
A.1.9.3	O-9	Design (Specials)/GA(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/GA(%)	>= 95% w in 3 hrs			100.00%	1				YES
A.1.9.5	O-9	Centrex/GA(%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/GA(%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/GA(%)	>= 85% w in 10 hrs			85.77%	3,346				YES
A.1.12.2	O-9	Business/GA(%)	>= 85% w in 10 hrs			94.86%	175				YES

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A.1.12.3	O-9	Design (Specials)/GA(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/GA(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/GA(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/GA(%)	>= 85% w in 10 hrs			100.00%	1				YES
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/GA(%)	>= 85% w in 36 hrs			96.61%	118				YES
A.1.13.2	O-9	Business/GA(%)	>= 85% w in 36 hrs			100.00%	129				YES
A.1.13.3	O-9	Design (Specials)/GA(%)	>= 85% w in 36 hrs			100.00%	100				YES
A.1.13.4	O-9	PBX/GA(%)	>= 85% w in 36 hrs			100.00%	10				YES
A.1.13.5	O-9	Centrex/GA(%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.6	O-9	ISDN/GA(%)	>= 85% w in 36 hrs			100.00%	30				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/GA(%)	>= 95%			100.00%	3,239				YES
A.1.14.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.98%	19,811				YES
A.1.14.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	21				YES
A.1.14.2.2	O-11	Business/TAG/GA(%)	>= 95%			100.00%	525				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.14.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/GA(%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/GA(%)	>= 95%			100.00%	293				YES
A.1.15.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.95%	3,747				YES
A.1.15.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	14				YES
A.1.15.2.2	O-11	Business/TAG/GA(%)	>= 95%			100.00%	308				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/GA(%)	>= 95%			100.00%	1				YES
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/GA(%)	>= 95%			97.89%	190				YES
A.1.16.2	O-11	Business/GA(%)	>= 95%			96.19%	367				YES
A.1.16.3	O-11	Design (Specials)/GA(%)	>= 95%			91.58%	202				NO
A.1.16.4	O-11	PBX/GA(%)	>= 95%			86.84%	38				NO
A.1.16.5	O-11	Centrex/GA(%)	>= 95%			100.00%	8				YES
A.1.16.6	O-11	ISDN/GA(%)	>= 95%			89.83%	59				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/GA(%)	>= 95%			86.76%	3,239				NO
A.1.17.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.15%	19,808				YES
A.1.17.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	21				YES
A.1.17.2.2	O-11	Business/TAG/GA(%)	>= 95%			97.14%	525				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.17.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/GA(%)	>= 95%								

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	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/GA(%)	>= 95%			91.13%	293				NO
A.1.18.1.2	O-11	Residence/TAG/GA(%)	>= 95%			89.59%	3,745				NO
A.1.18.2.1	O-11	Business/EDI/GA(%)	>= 95%			92.86%	14				NO
A.1.18.2.2	O-11	Business/TAG/GA(%)	>= 95%			88.31%	308				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/GA(%)	>= 95%			100.00%	1				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/GA(%)	>= 95%			91.94%	186				NO
A.1.19.2	O-11	Business/GA(%)	>= 95%			94.05%	353				NO
A.1.19.3	O-11	Design (Specials)/GA(%)	>= 95%			94.05%	185				NO
A.1.19.4	O-11	PBX/GA(%)	>= 95%			96.97%	33				YES
A.1.19.5	O-11	Centrex/GA(%)	>= 95%			100.00%	8				YES
A.1.19.6	O-11	ISDN/GA(%)	>= 95%			92.45%	53				NO
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA(days)	Res	5.33	24,586	4.99	1,284	3.690	0.10563	3.2111	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA(days)	Res	0.84	388,771	0.59	15,918	1.335	0.01080	22.9879	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA(days)	Res	5.84	49	4.33	3	3.406	2.02596	0.7454	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/GA(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/GA(days)	Bus	2.30	24,326	3.54	84	5.044	0.55126	-2.2396	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA(days)	Bus	1.15	19,922	0.84	404	2.440	0.12264	2.5479	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA(days)	Bus	7.86	72			7.486			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA(days)	Bus	1.50	14			1.420			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA(days)	Design	27.26	1,758			26.192			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Design	24.67	18	3.50	2	36.966	27.55268	0.7682	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Design	25.89	45			18.301			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA(days)	PBX	10.65	47	7.00	1	9.290	9.38825	0.3883	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA(days)	PBX	6.47	164	3.44	3	15.492	9.02596	0.3353	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA(days)	PBX	7.00	1			0.000			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA(days)	PBX	4.75	25	3.17	2	12.286	9.02800	0.1751	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA(days)	Centrex	5.26	1,004	1.17	2	8.271	5.85409	0.6992	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA(days)	Centrex	1.10	11,416	1.64	16	0.935	0.23379	-2.3300	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA(days)	Centrex	13.40	65			16.931			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Centrex	2.62	90			4.494			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA(days)	ISDN	19.43	673	8.39	6	21.186	8.68742	1.2714	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA(days)	ISDN	4.30	717	2.03	10	11.464	3.65050	0.6223	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA(days)	ISDN	37.80	15	11.00	1	31.734	32.77444	0.8177	YES
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA(days)	ISDN	4.88	256	2.00	1	3.742	3.74936	0.7689	YES
	Held Orders		-								
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA(days)	Res	6.50	131	3.29	7	5.997	2.32628	1.3834	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA(days)	Res	2.00	1	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA(days)	Res	5.00	10	0.00	0	7.528			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/GA(days)	Bus	9.83	24	0.00	0	13.285			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/GA(days)	Bus	3.00	1	0.00	0	0.000			YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/GA(days)	Bus	14.00	1	0.00	0	0.000			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/GA(days)	Bus	0.00	0						

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A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/GA(days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/GA(days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/GA(days)	Design	9.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/GA(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/GA(days)	Design	38.00	2	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/GA(days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/GA(days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/GA(days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/GA(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/GA(days)	Centrex	30.67	6	0.00	0	67.310			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/GA(days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/GA(days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/GA(days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/GA(days)	ISDN	9.50	2	0.00	0	7.778			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/GA(days)	ISDN	18.00	1	0.00	0	0.000			YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/GA(days)	ISDN	4.00	4	0.00	0	2.000			YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/GA(days)	ISDN	15.00	1	0.00	0	0.000			YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/GA(days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/GA(%)	Res	0.52%	434,780	0.48%	20,337		0.00052	0.8078	YES
A.2.4.2	P-2	Business/GA(%)	Bus	1.40%	45,370	0.88%	569		0.00495	1.0474	YES
A.2.4.3	P-2	Design (Specials)/GA(%)	Design	4.12%	3,250	0.00%	14		0.05325	0.7743	YES
A.2.4.4	P-2	PBX/GA(%)	PBX	4.55%	264	0.00%	4		0.10494	0.4332	YES
A.2.4.5	P-2	Centrex/GA(%)	Centrex	0.66%	12,629	0.00%	11		0.02437	0.2696	YES
A.2.4.6	P-2	ISDN/GA(%)	ISDN	4.65%	1,935	0.00%	6		0.08611	0.5402	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/GA(%)	Diagnostic			0.00%	90				Diagnostic
A.2.5.2	P-2	Business/GA(%)	Diagnostic			0.00%	80				Diagnostic
A.2.5.3	P-2	Design (Specials)/GA(%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.4	P-2	PBX/GA(%)	Diagnostic			16.67%	6				Diagnostic
A.2.5.5	P-2	Centrex/GA(%)	Diagnostic			0.00%	13				Diagnostic
A.2.5.6	P-2	ISDN/GA(%)	Diagnostic			0.00%	18				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/GA(hours)	>= 48 hrs			144.27	98				YES
A.2.7.2	P-2	Business/GA(hours)	>= 48 hrs			106.48	5				YES
A.2.7.3	P-2	Design (Specials)/GA(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/GA(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/GA(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/GA(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/GA(hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/GA(hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/GA(hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/GA(hours)	Diagnostic			154.00	1				Diagnostic
A.2.8.5	P-2	Centrex/GA(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/GA(hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/GA(%)	95% >= 48 hrs			98.78%	82				YES
A.2.9.2	P-2	Business/GA(%)	95% >= 48 hrs			100.00%	5				YES
A.2.9.3	P-2	Design (Specials)/GA(%)	95% >= 48 hrs								

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A.2.9.4	P-2	PBX/GA(%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/GA(%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/GA(%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/GA(%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/GA(%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.2.10.4	P-2	PBX/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.5	P-2	Centrex/GA(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/GA(%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA(%)	Res	5.07%	29,381	2.94%	1,395		0.00601	3.5419	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	0.02%	404,485	0.15%	18,888		0.00010	-13.2065	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA(%)	Res	7.02%	57	0.00%	3		0.15131	0.4638	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/GA(%)	Bus	1.52%	24,780	4.58%	153		0.00993	-3.0765	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	0.01%	20,101	0.41%	490		0.00056	-7.0405	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA(%)	Bus	2.15%	93						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	0.00%	14						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	2.88%	1,806	0.00%	14		0.04487	0.6418	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	10.53%	19	0.00%	2		0.22814	0.4614	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	0.00%	49						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA(%)	PBX	11.76%	51	0.00%	1		0.32533	0.3616	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	2.87%	174	0.00%	5		0.07578	0.3792	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	1						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	0.00%	25	33.33%	3		0.00000		NO
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	3.93%	1,017	0.00%	3		0.11239	0.3499	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	0.01%	11,434	0.00%	21		0.00204	0.0428	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	7.58%	66						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	0.00%	95						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	2.86%	700	0.00%	6		0.06830	0.4183	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	0.83%	726	0.00%	16		0.02288	0.3612	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	15	0.00%	1		0.00000		YES
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	258	0.00%	1		0.00000		YES
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA(%)	Res	9.14%	31,052	8.86%	1,106		0.00882	0.3161	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	3.60%	461,524	4.68%	21,161		0.00131	-8.2418	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA(%)	Res	12.77%	47	0.00%	1		0.33724	0.3785	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/GA(%)	Bus	2.53%	27,420	9.55%	157		0.01258	-5.5800	NO
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	4.63%	21,887	4.12%	752		0.00779	0.6494	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA(%)	Bus	6.38%	141	100.00%	1		0.24531	-3.8162	NO
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	0.00%	10						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	2.92%	1,882	0.00%	2		0.11916	0.2452	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	6.90%	29	0.00%	2		0.18525	0.3723	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	0.00%	94						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA(%)	PBX	0.00%	44	25.00%	4		0.00000		NO
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	2.88%	139	0.00%	17		0.04295	0.6699	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	1	0.00%	2		0.00000		YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	4.00%	25	0.00%	1		0.19984	0.2002	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	1.85%	918	25.00%	4		0.06756	-3.4266	NO
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	1.80%	1,113	6.06%	33		0.02346	-1.8170	NO
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	2.63%	38						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	2.44%	82	0.00%	4		0.07899	0.3088	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	6.11%	704	0.00%	1		0.23965	0.2549	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	0.98%	1,117	0.00%	11		0.02992	0.3291	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	15						

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A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	231	0.00%	3		0.00000		YES
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Res	3.80	26,834	0.17	1,252	19.908	0.57562	6.3099	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Res	1.35	386,798	1.35	17,902	8.247	0.06305	0.0379	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Res	0.98	51	0.02	2	3.827	2.75879	0.3468	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Bus	3.56	22,982	0.29	97	14.811	1.50698	2.1685	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Bus	1.70	19,024	1.26	331	11.962	0.66319	0.6698	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Bus	3.17	77			11.204			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Bus	0.67	13			0.372			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Design	139.21	1,353			462.129			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Design	310.54	15			543.740			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Design	93.86	28			379.715			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	PBX	97.78	40			137.243			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	PBX	20.16	155			79.520			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	PBX	408.93	1			0.000			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	PBX	20.70	25			75.360			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Centrex	10.26	913			119.792			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Centrex	1.62	9,507			9.180			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Centrex	12.08	53			25.920			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Centrex	2.96	90			20.218			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	ISDN	84.95	552			196.987			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN	25.35	666	0.53	2	144.758	102.51283	0.2422	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN	384.09	12			395.362			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN	2.45	251			18.912			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Diagnostic			6.82	107				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			12.51	416				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Diagnostic			0.02	1				Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Diagnostic			27.64	51				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			12.48	139				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			9.22	2				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	Diagnostic			7.15	1				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			11.88	5				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			11.72	3				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Diagnostic			28.70	3				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			26.37	20				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			35.86	5				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			19.00	13				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic			136.82	1				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.08	1				Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.36	1,048				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.62	12,991				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			4.50	2				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			3.15	43				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.70	162				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			3.74	100				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.23	2,366				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			2.61	12				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.28	112				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.50	2				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			4.58	19				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.85	40				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			10.44	9				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.79	34				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic			10.00	1				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			7.00	2				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.44	9				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			11.00	5				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.43	7				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.39	992				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.77	6,852				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			3.15	43				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.87	109				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			3.80	93				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.21	2,054				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			2.58	11				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.33	90				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									

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A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			4.58	19				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.49	37				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			12.14	7				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.73	26				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic			10.00	1				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.50	4				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.50	4				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.00	5				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/GA(%)	Diagnostic			0.62%	1,287				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/GA(%)	Diagnostic			6.00%	15,918				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/GA(%)	Diagnostic			4.76%	84				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/GA(%)	Diagnostic			1.49%	404				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/GA(%)	Diagnostic								Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/GA(%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/GA(%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/GA(%)	Diagnostic			0.00%	5				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/GA(%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/GA(%)	Diagnostic			0.00%	16				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/GA(%)	Diagnostic			0.00%	7				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/GA(%)	Diagnostic			0.00%	11				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/GA(%)	>= 95%			95.33%	150				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/GA(%)	>= 95%			98.67%	150				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	6				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/GA(%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/GA(%)	>= 95%			94.19%	155				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/GA(%)	>= 95%			96.00%	200				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	11				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			93.75%	16				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			90.00%	60				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			96.75%	123				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	2				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			82.35%	17				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/GA(%)	Res	7.46%	47,875	1.43%	1,754		0.00639	9.4446	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/GA(%)	Res	0.97%	31,323	0.80%	499		0.00442	0.3753	YES
A.3.1.2.1	M&R-1	Business/Dispatch/GA(%)	Bus	6.21%	7,493	3.95%	152		0.01977	1.1426	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/GA(%)	Bus	1.77%	4,858	2.33%	86		0.01435	-0.3871	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/GA(%)	Design	6.23%	818	1.41%	71		0.02991	1.6134	YES

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A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/GA(%)	Design	1.31%	1,598	0.00%	47		0.01685	0.7797	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/GA(%)	PBX	10.32%	155	20.00%	5		0.13824	-0.7000	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/GA(%)	PBX	5.26%	95	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/GA(%)	Centrex	7.62%	1,535	9.43%	53		0.03707	-0.4887	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/GA(%)	Centrex	4.93%	1,034	0.00%	23		0.04565	1.0804	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/GA(%)	ISDN	12.40%	258	0.00%	4		0.16608	0.7468	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/GA(%)	ISDN	1.45%	482	0.00%	4		0.06006	0.2418	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/GA(%)	Res	1.80%	2,654,215	2.48%	70,761		0.00051	-13.1954	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/GA(%)	Res	1.18%	2,654,215	0.71%	70,761		0.00041	11.4776	YES
A.3.2.2.1	M&R-2	Business/Dispatch/GA(%)	Bus	1.07%	697,220	1.10%	13,838		0.00089	-0.2666	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/GA(%)	Bus	0.70%	697,220	0.62%	13,838		0.00072	1.0507	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/GA(%)	Design	0.59%	139,205	1.45%	4,886		0.00112	-7.7573	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/GA(%)	Design	1.15%	139,205	0.96%	4,886		0.00156	1.1928	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/GA(%)	PBX	0.10%	160,764	0.12%	4,265		0.00048	-0.4322	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/GA(%)	PBX	0.06%	160,764	0.00%	4,265		0.00038	1.5669	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/GA(%)	Centrex	0.44%	346,095	1.34%	3,960		0.00106	-8.4077	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/GA(%)	Centrex	0.30%	346,095	0.58%	3,960		0.00087	-3.2288	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/GA(%)	ISDN	0.09%	282,110	0.24%	1,688		0.00074	-1.9710	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/GA(%)	ISDN	0.17%	282,110	0.24%	1,688		0.00101	-0.6552	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/GA(hours)	Res	21.00	47,875	10.27	1,754	32.142	0.78140	13.7334	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/GA(hours)	Res	5.59	31,323	2.71	499	14.000	0.63170	4.5651	YES
A.3.3.2.1	M&R-3	Business/Dispatch/GA(hours)	Bus	10.82	7,493	9.40	152	14.721	1.20608	1.1715	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/GA(hours)	Bus	3.47	4,858	2.33	86	8.967	0.97546	1.1691	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/GA(hours)	Design	84.94	818	4.18	71	448.681	55.51147	1.4548	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/GA(hours)	Design	19.77	1,598	2.40	47	216.540	32.04673	0.5421	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/GA(hours)	PBX	12.92	155	18.89	5	18.695	8.49444	-0.7026	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/GA(hours)	PBX	8.06	95	0.00	0	10.036			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/GA(hours)	Centrex	11.68	1,535	10.08	53	16.692	2.33207	0.6834	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/GA(hours)	Centrex	4.19	1,034	3.21	23	10.268	2.16471	0.4533	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/GA(hours)	ISDN	14.04	258	2.48	4	22.012	11.09099	1.0428	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/GA(hours)	ISDN	2.83	482	5.84	4	6.113	3.06916	-0.9818	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/GA(%)	Res	18.22%	47,875	11.46%	1,754		0.00938	7.2026	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/GA(%)	Res	14.98%	31,323	14.43%	499		0.01610	0.3419	YES
A.3.4.2.1	M&R-4	Business/Dispatch/GA(%)	Bus	15.15%	7,493	16.45%	152		0.02937	-0.4426	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/GA(%)	Bus	12.64%	4,858	8.14%	86		0.03615	1.2447	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/GA(%)	Design	23.35%	818	23.94%	71		0.05234	-0.1135	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/GA(%)	Design	23.40%	1,598	12.77%	47		0.06266	1.6978	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/GA(%)	PBX	31.61%	155	20.00%	5		0.21127	0.5497	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/GA(%)	PBX	11.58%	95	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/GA(%)	Centrex	15.31%	1,535	11.32%	53		0.05031	0.7929	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/GA(%)	Centrex	12.86%	1,034	21.74%	23		0.07058	-1.2576	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/GA(%)	ISDN	21.71%	258	0.00%	4		0.20771	1.0450	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/GA(%)	ISDN	14.73%	482	0.00%	4		0.17794	0.8278	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/GA(%)	Res	21.04%	30,408	4.95%	1,435		0.01101	14.6155	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/GA(%)	Res	7.44%	8,146	1.79%	224		0.01777	3.1811	YES
A.3.5.2.1	M&R-5	Business/Dispatch/GA(%)	Bus	7.69%	4,656	9.71%	103		0.02654	-0.7610	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/GA(%)	Bus	2.14%	1,822	0.00%	55		0.01981	1.0806	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/GA(%)	Design	6.23%	818	1.41%	71		0.02991	1.6134	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/GA(%)	Design	1.31%	1,598	0.00%	47		0.01685	0.7797	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/GA(%)	PBX	10.34%	116	0.00%	3		0.17809	0.5809	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/GA(%)	PBX	5.56%	72	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/GA(%)	Centrex	8.70%	1,058	2.27%	44		0.04335	1.4815	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/GA(%)	Centrex	5.68%	528	0.00%	19		0.05406	1.0511	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/GA(%)	ISDN	13.14%	236	0.00%	4		0.17032	0.7712	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/GA(%)	ISDN	0.69%	437	0.00%	4		0.04147	0.1655	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	GA(%)	BST - State	94.73%	$384,929,959	99.78%	$4,988,332		0.00010	-501.5365	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	3.64	1	3.43	1,904				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			12.75%	41,539				Diagnostic
B.1.1.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			55.64%	505				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			50.00%	26				Diagnostic
B.1.1.7	O-7	Line Sharing/GA(%)	Diagnostic			15.43%	460				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			28.87%	291				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			5.76%	139				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			33.33%	6				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			100.00%	6				Diagnostic
B.1.1.14	O-7	Other Design/GA(%)	Diagnostic			36.47%	85				Diagnostic
B.1.1.15	O-7	Other Non-Design/GA(%)	Diagnostic			24.44%	3,555				Diagnostic
B.1.1.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/GA(%)	Diagnostic			9.81%	1,529				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			32.87%	9,982				Diagnostic
B.1.2.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			0.00%	10				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			47.62%	63				Diagnostic
B.1.2.7	O-7	Line Sharing/GA(%)	Diagnostic			37.34%	158				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			26.67%	165				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			21.43%	140				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			42.66%	143				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			22.50%	200				Diagnostic
B.1.2.14	O-7	Other Design/GA(%)	Diagnostic			31.13%	151				Diagnostic
B.1.2.15	O-7	Other Non-Design/GA(%)	Diagnostic			27.73%	1,089				Diagnostic
B.1.2.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/GA(%)	Diagnostic			29.35%	1,172				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic			62.07%	29				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			48.66%	709				Diagnostic
B.1.3.4	O-7	Combo Other/GA(%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			29.87%	231				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			21.89%	475				Diagnostic
B.1.3.7	O-7	Line Sharing/GA(%)	Diagnostic			33.05%	118				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			40.71%	113				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			24.66%	1,383				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic			25.00%	4				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			73.08%	26				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			55.56%	45				Diagnostic
B.1.3.14	O-7	Other Design/GA(%)	Diagnostic			31.88%	458				Diagnostic
B.1.3.15	O-7	Other Non-Design/GA(%)	Diagnostic			31.48%	1,960				Diagnostic
B.1.3.16	O-7	INP Standalone/GA(%)	Diagnostic			37.50%	32				Diagnostic
B.1.3.17	O-13	LNP Standalone/GA(%)	Diagnostic			36.78%	968				Diagnostic
	Reject Interval - Mechanized										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.4.1	O-8	Switch Ports/GA(%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/GA(%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/GA(%)	>= 97% w in 1 hr			91.14%	5,328				NO
B.1.4.4	O-8	Combo Other/GA(%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 97% w in 1 hr			99.64%	281				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 97% w in 1 hr			46.15%	13				NO
B.1.4.7	O-8	Line Sharing/GA(%)	>= 97% w in 1 hr			41.56%	77				NO
B.1.4.8	O-8	2W Analog Loop Design/GA(%)	>= 97% w in 1 hr			91.67%	84				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 97% w in 1 hr			75.00%	8				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 97% w in 1 hr			100.00%	2				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 97% w in 1 hr			83.33%	6				NO
B.1.4.14	O-8	Other Design/GA(%)	>= 97% w in 1 hr			70.97%	31				NO
B.1.4.15	O-8	Other Non-Design/GA(%)	>= 97% w in 1 hr			54.10%	902				NO
B.1.4.16	O-8	INP Standalone/GA(%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/GA(%)	>= 97% w in 1 hr			99.33%	150				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/GA(%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			94.52%	3,376				YES
B.1.7.4	O-8	Combo Other/GA(%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			70.97%	31				NO
B.1.7.7	O-8	Line Sharing/GA(%)	>= 85% w in 10 hrs			86.67%	60				YES
B.1.7.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			85.11%	47				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			96.67%	30				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			84.48%	58				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			89.80%	49				YES
B.1.7.14	O-8	Other Design/GA(%)	>= 85% w in 10 hrs			85.71%	49				YES
B.1.7.15	O-8	Other Non-Design/GA(%)	>= 85% w in 10 hrs			92.81%	320				YES
B.1.7.16	O-8	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/GA(%)	>= 85% w in 10 hrs			97.35%	339				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/GA(%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 24 hrs			100.00%	19				YES
B.1.8.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 24 hrs			99.15%	352				YES
B.1.8.4	O-8	Combo Other/GA(%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 24 hrs			98.59%	71				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 24 hrs			99.06%	106				YES
B.1.8.7	O-8	Line Sharing/GA(%)	>= 85% w in 24 hrs			100.00%	40				YES
B.1.8.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 24 hrs			100.00%	48				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	346				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 24 hrs			100.00%	19				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	25				YES
B.1.8.14	O-8	Other Design/GA(%)	>= 85% w in 24 hrs			100.00%	146				YES
B.1.8.15	O-8	Other Non-Design/GA(%)	>= 85% w in 24 hrs			99.52%	629				YES
B.1.8.16	O-8	INP Standalone/GA(%)	>= 85% w in 24 hrs			100.00%	12				YES
B.1.8.17	O-14	LNP Standalone/GA(%)	>= 85% w in 24 hrs			100.00%	257				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/GA(%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/GA(%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/GA(%)	>= 95% w in 3 hrs			99.16%	36,547				YES
B.1.9.4	O-9	Combo Other/GA(%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 3 hrs			99.11%	224				YES

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B.1.9.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 95% w in 3 hrs			100.00%	8				YES
B.1.9.7	O-9	Line Sharing/GA(%)	>= 95% w in 3 hrs			98.82%	424				YES
B.1.9.8	O-9	2W Analog Loop Design/GA(%)	>= 95% w in 3 hrs			100.00%	207				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	132				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 95% w in 3 hrs			100.00%	4				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/GA(%)	>= 95% w in 3 hrs			100.00%	55				YES
B.1.9.15	O-9	Other Non-Design/GA(%)	>= 95% w in 3 hrs			99.57%	2,997				YES
B.1.9.16	O-9	INP Standalone/GA(%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/GA(%)	>= 95% w in 3 hrs			97.17%	1,377				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/GA(%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 10 hrs			92.78%	7,184				YES
B.1.12.4	O-9	Combo Other/GA(%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 10 hrs			100.00%	10				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			96.15%	26				YES
B.1.12.7	O-9	Line Sharing/GA(%)	>= 85% w in 10 hrs			99.02%	102				YES
B.1.12.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			95.24%	126				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			89.81%	108				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			88.31%	77				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			97.92%	144				YES
B.1.12.14	O-9	Other Design/GA(%)	>= 85% w in 10 hrs			95.10%	102				YES
B.1.12.15	O-9	Other Non-Design/GA(%)	>= 85% w in 10 hrs			95.75%	800				YES
B.1.12.16	O-9	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/GA(%)	>= 85% w in 10 hrs			98.64%	806				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/GA(%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 36 hrs			100.00%	13				YES
B.1.13.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 36 hrs			98.06%	361				YES
B.1.13.4	O-9	Combo Other/GA(%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 36 hrs			99.38%	162				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 36 hrs			100.00%	382				YES
B.1.13.7	O-9	Line Sharing/GA(%)	>= 85% w in 36 hrs			100.00%	80				YES
B.1.13.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 36 hrs			98.46%	65				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 36 hrs			99.91%	1,076				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 36 hrs			95.00%	20				YES
B.1.13.14	O-9	Other Design/GA(%)	>= 85% w in 36 hrs			99.69%	321				YES
B.1.13.15	O-9	Other Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	1,330				YES
B.1.13.16	O-9	INP Standalone/GA(%)	>= 85% w in 36 hrs			100.00%	17				YES
B.1.13.17	O-15	LNP Standalone/GA(%)	>= 85% w in 36 hrs			99.80%	503				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			99.94%	29,046				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.98%	12,493				YES
B.1.14.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			100.00%	385				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	120				YES

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B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	6				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			95.00%	20				YES
B.1.14.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			100.00%	314				YES
B.1.14.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			100.00%	146				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			98.50%	266				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	25				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	1				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			99.28%	138				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			100.00%	4				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	2				YES
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	6				YES
B.1.14.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			100.00%	58				YES
B.1.14.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	27				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			100.00%	2,525				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			99.90%	1,030				YES
B.1.14.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			100.00%	1,288				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.17%	241				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			99.98%	5,454				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.96%	4,528				YES
B.1.15.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			100.00%	4				YES
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	6				YES
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	16				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			100.00%	47				YES
B.1.15.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			94.94%	79				NO
B.1.15.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			100.00%	79				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			100.00%	134				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	31				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	7				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			99.25%	133				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			90.98%	133				NO
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	10				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	200				YES
B.1.15.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			100.00%	88				YES
B.1.15.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	63				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			99.70%	658				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			99.77%	431				YES
B.1.15.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			99.60%	998				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.43%	174				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/GA(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			100.00%	29				YES
B.1.16.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			96.05%	709				YES
B.1.16.4	O-11	Combo Other/GA(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			97.84%	231				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			98.95%	475				YES
B.1.16.7	O-11	Line Sharing/GA(%)	>= 95%			99.15%	118				YES
B.1.16.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			99.12%	113				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			99.78%	1,383				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			100.00%	1				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%			100.00%	4				YES
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			96.15%	26				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			97.78%	45				YES
B.1.16.14	O-11	Other Design/GA(%)	>= 95%			99.56%	458				YES
B.1.16.15	O-11	Other Non-Design/GA(%)	>= 95%			98.83%	1,960				YES
B.1.16.16	O-11	INP Standalone/GA(%)	>= 95%			93.75%	32				NO
B.1.16.17	O-11	LNP Standalone/GA(%)	>= 95%			97.52%	968				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			88.94%	29,030				NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			88.64%	12,490				NO
B.1.17.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			100.00%	385				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	120				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	6				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			100.00%	19				YES
B.1.17.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			84.08%	314				NO
B.1.17.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			90.41%	146				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			70.23%	262				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			88.00%	25				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			0.00%	1				NO
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			94.89%	137				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			100.00%	4				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	2				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	6				YES
B.1.17.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			79.31%	58				NO
B.1.17.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			29.63%	27				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			74.85%	2,525				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			83.09%	1,029				NO
B.1.17.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			100.00%	1,288				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			100.00%	239				YES
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%			94.28%	5,453				NO

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			89.15%	4,526				NO
B.1.18.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%			100.00%	4				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			100.00%	6				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			93.75%	16				NO
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			89.36%	47				NO
B.1.18.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			90.67%	75				NO
B.1.18.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			83.54%	79				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			96.27%	134				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	31				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	7				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			97.73%	132				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			93.39%	121				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	10				YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			97.50%	200				YES
B.1.18.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			98.86%	88				YES
B.1.18.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			92.06%	63				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			96.34%	656				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			97.67%	430				YES
B.1.18.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			99.30%	994				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.42%	173				YES
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			89.66%	29				NO
B.1.19.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			91.04%	681				NO
B.1.19.4	O-11	Combo Other/GA(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			97.35%	226				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			95.11%	470				YES
B.1.19.7	O-11	Line Sharing/GA(%)	>= 95%			90.60%	117				NO
B.1.19.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			93.75%	112				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			96.16%	1,380				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%			100.00%	1				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%			100.00%	4				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			88.00%	25				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			88.64%	44				NO
B.1.19.14	O-11	Other Design/GA(%)	>= 95%			92.54%	456				NO
B.1.19.15	O-11	Other Non-Design/GA(%)	>= 95%			96.59%	1,937				YES
B.1.19.16	O-11	INP Standalone/GA(%)	>= 95%			100.00%	30				YES
B.1.19.17	O-11	LNP Standalone/GA(%)	>= 95%			97.35%	944				YES
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.82	48,912			4.667			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.86	408,693			1.411			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	7.04	121			6.228			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.50	14			1.420			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	26.93	2,008	10.00	2	20.613	14.58259	1.1612	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	R&B	3.92	50,292	4.20	646	4.989	0.19753	-1.4158	YES

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	0.87	420,636	0.67	12,042	1.401	0.01295	15.3790	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.33	236,173	0.33	7,121	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	1.55	184,463	1.15	4,921	1.907	0.02755	14.4454	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	9.35	187	4.17	6	11.583	4.80411	1.0784	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.43	127	12.00	2	4.028	2.87038	-3.3323	NO
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	28			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	3.03	99	12.00	2	4.386	3.13228	-2.8636	NO
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	4.84	52,394	11.82	225	8.432	0.56331	-12.3903	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp	4.84	52,394			19.710			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	14.02	247			17.182			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp	14.02	247			5.152			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	13.79	412	11.52	132	14.760	1.47623	1.5377	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.31	395			1.395			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI	25.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI	0.00	2						
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/GA(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/GA(days)	ADSL to Retail	3.96	5,396	4.00	4	2.830	1.41532	-0.0283	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.64	2,646	3.35	17	1.634	0.39765	0.7293	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	6.71	14			4.984			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail	11.75	4			3.202			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.92	50,292	4.84	43	4.989	0.76108	-1.2035	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.92	50,292			1.401			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	9.35	187	7.00	1	11.583	11.61418	0.2021	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	9.35	187			4.028			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.82	48,912	3.74	58	4.667	0.61323	0.1316	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.58	173,254			1.907			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	7.04	121	8.00	2	6.228	4.43997	-0.2159	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.38	8			4.386			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.92	50,292			4.989			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.92	50,292			1.401			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	9.35	187			11.583			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	9.35	187			4.028			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.82	48,912			4.667			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.58	173,254	5.00	1	1.907	1.90743	-1.7953	NO
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	7.04	121			6.228			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.38	8			4.386			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.92	50,292	6.04	25	4.989	0.99797	-2.1231	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.92	50,292			1.401			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	9.35	187	7.00	1	11.583	11.61418	0.2021	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	9.35	187			4.028			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.82	48,912	4.64	47	4.667	0.68115	-1.1983	YES
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.58	173,254	4.92	24	1.907	0.38938	-8.5804	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	7.04	121	5.00	1	6.228	6.25348	0.3264	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	2.38	8	7.00	2	4.386	3.46715	-1.3340	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	26.89	2,102	3.44	3	25.894	14.96082	1.5671	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	10.58	372			19.710			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	28.57	60			22.881			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	5.10	258			5.152			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	3.92	50,292	1.83	4	4.989	2.49440	0.8374	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	0.87	420,636	13.67	2	1.401	0.99048	-12.9229	NO
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	9.35	187			11.583			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.43	127			4.028			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.82	48,912			4.667			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.86	408,693			1.411			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	7.04	121			6.228			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.50	14			1.420			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.82	48,912	0.33	7	4.667	1.76427	1.9793	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.86	408,693	0.70	2,331	1.411	0.02931	5.3211	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	7.04	121			6.228			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.50	14	0.64	12	1.420	0.55863	1.5429	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Digital Loop < DS1	5.23	6,092	8.54	238	6.923	0.45742	-7.2360	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	3.71	3,370			3.604			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop < DS1	6.30	10			6.800			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	4.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	26.66	357	6.53	131	24.032	2.45485	8.1991	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	8.01	324			16.269			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	38.71	14			32.726			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	4.88	256			3.742			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA(days)	14 days			17.00	1				NO
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)	7 days			4.88	112				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA(days)	R&B (POTS)	7.02	155			7.627			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA(days)	R&B (POTS)	2.50	2			0.707			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA(days)	R&B (POTS)	5.82	11			7.640			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice	19.14	7	0.00	0	11.097			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/GA(days)	R&B	7.94	162	5.50	2	14.722	10.47376	0.2334	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA(days)	R&B	2.50	2	0.00	0	0.707			YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/GA(days)	R&B	6.83	12	0.00	0	8.089			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/GA(days)	R&B&D - Disp	7.93	164	0.00	0	14.634			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA(days)	R&B&D - Disp	2.50	2	0.00	0	0.707			YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/GA(days)	R&B&D - Disp	11.29	14	0.00	0	13.544			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/GA(days)	R&B&D - Disp	4.00	4			2.000			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/GA(days)	R&B&D - Disp	15.00	1			0.000			
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA(days)	ADSL to Retail	12.69	35	0.00	0	12.338			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA(days)	ADSL to Retail	1.17	6	0.00	0	0.408			YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/GA(days)	ADSL to Retail	5.13	8	0.00	0	8.323			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/GA(days)	ISDN - BRI	15.00	1	0.00	0	0.000			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/GA(days)	ISDN - BRI	18.00	1	0.00	0	0.000			YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/GA(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/GA(days)	ISDN - BRI	0.00	0						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/GA(days)	ISDN - BRI	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/GA(days)	ADSL to Retail	12.69	35	0.00	0	12.338			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/GA(days)	ADSL to Retail	1.17	6	0.00	0	0.408			YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/GA(days)	ADSL to Retail	5.13	8	0.00	0	8.323			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/GA(days)	R&B - Disp	7.94	162	0.00	0	14.722			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA(days)	R&B - Disp	2.50	2	0.00	0	0.707			YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/GA(days)	R&B - Disp	6.83	12	0.00	0	8.089			YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	7.02	155	0.00	0	7.627			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	2.50	2	0.00	0	0.707			YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	5.82	11	0.00	0	7.640			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/GA(days)	R&B - Disp	7.94	162	0.00	0	14.722			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	2.50	2	0.00	0	0.707			YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA(days)	R&B - Disp	6.83	12	0.00	0	8.089			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	7.02	155	0.00	0	7.627			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	2.50	2	0.00	0	0.707			YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	5.82	11	0.00	0	7.640			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)	R&B - Disp	7.94	162	0.00	0	14.722			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	2.50	2	0.00	0	0.707			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)	R&B - Disp	6.83	12	0.00	0	8.089			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	7.02	155	22.00	1	7.627	7.65181	-1.9578	NO
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	2.50	2	0.00	0	0.707			YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	5.82	11	0.00	0	7.640			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/GA(days)	Design	6.50	2	0.00	0	3.536			YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/GA(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/GA(days)	Design	38.00	2	0.00	0	0.000			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/GA(days)	Design	4.00	4			2.000			
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/GA(days)	Design	15.00	1			0.000			
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/GA(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/GA(days)	R&B	7.94	162	0.00	0	14.722			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)	R&B	2.50	2	0.00	0	0.707			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)	R&B	6.83	12	0.00	0	8.089			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/GA(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/GA(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	7.02	155			7.627			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	2.50	2			0.707			
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	5.82	11			7.640			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	7.02	155	0.00	0	7.627			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	2.50	2	0.00	0	0.707			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	5.82	11	0.00	0	7.640			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/GA(days)	Digital Loop < DS1	12.75	36	0.00	0	12.166			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA(days)	Digital Loop < DS1	1.17	6	0.00	0	0.408			YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/GA(days)	Digital Loop < DS1	7.30	10	0.00	0	8.706			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/GA(days)	Digital Loop < DS1	0.00	0						

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B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/GA(days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/GA(days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/GA(days)	Digital Loop >= DS1	4.00	1	0.00	0	0.000			YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/GA(days)	Digital Loop >= DS1	4.00	4			2.000			
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA(days)	Digital Loop >= DS1	15.00	1			0.000			
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA(days)	Digital Loop >= DS1	0.00	0						
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/GA(%)	R&B (POTS)	0.61%	480,150						
B.2.5.2	P-2	Local Interoffice Transport/GA(%)	DS1/ DS3 - Interoffice	15.67%	2,783						
B.2.5.3	P-2	Loop + Port Combinations/GA(%)	R&B	0.62%	493,746	0.15%	35,901		0.00043	10.8993	YES
B.2.5.4	P-2	Combo Other/GA(%)	R&B&D - Disp	5.27%	61,272	55.81%	43		0.03409	-14.8288	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	ADSL to Retail	13.74%	11,270	0.60%	168		0.02676	4.9134	YES
B.2.5.6	P-2	UNE ISDN/GA(%)	ISDN - BRI	7.00%	872	13.16%	76		0.03051	-2.0200	NO
B.2.5.7	P-2	Line Sharing/GA(%)	ADSL to Retail	13.74%	11,270	0.00%	24		0.07036	1.9535	YES
B.2.5.8	P-2	2W Analog Loop Design/GA(%)	R&B - Disp	0.62%	493,746	6.19%	97		0.00795	-7.0036	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)	R&B (POTS) excl SB Or	1.19%	244,435	3.70%	162		0.00853	-2.9474	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA(%)	R&B - Disp	0.62%	493,746	0.00%	1		0.07830	0.0788	YES
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.19%	244,435						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)	R&B - Disp	0.62%	493,746	1.61%	62		0.00994	-1.0015	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.19%	244,435	4.11%	146		0.00898	-3.2501	NO
B.2.5.14	P-2	Other Design/GA(%)	Design	4.11%	4,482	0.00%	7		0.07505	0.5470	YES
B.2.5.15	P-2	Other Non-Design/GA(%)	R&B	0.62%	493,746	0.00%	7		0.02960	0.2085	YES
B.2.5.16	P-2	INP (Standalone)/GA(%)	R&B (POTS)	0.61%	480,150	0.00%	1		0.07763	0.0781	YES
B.2.5.17	P-2	LNP (Standalone)/GA(%)	R&B (POTS)	0.61%	480,150	0.00%	1,954		0.00176	3.4454	YES
B.2.5.18	P-2	Digital Loop < DS1/GA(%)	Digital Loop < DS1	13.04%	12,785	4.72%	233		0.02226	3.7366	YES
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)	Digital Loop >= DS1	3.74%	1,176	55.74%	122		0.01805	-28.8055	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			0.88%	227				Diagnostic
B.2.6.4	P-2	Combo Other/GA(%)	Diagnostic			37.29%	236				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			17.46%	63				Diagnostic
B.2.6.6	P-2	UNE ISDN/GA(%)	Diagnostic			11.54%	130				Diagnostic
B.2.6.7	P-2	Line Sharing/GA(%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			20.00%	5				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			10.00%	10				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			0.00%	19				Diagnostic
B.2.6.14	P-2	Other Design/GA(%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/GA(%)	Diagnostic			0.00%	435				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			11.17%	179				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			35.19%	108				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/GA(hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/GA(hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/GA(hours)	>= 48 hrs			172.95	54				YES
B.2.8.4	P-2	Combo Other/GA(hours)	>= 48 hrs			329.28	24				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	>= 48 hrs			170.08	1				YES
B.2.8.6	P-2	UNE ISDN/GA(hours)	>= 48 hrs			339.70	10				YES
B.2.8.7	P-2	Line Sharing/GA(hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/GA(hours)	>= 48 hrs			155.38	6				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/GA(hours)	>= 48 hrs			170.50	6				YES
B.2.8.10	P-2	2W Analog Loop w/INP Design/GA(hours)	>= 48 hrs								

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B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	>= 48 hrs			262.33	1				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	>= 48 hrs			192.38	6				YES
B.2.8.14	P-2	Other Design/GA(hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/GA(hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/GA(hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/GA(hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/GA(hours)	>= 48 hrs			324.28	11				YES
B.2.8.19	P-2	Digital Loop >= DS1/GA(hours)	>= 48 hrs			204.89	68				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/GA(hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/GA(hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/GA(hours)	Diagnostic			305.97	2				Diagnostic
B.2.9.4	P-2	Combo Other/GA(hours)	Diagnostic			299.29	88				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	Diagnostic			319.10	11				Diagnostic
B.2.9.6	P-2	UNE ISDN/GA(hours)	Diagnostic			332.62	15				Diagnostic
B.2.9.7	P-2	Line Sharing/GA(hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/GA(hours)	Diagnostic			154.00	1				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/GA(hours)	Diagnostic			106.00	1				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/GA(hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/GA(hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/GA(hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/GA(hours)	Diagnostic			287.96	20				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/GA(hours)	Diagnostic			173.51	38				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/GA(%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/GA(%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/GA(%)	95% >= 48 hrs			97.73%	44				YES
B.2.10.4	P-2	Combo Other/GA(%)	95% >= 48 hrs			100.00%	24				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.6	P-2	UNE ISDN/GA(%)	95% >= 48 hrs			100.00%	10				YES
B.2.10.7	P-2	Line Sharing/GA(%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/GA(%)	95% >= 48 hrs			100.00%	6				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/GA(%)	95% >= 48 hrs			100.00%	6				YES
B.2.10.10	P-2	2W Analog Loop w/INP Design/GA(%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/GA(%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	95% >= 48 hrs			100.00%	6				YES
B.2.10.14	P-2	Other Design/GA(%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/GA(%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/GA(%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/GA(%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/GA(%)	95% >= 48 hrs			100.00%	11				YES
B.2.10.19	P-2	Digital Loop >= DS1/GA(%)	95% >= 48 hrs			100.00%	68				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.4	P-2	Combo Other/GA(%)	Diagnostic			98.84%	86				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			100.00%	11				Diagnostic
B.2.11.6	P-2	UNE ISDN/GA(%)	Diagnostic			100.00%	15				Diagnostic
B.2.11.7	P-2	Line Sharing/GA(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			100.00%	1				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/GA(%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			100.00%	20				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			94.44%	36				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/GA(%)	>= 95% w in 15 min			100.00%	4				YES
B.2.12.2	P-7	Loops with LNP/GA(%)	>= 95% w in 15 min			100.00%	756				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.00%	141				YES
B.2.13.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			0.00%	26				YES
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	7				YES
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	39				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/GA(%)	>= 95% w in 15 min			100.00%	141				YES
B.2.14.2	P-7A	Time-Specific SL2/GA(%)	>= 95% w in 15 min			92.31%	26				NO
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)	>= 95% w in 15 min			100.00%	7				YES
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)	>= 95% w in 15 min			100.00%	39				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.00%	141				YES
B.2.15.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			7.69%	26				NO
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	7				YES
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	39				YES
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/GA(minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/GA(minutes)	Diagnostic			866.24	4				Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)	<= 5%			2.27%	309				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/GA(%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/GA(%)	<= 5%			1.66%	962				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)	<= 5%			0.94%	743				YES
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.45%	54,161						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.02%	424,586						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	4.00%	150						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	14						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	0.75%	2,008	0.00%	2		0.06092	0.1226	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	3.45%	55,576	3.39%	1,032		0.00574	0.1071	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	0.02%	436,552	0.06%	34,963		0.00008	-5.4196	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	236,308	0.03%	7,158		0.00000		NO
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	0.04%	200,244	0.07%	27,805		0.00013	-2.1148	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	5.07%	217	0.00%	10		0.07095	0.7145	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	132	0.00%	13		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	29						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	0.00%	103	0.00%	13		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	3.44%	57,735	0.74%	271		0.01109	2.4328	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	3.44%	57,735						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	3.91%	281						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	3.91%	281						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	3.10%	8,204	1.18%	169		0.01346	1.4209	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.03%	3,319						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	13						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	2						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	4.15%	434	0.58%	171		0.01800	1.9790	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.50%	400						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI	0.00%	1						
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	3.10%	8,204	0.00%	7		0.06550	0.4727	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.03%	3,319	0.00%	21		0.00380	0.0793	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	13						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	2						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.45%	55,576	0.00%	97		0.01855	1.8609	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.45%	55,576						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.07%	217	0.00%	1		0.21987	0.2305	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.07%	217						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.45%	54,161	0.00%	164		0.01426	2.4154	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.04%	189,017						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.00%	150	0.00%	4		0.09928	0.4029	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	8						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.45%	55,576	0.00%	1		0.18259	0.1891	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.45%	55,576						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.07%	217						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.07%	217						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.45%	54,161						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.04%	189,017	0.00%	1		0.02044	0.0204	YES
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.00%	150						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	8						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.45%	55,576	1.41%	71		0.02168	0.9429	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.45%	55,576						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.07%	217	0.00%	2		0.15583	0.3253	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.07%	217						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.45%	54,161	0.00%	94		0.01883	1.8298	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.04%	189,017	0.00%	66		0.00252	0.1661	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.00%	150	0.00%	2		0.13948	0.2868	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	8	0.00%	2		0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	3.01%	2,159	0.00%	8		0.06053	0.4974	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	2.84%	387						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	0.00%	64						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	260						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	3.45%	55,576	0.00%	4		0.09130	0.3782	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.02%	436,552	0.00%	2		0.00969	0.0194	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	5.07%	217						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	132						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.45%	54,161						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.02%	424,586						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	4.00%	150						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	14						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.45%	54,161	0.00%	7		0.06894	0.4997	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.02%	424,586	0.04%	2,363		0.00028	-0.8428	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	4.00%	150						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	14	0.00%	20		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	3.18%	8,928	0.62%	325		0.00991	2.5889	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.07%	4,043						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	0.00%	14						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	3						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	3.02%	364	1.38%	218		0.01466	1.1226	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	1.21%	330						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	14						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	258						

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% Provisioning Troubles within 30 Days

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	6.04%	58,472						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	3.65%	483,411						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	3.29%	1,883	20.00%	5		0.07991	-2.0908	NO
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	6.00%	59,776	7.53%	1,102		0.00722	-2.1257	NO
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	3.64%	485,008	2.44%	43,469		0.00094	12.8046	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	3.87%	265,462	2.82%	11,791		0.00182	5.8216	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	3.37%	219,546	2.30%	31,678		0.00108	9.8115	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	7.05%	227	17.65%	17		0.06436	-1.6467	NO
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	2.54%	118	0.00%	5		0.07187	0.3537	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	3.57%	56	0.00%	2		0.13355	0.2674	YES
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	1.61%	62	0.00%	3		0.07447	0.2166	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	5.88%	62,020	7.98%	188		0.01719	-1.2200	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	5.88%	62,020	7.98%	188		0.01719	-1.2200	YES
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	4.76%	336						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	4.76%	336						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	11.29%	9,443	3.07%	228		0.02121	3.8750	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	11.25%	4,072						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	20.00%	10						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	8.58%	443	4.95%	182		0.02466	1.4734	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	2.86%	385						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	1						
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	11.29%	9,443	33.33%	9		0.10554	-2.0888	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	11.25%	4,072	26.67%	15		0.08173	-1.8866	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	20.00%	10						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	6.00%	59,776	12.00%	125		0.02126	-2.8235	NO
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	6.00%	59,776						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	7.05%	227						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.05%	227						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	6.04%	58,472	7.14%	224		0.01595	-0.6900	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.38%	218,644						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	16.67%	12		0.08068	-1.0769	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	6.00%	59,776	0.00%	1		0.23744	0.2526	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	6.00%	59,776						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	7.05%	227						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.05%	227						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	6.04%	58,472	0.00%	2		0.16848	0.3586	YES
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.38%	218,644						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	0.00%	2		0.19262	0.4142	YES
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	6.00%	59,776	10.89%	101		0.02365	-2.0696	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	6.00%	59,776						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	7.05%	227	0.00%	2		0.18179	0.3877	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	7.05%	227						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	6.04%	58,472	7.88%	330		0.01315	-1.3963	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	3.38%	218,644	5.03%	318		0.01014	-1.6335	YES
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	30.00%	10		0.08794	-2.5043	NO
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9	0.00%	5		0.00000		YES
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)	Design	2.81%	2,244	11.11%	9		0.05517	-1.5050	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	0.50%	801						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)	Design	0.00%	109						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	230						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	6.00%	59,776	0.00%	3		0.13709	0.4375	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	3.64%	485,008	0.00%	3		0.10819	0.3369	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	7.05%	227	0.00%	1		0.25653	0.2748	YES
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	2.54%	118						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	6.04%	58,472						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	3.65%	483,411	0.00%	2		0.13260	0.2752	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	6.04%	58,472	0.00%	13		0.06609	0.9142	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	3.65%	483,411	0.00%	2,891		0.00350	10.4335	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10	0.00%	22		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	10.86%	10,228	4.11%	389		0.01607	4.1989	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	9.87%	4,752						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	20.00%	10						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	1						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	1.61%	311	7.91%	177		0.01184	-5.3216	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	751						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	15						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	230						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	3.69	49,816			17.740			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.37	405,822			8.458			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.30	128			9.058			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.67	13			0.372			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice	71.28	1,749			232.408			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	R&B	3.83	51,075	0.29	875	23.831	0.81252	4.3466	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.38	415,832	1.09	33,843	8.493	0.04801	5.8589	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	R&B	1.77	226,072	1.31	6,564	9.954	0.12463	3.7278	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	R&B	0.90	189,760	1.04	27,279	6.294	0.04075	-3.4991	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	R&B	5.13	182	1.48	7	16.449	6.33540	0.5770	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	R&B	3.22	126	0.67	1	19.821	19.89963	0.1280	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	R&B	5.16	29			21.288			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	R&B	2.64	97	0.67	1	19.440	19.53978	0.1007	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	R&B&D - Disp	8.21	52,674			83.520			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	R&B&D - Disp	38.65	222			184.448			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	15.97	7,701			33.525			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	1.16	3,191			7.841			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	2.90	11			6.362			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	ISDN - BRI	17.73	378	10.78	7	69.638	26.56323	0.2616	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	2.44	380			13.086			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN - BRI	0.02	1			0.000			
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	ADSL to Retail	15.97	7,701			33.525			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	1.16	3,191	0.47	1	7.841	7.84211	0.0883	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	2.90	11			6.362			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	3.83	51,075	26.35	89	23.831	2.52833	-8.9088	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	3.83	51,075			8.493			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	5.13	182	8.62	1	16.449	16.49368	-0.2113	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	5.13	182			19.821			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	3.69	49,816	0.55	151	17.740	1.44583	2.1694	YES
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.86	180,461			6.294			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.30	128	0.02	4	9.058	4.59939	0.4953	YES
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.49	7			19.440			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	3.83	51,075			23.831			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	3.83	51,075			8.493			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	5.13	182			16.449			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	5.13	182			19.821			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	3.69	49,816			17.740			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.86	180,461			6.294			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.30	128			9.058			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.49	7			19.440			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	3.83	51,075	8.81	63	23.831	3.00433	-1.6587	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	3.83	51,075			8.493			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	5.13	182			16.449			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	5.13	182			19.821			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	3.69	49,816	0.07	74	17.740	2.06374	1.7558	YES
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.86	180,461	0.07	54	6.294	0.85662	0.9201	YES
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.30	128	0.02	2	9.058	6.45505	0.3529	YES
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	R&B (POTS) excl SB Or	0.49	7	0.02	2	19.440	15.58654	0.0302	YES
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Design	148.15	1,599			437.684			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Design	69.21	333			240.622			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Design	191.15	40			403.033			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Design	3.96	253			29.595			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	R&B	3.83	51,075			23.831			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	R&B	1.38	415,832			8.493			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B	5.13	182			16.449			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B	3.22	126			19.821			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	3.69	49,816			17.740			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.37	405,822			8.458			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.30	128			9.058			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.67	13			0.372			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	3.69	49,816	0.02	1	17.740	17.74001	0.2068	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	1.37	405,822	1.12	1,867	8.458	0.19619	1.2401	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.30	128			9.058			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.67	13	0.67	5	0.372	0.19553	-0.0283	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	17.54	8,300	10.78	7	44.328	16.76129	0.4036	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	1.76	3,857			15.225			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	2.66	12			6.123			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	90.68	1			0.000			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	204.13	245	31.99	81	269.792	34.57903	4.9781	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	55.04	290			215.470			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	419.00	11			394.779			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	2.45	251			18.912			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	Diagnostic			6.69	2				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)	Diagnostic			20.30	130				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.64	530				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	Diagnostic			13.35	359				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	Diagnostic			17.34	171				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	Diagnostic			23.62	3				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			10.85	12				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	Diagnostic			10.85	12				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	Diagnostic			70.22	261				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	Diagnostic			44.76	163				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			57.68	159				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)	Diagnostic			22.36	7				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			13.33	20				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			34.64	6				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			22.13	5				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			19.42	1				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			21.65	1				Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			20.24	8				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			23.40	2				Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			16.48	14				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			18.94	5				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			24.05	8				Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			33.56	4				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			10.77	2				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic			23.72	6				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			3.01	416				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			1.52	13				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			51.50	307				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			47.25	134				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic

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B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.91	378				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.76	9,092				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.10	20				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.26	19				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.50	2				Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.79	948				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.70	23				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.17	155				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.54	2,334				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			10.20	5				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	17				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			9.00	1				Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.49	35				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.47	17				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.59	34				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	21				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			1.00	1				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.86	696				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.22	3				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			10.20	5				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.50	20				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic			11.50	2				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			6.03	37				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.53	73				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			16.00	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			12.47	135				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.63	38				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			12.68	78				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.33	3				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	3				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.33	3				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.30	10				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.67	3				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			2.72	6				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.73	373				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.00	6				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			10.92	110				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			8.73	48				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.90	358				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.91	5,917				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			11.00	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.17	18				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.26	19				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.00	1				Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.50	2				Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.79	948				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic

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B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	1				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			6.71	21				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.21	137				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.53	2,031				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			10.20	5				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	17				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			9.00	1				Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.59	32				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.47	17				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			5.67	33				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.00	21				Diagnostic

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B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.00	1				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			7.00	1				Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.86	679				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.22	3				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			10.20	5				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.50	20				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			5.78	32				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.71	66				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.50	2				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			16.00	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			12.46	126				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)	Diagnostic			6.72	36				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			13.00	68				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.33	3				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.00	3				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.00	2				Diagnostic

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B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.33	3				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			6.30	10				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.67	3				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	Diagnostic			2.58	4				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.78	361				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.00	6				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			11.08	98				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			9.00	44				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/GA(%)	>= 95% w in 15 min	***Under Commission Review***							
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/GA(%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/GA(%)	Diagnostic			2.30%	652				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)	Diagnostic			14.07%	12,044				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)	Diagnostic			0.00%	225				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	Diagnostic			0.00%	114				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/GA(%)	Diagnostic			0.00%	132				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/GA(%)	Diagnostic			0.00%	4				Diagnostic

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B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic			0.00%	17				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic			0.00%	15				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	14				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/GA(%)	Diagnostic			0.00%	26				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	48				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	26				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic			0.00%	32				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/GA(%)	Diagnostic			0.00%	50				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/GA(%)	Diagnostic			0.00%	7				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			0.00%	2,343				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic			0.00%	238				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/GA(%)	Diagnostic			0.00%	131				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL									
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% of requests			100.00%	157				YES
B.2.33.2	P-8	xDSL Other/GA(%)	>= 95% of requests								
		Service Order Accuracy									
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			98.00%	100				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	90				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			93.10%	29				NO
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%								
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA(%)	>= 95%			99.09%	110				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%			98.33%	120				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%			97.50%	80				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	126				YES
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/GA(%)	R&B (POTS)	7.29%	55,368						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	36,181						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.51%	780	0.00%	1		0.07147	0.0717	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.15%	657	0.00%	18		0.00931	0.1634	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	7.34%	57,197	4.30%	2,625		0.00521	5.8300	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.21%	37,474	1.44%	1,183		0.00322	-0.7162	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	7.30%	57,926	0.87%	115		0.02428	2.6471	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	7.30%	57,926	0.00%	62		0.03305	2.2077	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	0.00%	29		0.09350	5.0206	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	0.00%	20		0.04313	0.8890	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	15.58%	199	1.35%	74		0.04938	2.8812	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	2.35%	298	0.00%	50		0.02315	1.0149	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	37.50%	8		0.17688	0.5338	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	9.52%	42		0.02991	-1.9026	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	7.34%	57,197	1.82%	274		0.01579	3.4920	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	7.34%	57,197	0.70%	142		0.02191	3.0282	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	7.27%	55,160	2.78%	504		0.01162	3.8664	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.98%	28,251	0.00%	10		0.03111	0.3140	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.1.10.1	M&R-1	Other Design/Dispatch/GA(%)	Design	3.83%	1,724	0.00%	10		0.06085	0.6291	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)	Design	1.44%	2,992	0.00%	5		0.05327	0.2698	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)	R&B	7.34%	57,197	8.82%	102		0.02584	-0.5742	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.21%	37,474	3.81%	105		0.01067	-2.4403	NO
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	7.29%	55,368						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	36,181						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA(%)	R&B (POTS)	1.65%	3,351,435						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	3,351,435						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	1.86%	41,923	0.33%	299		0.00792	1.9278	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	1.57%	41,923	6.02%	299		0.00727	-6.1289	NO
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA(%)	R&B	1.51%	3,788,866	0.99%	263,866		0.00025	20.8097	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	0.99%	3,788,866	0.45%	263,866		0.00020	27.0045	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA(%)	R&B&D - Disp	1.35%	4,279,609	4.14%	2,781		0.00221	-12.6046	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	1.35%	4,279,609	2.23%	2,781		0.00221	-3.9689	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	1.01%	159,592	0.77%	3,773		0.00166	1.4819	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	1.41%	159,592	0.53%	3,773		0.00195	4.4829	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	3.40%	5,851	1.36%	5,460		0.00347	5.8954	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	5.09%	5,851	0.92%	5,460		0.00425	9.8372	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/GA(%)	ADSL to Retail	1.01%	159,592	0.56%	1,436		0.00267	1.7131	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	1.41%	159,592	2.92%	1,436		0.00314	-4.8348	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	1.51%	3,788,866	0.84%	32,729		0.00068	9.8586	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	1.51%	3,788,866	0.43%	32,729		0.00068	15.7716	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	1.65%	3,351,435	1.32%	38,089		0.00066	4.8806	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.84%	3,351,435	0.03%	38,089		0.00047	17.2626	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA(%)	Design	0.23%	743,350	1.04%	961		0.00155	-5.2021	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA(%)	Design	0.40%	743,350	0.52%	961		0.00205	-0.5752	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA(%)	R&B	1.51%	3,788,866	7.16%	1,424		0.00326	-17.3598	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA(%)	R&B	0.99%	3,788,866	7.37%	1,424		0.00264	-24.2210	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	1.65%	3,351,435						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.08%	3,351,435						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA(hours)	R&B (POTS)	19.62	55,368			30.573			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA(hours)	R&B (POTS)	5.31	36,181			13.454			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA(hours)	DS1/DS3	3.66	780	1.28	1	3.651	3.65334	0.6514	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA(hours)	DS1/DS3	1.85	657	1.58	18	2.664	0.63645	0.4314	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA(hours)	R&B	19.39	57,197	11.89	2,625	30.279	0.60439	12.4075	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA(hours)	R&B	5.28	37,474	2.95	1,183	13.356	0.39440	5.9131	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA(hours)	R&B&D - Disp	20.29	57,926	4.66	115	61.668	5.75628	2.7140	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA(hours)	R&B&D - Disp	20.29	57,926	2.77	62	50.547	6.42291	2.7264	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	ADSL to Retail	72.06	1,619	3.31	29	255.265	47.82417	1.4376	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	ADSL to Retail	5.93	2,243	2.97	20	67.067	15.06335	0.1965	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA(hours)	ISDN - BRI	16.66	199	4.35	74	24.201	3.29513	3.7337	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA(hours)	ISDN - BRI	4.04	298	4.03	50	7.465	1.14084	0.0057	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA(hours)	ADSL to Retail	72.06	1,619	30.21	8	255.265	90.47251	0.4626	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA(hours)	ADSL to Retail	5.93	2,243	8.91	42	67.067	10.44510	-0.2855	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA(hours)	R&B - Disp	19.39	57,197	4.76	274	30.279	1.83360	7.9813	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA(hours)	R&B - Disp	19.39	57,197	2.62	142	13.356	1.12220	14.9513	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA(hours)	R&B (POTS) excl SB FT	19.62	55,160	9.41	504	30.595	1.36901	7.4515	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	R&B (POTS) excl SB FT	5.61	28,251	6.41	10	13.363	4.22639	-0.1889	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA(hours)	Design	52.00	1,724	7.90	10	344.797	109.35011	0.4033	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA(hours)	Design	28.93	2,992	6.22	5	265.864	118.99743	0.1909	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA(hours)	R&B	19.39	57,197	19.55	102	30.279	3.00077	-0.0531	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA(hours)	R&B	5.28	37,474	5.18	105	13.356	1.30521	0.0767	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)	R&B (POTS)	19.62	55,368			30.573			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)	R&B (POTS)	5.31	36,181			13.454			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)	R&B (POTS)	17.80%	55,368						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	14.67%	36,181						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	19.62%	780	0.00%	1		0.39734	0.4937	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	17.50%	657	33.33%	18		0.09079	-1.7436	NO
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)	R&B	17.78%	57,197	14.51%	2,625		0.00763	4.2777	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	14.62%	37,474	13.36%	1,183		0.01043	1.2075	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)	R&B&D - Disp	17.83%	57,926	25.22%	115		0.03573	-2.0678	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	17.83%	57,926	14.52%	62		0.04864	0.6813	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	18.16%	1,619	6.90%	29		0.07223	1.5594	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	16.14%	2,243	0.00%	20		0.08263	1.9532	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	21.61%	199	17.57%	74		0.05604	0.7210	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	16.44%	298	22.00%	50		0.05665	-0.9810	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)	ADSL to Retail	18.16%	1,619	50.00%	8		0.13663	-2.3304	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	16.14%	2,243	23.81%	42		0.05730	-1.3387	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	17.78%	57,197	12.41%	274		0.02315	2.3194	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	17.78%	57,197	6.34%	142		0.03212	3.5614	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	17.76%	55,160	12.10%	504		0.01710	3.3084	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	14.11%	28,251	20.00%	10		0.11012	-0.5346	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)	Design	24.07%	1,724	0.00%	10		0.13559	1.7754	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)	Design	22.56%	2,992	0.00%	5		0.18708	1.2059	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)	R&B	17.78%	57,197	20.59%	102		0.03789	-0.7414	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)	R&B	14.62%	37,474	9.52%	105		0.03452	1.4749	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	17.80%	55,368						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	14.67%	36,181						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA(%)	R&B (POTS)	19.27%	35,064						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	6.47%	9,968						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.51%	780	0.00%	1		0.07147	0.0717	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.15%	657	0.00%	18		0.00931	0.1634	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)	R&B	18.95%	36,355	7.30%	1,850		0.00934	12.4748	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	6.38%	10,687	1.40%	572		0.01049	4.7503	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)	R&B&D - Disp	18.61%	37,284	0.87%	115		0.03635	4.8805	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	18.61%	37,284	0.00%	62		0.04947	3.7618	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	0.00%	29		0.09350	5.0206	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	0.00%	20		0.04313	0.8890	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	16.95%	177	1.35%	74		0.05194	3.0032	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	1.19%	253	0.00%	50		0.01675	0.7078	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)	ADSL to Retail	46.94%	1,619	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.83%	2,243	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	18.95%	36,355	1.82%	274		0.02376	7.2059	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	18.95%	36,355	0.70%	142		0.03295	5.5369	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	19.26%	35,056	8.33%	36		0.06576	1.6617	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	6.47%	9,953	0.00%	2		0.17397	0.3719	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)	Design	3.83%	1,724	0.00%	10		0.06085	0.6291	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)	Design	1.44%	2,992	0.00%	5		0.05327	0.2698	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)	R&B	18.95%	36,355	22.54%	71		0.04656	-0.7703	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)	R&B	6.38%	10,687	9.09%	22		0.05217	-0.5194	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	19.27%	35,064						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	6.47%	9,968						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	GA(%)	BST - State	94.73%	$384,929,959	99.98%	$6,606,331		0.00009	-598.2521	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	3.64	1	6.13	1,588				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/GA(%)	Diagnostic			59.03%	144				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			97.65%	85				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			100.00%	155				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/GA(%)	>= 95%			100.00%	126				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/GA(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/GA(days)	Parity w Retail	19.91	58	21.82	39	11.133	2.30539	-0.8271	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/GA(days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	57	0.00%	38		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/GA(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	58	0.00%	39		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	2,298	0.10%	957		0.00000		NO
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/GA(hours)	Parity w Retail	37.57	56	9.28	38	163.115	34.28250	0.8252	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/GA(days)	Diagnostic			24.82	37				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			0.00%	39				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	39				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	21				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%								
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	5				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	4	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	482	0.00%	132		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	328,359	0.00%	124,331		0.00001	1.0481	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.15%	328,359	0.11%	124,331		0.00013	3.1840	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	1.76	4	0.00	0	1.388			YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA(hours)	Parity w Retail	0.39	482	0.05	132	1.044	0.10255	3.2567	YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	4	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	13.90%	482	0.00%	132		0.03399	4.0902	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	4	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	482	0.00%	132		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	GA(%)	BST - State	94.73%	$384,929,959	95.41%	$4,675,837		0.00010	-65.0139	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.73	1	4.13	5,087				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	GA	>0.5% dif 2 consec. Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.92%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			99.82%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			99.97%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			99.94%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			99.91%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			99.93%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			99.93%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			99.94%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*										
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.88	2,619,855	2.47	437,412				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.06	8,708	2.47	437,412				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	461.26	7,356,994	1.91	539,092				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.12	732,195	1.91	539,092				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2.95	824,299	1.20	94,246				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.66	274,199	1.20	94,246				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	2.25	273,201				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	2.25	273,201				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	199.21	5,171,810	3.77	1,347,780				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	3.77	1,347,780				NO
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	3.58	57,790				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	3.58	57,790				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	105.81	9,987,605	2.34	114,120				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.57	648,949	2.34	114,120				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*										
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.88	2,619,855	1.10	286,699				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.06	8,708	1.10	286,699				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	461.26	7,356,994	1.59	107,138				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.12	732,195	1.59	107,138				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			0.92	3,868				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			0.92	3,868				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	2.95	824,299	1.10	43,496				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.66	274,199	1.10	43,496				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.65	1,499,869	1.82	334,679				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.62	300,052	1.82	334,679				YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	199.21	5,171,810	2.19	234,525				YES
D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	3.11	540,107	2.19	234,525				YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 6-1-2001; see D.1.4.7.1*							
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 6-1-2001; see D.1.4.7.2*							
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.1*							
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.2*							

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Maintenance and Repair										
	% Interface Availability - BST										
D.2.1	OSS-3	TAFI/Region(%)	>= 99.5%	100.00%							YES
	% Interface Availability - CLEC										
D.2.2.1	OSS-3	CLEC TAFI/Region(%)	>= 99.5%			99.98%					YES
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			99.89%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			99.91%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			99.85%					YES
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			99.93%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.23%	1,292,823	93.47%	99,033		0.00077	9.9942	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.66%	35,819	4.42%	860		0.00648	-1.1659	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	5.07%	29,513	2.69%	43,412		0.00165	14.3577	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.53%	1,292,790	99.52%	100,163		0.00022	0.2819	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	94.32%	927,520	91.58%	57,081		0.00100	27.4658	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.75%	91,614	99.73%	5,101		0.00072	0.3092	YES
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	25.12%	4,108	23.71%	97		0.04455	0.3166	YES
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	200,526	99.91%	17,248		0.00031	-2.0088	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.11%	54,785	83.83%	3,673		0.00623	0.4596	YES
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.82%	1,292,823	99.24%	99,033		0.00036	-11.8746	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.20%	35,819	87.67%	860		0.01425	-6.6507	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	79.55%	29,513	91.43%	43,412		0.00304	-39.0320	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.78%	1,292,790	99.79%	100,163		0.00016	-0.7119	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	97.72%	927,520	94.94%	57,081		0.00064	43.2056	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	91,614	99.96%	5,101		0.00039	-0.8938	YES
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.40%	6,394	28.74%	494		0.02106	-0.1630	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.06%	4,108	96.91%	97		0.01999	-0.4255	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.60%	69,356	23.29%	5,797		0.00496	-15.4848	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	200,526	99.99%	17,248		0.00009	-0.7934	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.30%	54,785	99.16%	3,673		0.00142	1.0345	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.18%	1,292,823	0.76%	99,033		0.00036	11.8746	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.80%	35,819	12.33%	860		0.01425	6.6507	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	20.45%	29,513	8.57%	43,412		0.00304	39.0320	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.22%	1,292,790	0.21%	100,163		0.00016	0.7119	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	2.28%	927,520	5.06%	57,081		0.00064	-43.2056	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	91,614	0.04%	5,101		0.00039	0.8938	YES
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.60%	6,394	71.26%	494		0.02106	0.1630	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.94%	4,108	3.09%	97		0.01999	0.4255	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.40%	69,356	76.71%	5,797		0.00496	15.4848	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	200,526	0.01%	17,248		0.00009	0.7934	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.70%	54,785	0.84%	3,673		0.00142	-1.0345	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/GA(calendar days)	<= 10 days			6	1				YES
E.1.1.2	C-1	Physical Caged/GA(calendar days)	<= 20 days			15	16				YES
E.1.1.3	C-1	Physical Cageless/GA(calendar days)	<= 20 days			15	27				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA(calendar days)	<= 50 days			34	1				YES
E.1.2.2	C-2	Virtual-Extraordinary/GA(calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/GA(calendar days)	<= 90 days			54	6				YES
E.1.2.4	C-2	Physical Cageless/GA(calendar days)	<= 60 days			52	18				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/GA(calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/GA(%)	< 5% missed			0.00%	1				YES
E.1.3.2	C-3	Physical/GA(%)	< 5% missed			0.00%	24				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			86.18%	286,834				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			86.18%	286,834				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			87.17%	189,710				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			75.20%	5,989				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			84.86%	91,135				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			76.55%	322,931				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			76.55%	322,931				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.69%	207,518				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			55.14%	8,169				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.11%	107,244				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			94.12%	9,045				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			94.12%	9,045				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/GA(%)	>= 95% w in 3 bus days			100.00%	4				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min			97.73%	4,235				YES
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 5 bus days			97.30%	37				YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days								
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	197.28	6,134,035	31.52	32,646				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	18.39	1,790,440	29.67	97,305				NO
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	GA(seconds)	PBD			2.24					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	GA(%)	PBD			93.70%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	GA(seconds)	PBD			5.77					PBD
	% Answered in 12 seconds										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2	GA(%)	PBD			84.20%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	GA(hours)	PBD			0.98	2,723				PBD
	% Accuracy										
F.8.2	E-2	GA(%)	PBD			95.38%	383,987				PBD
	% Timeliness										
F.8.3	E-1	GA(%)	PBD			100.00%	2,723				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	99.85%	4,671	99.62%	19,540		0.00063	3.7136	NO
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	97.37%	24,958	97.37%	330,307,178		0.00101	-0.0056	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.14%	24,958	99.79%	330,307,178		0.00058	-11.1730	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.63	24,958	2.62	330,307,178				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/GA(%)	Parity w Retail	81.79%	$13,454,359	97.14%	$374,327		0.00150	-102.4244	YES
F.9.5.2	B-7	UNE/GA(%)	>= 90%			98.31%	$491,515				YES
F.9.5.3	B-7	Interconnection/GA(%)	>= 90%			94.16%	$5,757				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/GA(%)	Parity w Retail	86.00%	$22,402,960	98.18%	$558,760		0.00126	-96.9913	YES
F.9.6.2	B-8	UNE/GA(%)	>= 90%			94.58%	$1,380,802				YES
F.9.6.3	B-8	Interconnection/GA(%)	>= 90%			77.58%	$229,439				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	GA(%)	>= 95% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	GA(average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	GA(%)	>= 95% w in 30 days			0.00%	2				NO
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	GA(%)	>= 95% w in 5 days			100.00%	1				YES
	Average Documentation Release Delay Days										
F.10.5	CM-4	GA(average)	>= 22 days prior to release			24	2				YES
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	GA(%)	>= 97% w in 15 min			100.00%	25				YES
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days								
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			99.94%	81,061				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	341,453				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	81,061				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	341,453				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/GA(hours)	PBD	3.29	21	3.29	21				PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.10	24	0.10	24				PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	4.03	21	3.52	21				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			100.00%	358				YES
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			98.50%	267				YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 95%			100.00%	137				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%			100.00%	27				YES
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region(minutes)	Parity w Retail	0	0	0	0				YES