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			10.92%	21,354				Diagnostic
A.1.1.2	O-7	Business/GA(%)	Diagnostic			13.01%	561				Diagnostic
A.1.1.3	O-7	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/GA(%)	Diagnostic								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			18.94%	3,496				Diagnostic
A.1.2.2	O-7	Business/GA(%)	Diagnostic			54.48%	424				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%	3				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/GA(%)	Diagnostic			40.72%	167				Diagnostic
A.1.3.2	O-7	Business/GA(%)	Diagnostic			51.77%	282				Diagnostic
A.1.3.3	O-7	Design (Specials)/GA(%)	Diagnostic			38.37%	172				Diagnostic
A.1.3.4	O-7	PBX/GA(%)	Diagnostic			52.73%	55				Diagnostic
A.1.3.5	O-7	Centrex/GA(%)	Diagnostic			42.86%	14				Diagnostic
A.1.3.6	O-7	ISDN/GA(%)	Diagnostic			33.33%	27				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/GA(%)	>= 97% w in 1 hr			95.68%	2,338				NO
A.1.4.2	O-8	Business/GA(%)	>= 97% w in 1 hr			95.89%	73				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			90.36%	674				YES
A.1.7.2	O-8	Business/GA(%)	>= 85% w in 10 hrs			96.54%	231				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%	68				YES
A.1.8.2	O-8	Business/GA(%)	>= 85% w in 24 hrs			99.33%	150				YES
A.1.8.3	O-8	Design (Specials)/GA(%)	>= 85% w in 24 hrs			98.61%	72				YES
A.1.8.4	O-8	PBX/GA(%)	>= 85% w in 24 hrs			100.00%	31				YES
A.1.8.5	O-8	Centrex/GA(%)	>= 85% w in 24 hrs			100.00%	7				YES
A.1.8.6	O-8	ISDN/GA(%)	>= 85% w in 24 hrs			100.00%	9				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/GA(%)	>= 95% w in 3 hrs			99.63%	18,982				YES
A.1.9.2	O-9	Business/GA(%)	>= 95% w in 3 hrs			99.78%	460				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								
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			89.81%	2,954				YES
A.1.12.2	O-9	Business/GA(%)	>= 85% w in 10 hrs			88.56%	201				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			0.00%	1				NO
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			0.00%	3				NO
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/GA(%)	>= 85% w in 36 hrs			100.00%	104				YES
A.1.13.2	O-9	Business/GA(%)	>= 85% w in 36 hrs			100.00%	118				YES
A.1.13.3	O-9	Design (Specials)/GA(%)	>= 85% w in 36 hrs			98.85%	87				YES
A.1.13.4	O-9	PBX/GA(%)	>= 85% w in 36 hrs			84.21%	19				NO
A.1.13.5	O-9	Centrex/GA(%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.6	O-9	ISDN/GA(%)	>= 85% w in 36 hrs			100.00%	16				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/GA(%)	>= 95%			100.00%	2,244				YES
A.1.14.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.48%	19,110				YES
A.1.14.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	17				YES
A.1.14.2.2	O-11	Business/TAG/GA(%)	>= 95%			94.12%	544				NO
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%								
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%	305				YES
A.1.15.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.72%	3,191				YES
A.1.15.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	20				YES
A.1.15.2.2	O-11	Business/TAG/GA(%)	>= 95%			99.50%	404				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%	3				YES
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/GA(%)	>= 95%			97.60%	167				YES
A.1.16.2	O-11	Business/GA(%)	>= 95%			95.04%	282				YES
A.1.16.3	O-11	Design (Specials)/GA(%)	>= 95%			93.60%	172				NO
A.1.16.4	O-11	PBX/GA(%)	>= 95%			90.91%	55				NO
A.1.16.5	O-11	Centrex/GA(%)	>= 95%			92.86%	14				NO
A.1.16.6	O-11	ISDN/GA(%)	>= 95%			100.00%	27				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/GA(%)	>= 95%			99.87%	4,488				YES
A.1.17.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.50%	38,120				YES
A.1.17.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	34				YES
A.1.17.2.2	O-11	Business/TAG/GA(%)	>= 95%			96.69%	1,056				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%								
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%			96.89%	610				YES
A.1.18.1.2	O-11	Residence/TAG/GA(%)	>= 95%			95.42%	6,373				YES
A.1.18.2.1	O-11	Business/EDI/GA(%)	>= 95%			92.50%	40				NO
A.1.18.2.2	O-11	Business/TAG/GA(%)	>= 95%			96.40%	806				YES
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%			50.00%	2				NO
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%	6				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/GA(%)	>= 95%			93.64%	330				NO
A.1.19.2	O-11	Business/GA(%)	>= 95%			95.45%	550				YES
A.1.19.3	O-11	Design (Specials)/GA(%)	>= 95%			95.50%	333				YES
A.1.19.4	O-11	PBX/GA(%)	>= 95%			92.38%	105				NO
A.1.19.5	O-11	Centrex/GA(%)	>= 95%			96.30%	27				YES
A.1.19.6	O-11	ISDN/GA(%)	>= 95%			96.30%	54				YES
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA(days)	Res	5.39	24,374	5.12	954	3.760	0.12411	2.1375	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA(days)	Res	0.81	383,561	0.64	14,108	1.209	0.01036	17.1360	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA(days)	Res	5.21	52	6.00	1	1.893	1.91068	-0.4127	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	2.26	28,878	4.31	111	4.875	0.46359	-4.4147	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA(days)	Bus	1.20	21,692	0.78	498	3.024	0.13705	3.0581	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA(days)	Bus	9.91	125			14.755			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA(days)	Bus	0.50	8	6.00	1	0.309	0.32733	-16.8028	NO
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA(days)	Design	28.35	2,192	11.40	15	25.794	6.68266	2.5370	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Design	10.43	315	4.53	17	8.336	2.07553	2.8443	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Design	24.35	40			13.718			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Design	4.00	2			0.000			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA(days)	PBX	7.85	63	4.44	3	7.115	4.20465	0.8104	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA(days)	PBX	2.46	161	6.40	16	4.748	1.24471	-3.1657	NO
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA(days)	PBX	9.33	3			10.408			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA(days)	PBX	1.95	28	0.67	2	4.013	2.93726	0.4377	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA(days)	Centrex	6.16	1,007	6.00	1	9.111	9.11590	0.0172	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA(days)	Centrex	1.16	6,341	1.90	17	1.206	0.29293	-2.5377	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA(days)	Centrex	14.57	74	6.00	1	18.461	18.58515	0.4612	YES
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Centrex	3.52	64	2.67	3	5.096	3.01006	0.2838	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA(days)	ISDN	20.32	620			23.730			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA(days)	ISDN	4.46	710	4.67	17	9.392	2.30496	-0.0898	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA(days)	ISDN	69.75	12			171.862			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA(days)	ISDN	3.88	94			7.715			
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA(days)	Res	5.50	2	0.00	0	0.707			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA(days)	Res	12.50	2	0.00	0	12.021			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	0.00	0	0.00	0				YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/GA(days)	Bus	12.00	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	0.00	0				YES

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A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/GA(days)	Design	0.00	0	0.00	0				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	0.00	0	0.00	0				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	0.00	0	0.00	0				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	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/GA(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/GA(days)	ISDN	0.00	0	0.00	0				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	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/GA(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/GA(days)	ISDN	0.00	0	0.00	0				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	0.58%	432,976	0.59%	16,725		0.00060	-0.0578	YES
A.2.4.2	P-2	Business/GA(%)	Bus	1.25%	51,006	0.52%	574		0.00466	1.5580	YES
A.2.4.3	P-2	Design (Specials)/GA(%)	Design	12.36%	1,991	0.00%	2		0.23281	0.5307	YES
A.2.4.4	P-2	PBX/GA(%)	PBX	2.69%	260	0.00%	1		0.16217	0.1660	YES
A.2.4.5	P-2	Centrex/GA(%)	Centrex	0.77%	7,485	0.00%	7		0.03316	0.2337	YES
A.2.4.6	P-2	ISDN/GA(%)	ISDN	6.99%	1,317						
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/GA(%)	Diagnostic			0.35%	569				Diagnostic
A.2.5.2	P-2	Business/GA(%)	Diagnostic			1.27%	157				Diagnostic
A.2.5.3	P-2	Design (Specials)/GA(%)	Diagnostic			7.00%	100				Diagnostic
A.2.5.4	P-2	PBX/GA(%)	Diagnostic			0.00%	24				Diagnostic
A.2.5.5	P-2	Centrex/GA(%)	Diagnostic			0.00%	22				Diagnostic
A.2.5.6	P-2	ISDN/GA(%)	Diagnostic			2.94%	34				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/GA(hours)	>= 48 hrs			148.48	82				YES
A.2.7.2	P-2	Business/GA(hours)	>= 48 hrs			66.42	3				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			90.20	2				Diagnostic
A.2.8.2	P-2	Business/GA(hours)	Diagnostic			85.08	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/GA(hours)	Diagnostic			422.17	6				Diagnostic
A.2.8.4	P-2	PBX/GA(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/GA(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/GA(hours)	Diagnostic			326.73	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/GA(%)	95% >= 48 hrs			100.00%	82				YES
A.2.9.2	P-2	Business/GA(%)	95% >= 48 hrs			66.67%	3				NO
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			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/GA(%)	Diagnostic			100.00%	6				Diagnostic
A.2.10.4	P-2	PBX/GA(%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/GA(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/GA(%)	Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA(%)	Res	5.36%	30,148	4.68%	1,046		0.00708	0.9495	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	0.01%	404,461	0.13%	16,336		0.00008	-15.7238	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA(%)	Res	1.59%	63	0.00%	2		0.08977	0.1768	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	1.31%	29,314	3.45%	145		0.00945	-2.2655	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	0.02%	21,874	0.00%	588		0.00063	0.3618	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA(%)	Bus	5.71%	140						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	0.00%	10	0.00%	1		0.00000		YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	3.99%	2,231	7.41%	54		0.02695	-1.2682	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	4.40%	318	2.04%	49		0.03148	0.7501	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	0.00%	41						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	2						
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA(%)	PBX	8.82%	68	25.00%	4		0.14593	-1.1085	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	2.44%	164	42.11%	19		0.03738	-10.6108	NO
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	3						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	0.00%	29	0.00%	4		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	4.61%	1,019	0.00%	3		0.12128	0.3803	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	0.03%	6,365	0.00%	23		0.00370	0.0849	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	5.13%	78	0.00%	1		0.22198	0.2310	YES
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	0.00%	69	0.00%	5		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	6.17%	665	0.00%	7		0.09139	0.6746	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	0.28%	717	0.00%	91		0.00587	0.4753	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	13						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	94	30.00%	10		0.00000		NO
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA(%)	Res	11.91%	28,434	9.78%	1,288		0.00923	2.3038	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	3.91%	391,665	6.10%	17,893		0.00148	-14.8324	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA(%)	Res	16.95%	59	0.00%	3		0.22205	0.7633	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	12.06%	24,584	12.84%	148		0.02685	-0.2879	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	6.08%	21,477	4.78%	502		0.01079	1.2048	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA(%)	Bus	22.58%	93						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	15.79%	19						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	5.34%	2,005	12.00%	25		0.04523	-1.4731	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	5.97%	318	0.00%	25		0.04923	1.2136	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	0.00%	37						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	1						
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA(%)	PBX	17.39%	46	0.00%	5		0.17848	0.9744	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	7.83%	166	0.00%	11		0.08365	0.9362	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	4.35%	23	0.00%	3		0.12518	0.3473	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	9.54%	985	50.00%	4		0.14720	-2.7484	NO
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	0.93%	11,374	18.18%	22		0.02051	-8.4123	NO
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	19.30%	57						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	16.09%	87						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	8.41%	678	0.00%	6		0.11379	0.7388	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	1.00%	700	5.56%	18		0.02375	-1.9180	NO
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	7	0.00%	1		0.00000		YES

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A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	250	0.00%	1		0.00000		YES
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Res	2.70	29,894	0.07	1,006	13.891	0.44526	5.9016	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Res	0.88	403,050	0.71	15,787	9.771	0.07927	2.2303	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Res	0.33	63	0.02	2	1.895	1.36122	0.2274	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	1.59	29,127	0.21	91	12.744	1.33801	1.0355	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Bus	1.98	21,701	0.69	487	13.949	0.63914	2.0094	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Bus	3.07	140			14.727			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Bus	11.99	10			35.621			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Design	329.71	2,049	2.57	2	617.352	436.74677	0.7490	YES
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Design	27.50	314			131.803			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Design	215.37	39			337.610			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Design	0.38	2			0.000			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	PBX	86.96	62			179.684			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	PBX	24.63	161	58.60	1	95.402	95.69816	-0.3549	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	PBX	105.05	3			181.880			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	PBX	20.22	29			101.278			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Centrex	13.20	988	0.02	1	54.196	54.22388	0.2431	YES
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Centrex	1.42	6,349	0.44	7	10.869	4.11052	0.2372	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Centrex	15.89	76			52.340			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Centrex	10.41	68			54.456			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	ISDN	174.59	616			570.044			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN	19.50	708			110.157			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN	1420.24	12			4543.486			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN	3.62	94			26.643			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Diagnostic			15.02	38				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			8.82	536				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Diagnostic								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			26.63	52				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			8.81	100				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			14.00	1				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Diagnostic			150.54	46				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			29.59	48				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			36.55	4				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			55.66	17				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			22.15	4				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Diagnostic			18.18	2				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			17.01	16				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Diagnostic			14.17	1				Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.00	5				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			40.36	7				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			6.25	91				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			9.42	10				Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.51	744				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.66	11,346				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.01	1				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			2.71	54				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.66	183				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			3.34	89				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.27	2,017				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			3.65	10				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.97	170				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								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			6.02	23				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.32	49				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			7.79	13				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.02	37				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			8.31	1				Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic			13.48	10				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.61	15				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			4.15	2				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			7.15	5				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			3.70	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			0.33	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.99	6				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic			1.01	1				Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.14	2				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			11.27	15				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								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.53	717				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.88	4,863				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.01	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			2.71	54				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.85	101				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			3.38	84				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.28	1,712				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			3.84	9				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.88	147				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			6.02	23				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.33	47				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			8.02	12				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.18	31				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			8.31	1				Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic			12.89	9				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			7.06	13				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			1.87	1				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.73	4				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			6.25	1				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			0.33	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.99	6				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic			1.01	1				Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.14	2				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			11.27	15				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								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/GA(%)	Diagnostic			5.66%	972				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/GA(%)	Diagnostic			9.59%	14,173				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/GA(%)	Diagnostic			7.89%	114				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/GA(%)	Diagnostic			7.37%	502				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/GA(%)	Diagnostic			12.50%	16				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/GA(%)	Diagnostic			0.00%	17				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/GA(%)	Diagnostic			33.33%	3				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/GA(%)	Diagnostic			0.00%	18				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/GA(%)	Diagnostic			100.00%	2				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/GA(%)	Diagnostic			15.00%	20				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/GA(%)	Diagnostic								Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/GA(%)	Diagnostic			0.00%	17				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/GA(%)	>= 95%			92.14%	140				NO
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/GA(%)	>= 95%			95.38%	130				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	19				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%			91.33%	150				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/GA(%)	>= 95%			93.85%	130				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	10				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			84.62%	13				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			81.08%	37				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			91.84%	98				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	6				YES
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/GA(%)	Res	8.79%	51,055	1.43%	1,606		0.00718	10.2576	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/GA(%)	Res	0.86%	32,971	0.60%	497		0.00418	0.6172	YES
A.3.1.2.1	M&R-1	Business/Dispatch/GA(%)	Bus	6.06%	7,985	2.70%	222		0.01624	2.0686	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/GA(%)	Bus	2.22%	4,966	4.50%	111		0.01412	-1.6209	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/GA(%)	Design	0.61%	1,485	0.00%	72		0.00937	0.6471	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/GA(%)	Design	0.04%	2,316	0.00%	72		0.00249	0.1737	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/GA(%)	PBX	6.69%	299	0.00%	25		0.05201	1.2860	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/GA(%)	PBX	2.12%	424	0.00%	19		0.03380	0.6280	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/GA(%)	Centrex	7.98%	1,542	13.33%	15		0.07029	-0.7620	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/GA(%)	Centrex	3.71%	997	0.00%	25		0.03828	0.9695	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/GA(%)	ISDN	10.68%	384	0.00%	5		0.13901	0.7681	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/GA(%)	ISDN	1.69%	652	0.00%	0				YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/GA(%)	Res	2.02%	2,528,644	2.12%	75,911		0.00052	-1.8450	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/GA(%)	Res	1.30%	2,528,644	0.65%	75,911		0.00042	15.4339	YES
A.3.2.2.1	M&R-2	Business/Dispatch/GA(%)	Bus	1.19%	671,094	1.30%	17,142		0.00084	-1.2471	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/GA(%)	Bus	0.74%	671,094	0.65%	17,142		0.00067	1.3895	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/GA(%)	Design	1.26%	117,608	1.42%	5,060		0.00161	-0.9933	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/GA(%)	Design	1.97%	117,608	1.42%	5,060		0.00201	2.7116	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/GA(%)	PBX	0.18%	163,711	0.96%	2,597		0.00085	-9.2283	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/GA(%)	PBX	0.26%	163,711	0.73%	2,597		0.00101	-4.6956	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/GA(%)	Centrex	0.45%	340,424	0.64%	2,329		0.00140	-1.3655	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/GA(%)	Centrex	0.29%	340,424	1.07%	2,329		0.00113	-6.9369	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/GA(%)	ISDN	0.13%	292,319	0.40%	1,259		0.00102	-2.5963	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/GA(%)	ISDN	0.22%	292,319	0.00%	1,259		0.00133	1.6721	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/GA(hours)	Res	24.69	51,055	11.20	1,606	46.783	1.18560	11.3832	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/GA(hours)	Res	5.78	32,971	3.46	497	13.909	0.62859	3.6894	YES
A.3.3.2.1	M&R-3	Business/Dispatch/GA(hours)	Bus	11.11	7,985	10.00	222	18.813	1.28005	0.8661	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/GA(hours)	Bus	3.61	4,966	4.26	111	9.161	0.87915	-0.7341	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/GA(hours)	Design	7.09	1,485	2.84	72	101.957	12.30356	0.3460	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/GA(hours)	Design	1.85	2,316	1.88	72	2.211	0.26460	-0.0998	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/GA(hours)	PBX	8.48	299	6.28	25	12.183	2.53647	0.8667	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/GA(hours)	PBX	2.99	424	6.86	19	6.409	1.50282	-2.5750	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/GA(hours)	Centrex	12.82	1,542	14.57	15	18.651	4.83896	-0.3605	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/GA(hours)	Centrex	4.94	997	1.27	25	12.647	2.56093	1.4342	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/GA(hours)	ISDN	15.65	384	7.61	5	21.471	9.66453	0.8314	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/GA(hours)	ISDN	3.17	652	0.00	0	6.190			YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/GA(%)	Res	17.55%	51,055	11.33%	1,606		0.00964	6.4510	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/GA(%)	Res	14.73%	32,971	12.88%	497		0.01602	1.1592	YES
A.3.4.2.1	M&R-4	Business/Dispatch/GA(%)	Bus	14.26%	7,985	12.61%	222		0.02379	0.6941	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/GA(%)	Bus	13.27%	4,966	11.71%	111		0.03256	0.4787	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/GA(%)	Design	22.15%	1,485	22.22%	72		0.05011	-0.0134	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/GA(%)	Design	19.08%	2,316	16.67%	72		0.04703	0.5142	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/GA(%)	PBX	12.04%	299	20.00%	25		0.06775	-1.1748	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/GA(%)	PBX	11.79%	424	15.79%	19		0.07563	-0.5285	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/GA(%)	Centrex	12.32%	1,542	26.67%	15		0.08528	-1.6821	NO
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/GA(%)	Centrex	12.24%	997	20.00%	25		0.06636	-1.1699	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/GA(%)	ISDN	21.88%	384	20.00%	5		0.18608	0.1008	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/GA(%)	ISDN	15.18%	652	0.00%	0				YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/GA(%)	Res	25.22%	31,956	6.96%	1,278		0.01239	14.7358	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/GA(%)	Res	8.12%	9,451	2.07%	193		0.01986	3.0434	YES
A.3.5.2.1	M&R-5	Business/Dispatch/GA(%)	Bus	8.30%	4,817	5.63%	142		0.02350	1.1364	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/GA(%)	Bus	2.48%	1,896	6.67%	60		0.02039	-2.0541	NO
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/GA(%)	Design	0.61%	1,485	0.00%	72		0.00937	0.6471	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/GA(%)	Design	0.04%	2,316	0.00%	72		0.00249	0.1737	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/GA(%)	PBX	3.43%	233	0.00%	20		0.04243	0.8093	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/GA(%)	PBX	2.22%	361	0.00%	5		0.06629	0.3343	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/GA(%)	Centrex	12.19%	993	0.00%	9		0.10953	1.1125	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/GA(%)	Centrex	3.73%	429	0.00%	14		0.05146	0.7247	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/GA(%)	ISDN	14.08%	348	20.00%	5		0.15666	-0.3779	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	1.50%	599	0.00%	0				YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	GA(%)	BST - State	98.28%	$375,186,451	99.61%	$5,315,560		0.00006	-234.0267	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	3.68	1	3.56	1,845				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/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			11.66%	54,087				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			35.56%	807				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			17.65%	153				Diagnostic
B.1.1.7	O-7	Line Sharing/GA(%)	Diagnostic			25.00%	612				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			29.82%	389				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			6.15%	130				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			63.64%	22				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			90.91%	11				Diagnostic
B.1.1.14	O-7	Other Design/GA(%)	Diagnostic			30.37%	135				Diagnostic
B.1.1.15	O-7	Other Non-Design/GA(%)	Diagnostic			26.38%	3,586				Diagnostic
B.1.1.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/GA(%)	Diagnostic			10.35%	1,111				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			30.42%	14,653				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			2.90%	69				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			12.73%	432				Diagnostic
B.1.2.7	O-7	Line Sharing/GA(%)	Diagnostic			51.98%	202				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			22.32%	224				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			25.00%	112				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			31.03%	232				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			16.15%	192				Diagnostic
B.1.2.14	O-7	Other Design/GA(%)	Diagnostic			31.11%	90				Diagnostic
B.1.2.15	O-7	Other Non-Design/GA(%)	Diagnostic			17.46%	1,243				Diagnostic
B.1.2.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/GA(%)	Diagnostic			20.84%	1,118				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/GA(%)	Diagnostic			0.00%	3				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic			63.33%	30				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			45.33%	792				Diagnostic
B.1.3.4	O-7	Combo Other/GA(%)	Diagnostic			22.14%	140				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			28.36%	275				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			21.24%	193				Diagnostic
B.1.3.7	O-7	Line Sharing/GA(%)	Diagnostic			22.36%	161				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			24.64%	69				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			13.71%	525				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			66.67%	12				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			19.44%	36				Diagnostic
B.1.3.14	O-7	Other Design/GA(%)	Diagnostic			29.00%	607				Diagnostic
B.1.3.15	O-7	Other Non-Design/GA(%)	Diagnostic			29.06%	2,932				Diagnostic
B.1.3.16	O-7	INP Standalone/GA(%)	Diagnostic			24.24%	33				Diagnostic
B.1.3.17	O-13	LNP Standalone/GA(%)	Diagnostic			23.65%	833				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			92.70%	6,344				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			99.65%	287				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 97% w in 1 hr			39.29%	28				NO
B.1.4.7	O-8	Line Sharing/GA(%)	>= 97% w in 1 hr			29.81%	161				NO
B.1.4.8	O-8	2W Analog Loop Design/GA(%)	>= 97% w in 1 hr			86.44%	118				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 97% w in 1 hr			55.56%	9				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			92.86%	14				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 97% w in 1 hr			90.00%	10				NO
B.1.4.14	O-8	Other Design/GA(%)	>= 97% w in 1 hr			95.24%	42				NO
B.1.4.15	O-8	Other Non-Design/GA(%)	>= 97% w in 1 hr			53.50%	987				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			100.00%	115				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			95.69%	4,569				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			100.00%	2				YES
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			95.16%	62				YES
B.1.7.7	O-8	Line Sharing/GA(%)	>= 85% w in 10 hrs			74.77%	111				NO
B.1.7.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			94.00%	50				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			82.14%	28				NO
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			89.19%	74				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			97.56%	41				YES
B.1.7.14	O-8	Other Design/GA(%)	>= 85% w in 10 hrs			93.94%	33				YES
B.1.7.15	O-8	Other Non-Design/GA(%)	>= 85% w in 10 hrs			78.60%	229				NO
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			87.87%	239				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			98.35%	364				YES
B.1.8.4	O-8	Combo Other/GA(%)	>= 85% w in 24 hrs			100.00%	33				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 24 hrs			100.00%	80				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 24 hrs			97.62%	42				YES
B.1.8.7	O-8	Line Sharing/GA(%)	>= 85% w in 24 hrs			100.00%	36				YES
B.1.8.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 24 hrs			100.00%	18				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	73				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.14	O-8	Other Design/GA(%)	>= 85% w in 24 hrs			99.44%	177				YES
B.1.8.15	O-8	Other Non-Design/GA(%)	>= 85% w in 24 hrs			99.30%	859				YES
B.1.8.16	O-8	INP Standalone/GA(%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.17	O-14	LNP Standalone/GA(%)	>= 85% w in 24 hrs			100.00%	200				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			99.41%	47,419				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			94.84%	349				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 95% w in 3 hrs			95.87%	121				YES
B.1.9.7	O-9	Line Sharing/GA(%)	>= 95% w in 3 hrs			97.80%	546				YES
B.1.9.8	O-9	2W Analog Loop Design/GA(%)	>= 95% w in 3 hrs			99.26%	270				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	119				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%	8				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.14	O-9	Other Design/GA(%)	>= 95% w in 3 hrs			98.95%	95				YES
B.1.9.15	O-9	Other Non-Design/GA(%)	>= 95% w in 3 hrs			97.18%	2,732				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			98.48%	986				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			93.45%	10,376				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			78.95%	19				NO
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			97.05%	373				YES
B.1.12.7	O-9	Line Sharing/GA(%)	>= 85% w in 10 hrs			89.08%	119				YES
B.1.12.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			97.22%	180				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			80.43%	92				NO
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			92.41%	158				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			92.81%	167				YES
B.1.12.14	O-9	Other Design/GA(%)	>= 85% w in 10 hrs			91.18%	68				YES
B.1.12.15	O-9	Other Non-Design/GA(%)	>= 85% w in 10 hrs			72.50%	749				NO
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			93.74%	846				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/GA(%)	>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 36 hrs			100.00%	12				YES
B.1.13.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 36 hrs			98.66%	373				YES
B.1.13.4	O-9	Combo Other/GA(%)	>= 85% w in 36 hrs			100.00%	107				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 36 hrs			100.00%	183				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 36 hrs			100.00%	120				YES
B.1.13.7	O-9	Line Sharing/GA(%)	>= 85% w in 36 hrs			100.00%	124				YES
B.1.13.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 36 hrs			100.00%	46				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	425				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								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	25				YES
B.1.13.14	O-9	Other Design/GA(%)	>= 85% w in 36 hrs			100.00%	416				YES
B.1.13.15	O-9	Other Non-Design/GA(%)	>= 85% w in 36 hrs			99.90%	2,006				YES
B.1.13.16	O-9	INP Standalone/GA(%)	>= 85% w in 36 hrs			95.00%	20				YES
B.1.13.17	O-15	LNP Standalone/GA(%)	>= 85% w in 36 hrs			100.00%	534				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%			98.60%	38,991				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.40%	15,096				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%			75.38%	459				NO
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			79.31%	348				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	10				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			95.10%	143				YES
B.1.14.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			99.78%	449				YES
B.1.14.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			95.71%	163				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			97.19%	356				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	33				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			95.38%	130				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%	19				YES
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	3				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%	11				YES
B.1.14.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			100.00%	106				YES
B.1.14.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	29				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			97.90%	2,576				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			98.12%	1,010				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%			98.54%	890				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			100.00%	221				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%			96.60%	9,303				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.63%	5,350				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%			20.59%	34				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			40.00%	35				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	45				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			99.48%	387				YES
B.1.15.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			100.00%	94				YES
B.1.15.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			98.15%	108				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			98.94%	188				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	36				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	3				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			100.00%	109				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%			100.00%	211				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	21				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%			100.00%	1				YES
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	191				YES
B.1.15.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			98.41%	63				YES
B.1.15.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	27				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			99.38%	973				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			97.41%	270				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%			98.49%	926				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.48%	192				YES

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	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	3				YES
B.1.16.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			100.00%	30				YES
B.1.16.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			94.82%	792				NO
B.1.16.4	O-11	Combo Other/GA(%)	>= 95%			97.14%	140				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			97.09%	275				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			98.45%	193				YES
B.1.16.7	O-11	Line Sharing/GA(%)	>= 95%			100.00%	161				YES
B.1.16.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			94.20%	69				NO
B.1.16.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			93.33%	525				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			91.67%	12				NO
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			97.22%	36				YES
B.1.16.14	O-11	Other Design/GA(%)	>= 95%			98.85%	607				YES
B.1.16.15	O-11	Other Non-Design/GA(%)	>= 95%			96.11%	2,932				YES
B.1.16.16	O-11	INP Standalone/GA(%)	>= 95%			84.85%	33				NO
B.1.16.17	O-11	LNP Standalone/GA(%)	>= 95%			96.40%	833				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%			98.98%	77,435				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.14%	30,102				YES
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%			79.38%	805				NO
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			87.66%	624				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	20				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			94.98%	279				NO
B.1.17.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			90.86%	897				NO
B.1.17.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			91.54%	319				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			97.58%	702				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	66				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			96.46%	254				YES
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%			92.11%	38				NO
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	6				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%			95.45%	22				YES
B.1.17.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			99.53%	212				YES
B.1.17.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	58				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			93.47%	5,098				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			96.10%	2,001				YES
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%			87.44%	1,767				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			83.26%	442				NO
	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%			97.04%	18,290				YES

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			93.93%	10,680				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%			21.95%	41				NO
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			55.10%	49				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	90				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			97.67%	772				YES
B.1.18.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			94.15%	188				NO
B.1.18.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			93.46%	214				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			97.86%	374				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			97.22%	72				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	6				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			97.71%	218				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%			78.44%	422				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			88.10%	42				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			78.80%	382				NO
B.1.18.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			94.40%	125				NO
B.1.18.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			96.30%	54				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			99.18%	1,940				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			97.37%	533				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%			80.74%	1,838				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			80.42%	383				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	6				YES
B.1.19.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			95.00%	60				YES
B.1.19.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			93.91%	1,543				NO
B.1.19.4	O-11	Combo Other/GA(%)	>= 95%			93.84%	276				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			95.94%	542				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			97.65%	383				YES
B.1.19.7	O-11	Line Sharing/GA(%)	>= 95%			95.34%	322				YES
B.1.19.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			94.03%	134				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			94.78%	1,015				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			91.30%	23				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			95.77%	71				YES
B.1.19.14	O-11	Other Design/GA(%)	>= 95%			96.52%	1,207				YES
B.1.19.15	O-11	Other Non-Design/GA(%)	>= 95%			96.59%	5,750				YES
B.1.19.16	O-11	INP Standalone/GA(%)	>= 95%			90.16%	61				NO
B.1.19.17	O-11	LNP Standalone/GA(%)	>= 95%			95.90%	1,636				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)	3.69	53,252			4.668			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.83	405,253			1.371			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	8.53	177			12.611			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.50	8			0.309			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	37.42	2,948	15.50	2	28.085	19.86594	1.1033	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	3.79	54,618	4.24	738	4.960	0.18380	-2.4403	NO

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	0.84	412,272	0.71	15,386	1.410	0.01158	11.7093	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.33	239,113	0.33	9,213	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	1.54	173,159	1.26	6,173	1.971	0.02554	11.0146	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	10.23	254	6.86	7	14.733	5.64487	0.5979	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	3.25	193	3.00	2	6.226	4.42502	0.0574	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	66			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	4.77	127	3.00	2	7.230	5.15248	0.3438	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	4.87	57,134	12.23	289	8.861	0.52256	-14.0880	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp	4.87	57,134			8.861			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	14.47	306			37.645			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp	14.47	306			37.645			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	14.39	384	11.31	182	13.526	1.21720	2.5283	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	0.93	210			1.800			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI	12.00	2	12.00	1	0.000	0.00000		YES
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI	0.33	3			0.000			
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	3.97	6,260	5.96	80	2.625	0.29531	-6.7381	NO
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.58	2,864	3.88	310	0.898	0.05369	-5.5244	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	10.02	41			8.144			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail	11.62	21			8.188			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail	3.00	1			0.000			
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	3.79	54,618	5.00	80	4.960	0.55491	-2.1716	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.79	54,618			4.960			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.23	254	6.00	4	14.733	7.42442	0.5700	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.23	254			14.733			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.69	53,252	3.42	78	4.668	0.52892	0.5162	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	1.55	166,838			1.922			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	8.53	177	6.00	1	12.611	12.64667	0.2000	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	1.00	2			0.000			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.79	54,618			4.960			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.79	54,618			4.960			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.23	254			14.733			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.23	254			14.733			
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	3.69	53,252			4.668			
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	1.55	166,838			1.922			
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	8.53	177			12.611			
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	1.00	2			0.000			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.79	54,618	4.94	34	4.960	0.85084	-1.3472	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.79	54,618			4.960			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.23	254			14.733			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.23	254			14.733			
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	3.69	53,252	5.41	54	4.668	0.63554	-2.6994	NO
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	1.55	166,838	4.50	18	1.922	0.45306	-6.5116	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	8.53	177	7.67	3	12.611	7.34246	0.1175	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	1.00	2			0.000			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	28.13	2,516	28.00	2	26.141	18.49155	0.0069	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	10.41	508			7.893			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	35.15	52			82.901			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	9.67	3			9.815			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	3.79	54,618	6.00	1	4.960	4.95970	-0.4446	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	0.84	412,272	0.33	1	1.410	1.41038	0.3604	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	10.23	254			14.733			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	3.25	193			6.226			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.69	53,252			4.668			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.83	405,253			1.371			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	8.53	177			12.611			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.50	8			0.309			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.69	53,252	0.33	4	4.668	2.33404	1.4389	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.83	405,253	0.68	1,805	1.371	0.03234	4.7168	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)	8.53	177			12.611			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.50	8	0.33	5	0.309	0.17593	0.9473	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Digital Loop < DS1	5.03	6,968	8.66	312	5.600	0.32405	-11.2021	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	3.87	3,483			3.081			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop < DS1	8.55	20			7.626			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	7.50	8			3.024			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	26.81	306	6.27	133	29.772	3.09215	6.6419	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	7.32	409			11.764			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	69.75	12			171.862			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	3.88	94			7.715			
	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			16.00	1				NO
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)	7 days			5.01	137				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA(days)	R&B (POTS)	5.50	2			0.707			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA(days)	R&B (POTS)	12.33	3			8.505			
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	12.00	2	0.00	0	0.000			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	5.50	2	0.00	0	0.707			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/GA(days)	R&B	12.33	3	0.00	0	8.505			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	5.50	2	0.00	0	0.707			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/GA(days)	R&B&D - Disp	12.33	3	0.00	0	8.505			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/GA(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/GA(days)	R&B&D - Disp	0.00	0						
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	5.00	1	0.00	0	0.000			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/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	0.00	0	0.00	0				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	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/GA(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/GA(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/GA(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/GA(days)	ADSL to Retail	5.00	1	0.00	0	0.000			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/GA(days)	ADSL to Retail	0.00	0	0.00	0				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	5.50	2	0.00	0	0.707			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/GA(days)	R&B - Disp	12.33	3	0.00	0	8.505			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	5.50	2	0.00	0	0.707			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	0.00	0	0.00	0				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	12.33	3	0.00	0	8.505			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	5.50	2			0.707			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA(days)	R&B - Disp	12.33	3			8.505			
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	5.50	2			0.707			
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	0.00	0						
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	12.33	3			8.505			
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	5.50	2	0.00	0	0.707			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)	R&B - Disp	12.33	3	0.00	0	8.505			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	5.50	2	0.00	0	0.707			YES
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	0.00	0	0.00	0				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	12.33	3	0.00	0	8.505			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	0.00	0	0.00	0				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	0.00	0	0.00	0				YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/GA(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/GA(days)	Design	0.00	0						
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	5.50	2	0.00	0	0.707			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)	R&B	12.33	3	0.00	0	8.505			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)	5.50	2			0.707			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	12.33	3			8.505			
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)	5.50	2	0.00	0	0.707			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	12.33	3	0.00	0	8.505			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	5.00	1	0.00	0	0.000			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/GA(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	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	0.00	0	0.00	0				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	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0						
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)	0.65%	483,982						
B.2.5.2	P-2	Local Interoffice Transport/GA(%)	DS1/ DS3 - Interoffice	26.43%	2,429						
B.2.5.3	P-2	Loop + Port Combinations/GA(%)	R&B	0.66%	492,628	0.16%	43,773		0.00040	12.4698	YES
B.2.5.4	P-2	Combo Other/GA(%)	R&B&D - Disp	5.74%	61,832						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	ADSL to Retail	16.20%	12,273						
B.2.5.6	P-2	UNE ISDN/GA(%)	ISDN - BRI	8.76%	708	28.95%	114		0.02853	-7.0778	NO
B.2.5.7	P-2	Line Sharing/GA(%)	ADSL to Retail	16.20%	12,273	0.00%	5		0.16480	0.9829	YES
B.2.5.8	P-2	2W Analog Loop Design/GA(%)	R&B - Disp	0.66%	492,628	12.41%	137		0.00693	-16.9530	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)	R&B (POTS) excl SB Or	1.29%	245,579	7.95%	151		0.00917	-7.2627	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA(%)	R&B - Disp	0.66%	492,628						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.29%	245,579						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)	R&B - Disp	0.66%	492,628	3.17%	126		0.00723	-3.4777	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.29%	245,579	5.93%	118		0.01037	-4.4786	NO
B.2.5.14	P-2	Other Design/GA(%)	Design	12.51%	2,407						
B.2.5.15	P-2	Other Non-Design/GA(%)	R&B	0.66%	492,628						
B.2.5.16	P-2	INP (Standalone)/GA(%)	R&B (POTS)	0.65%	483,982						
B.2.5.17	P-2	LNP (Standalone)/GA(%)	R&B (POTS)	0.65%	483,982	0.00%	1,376		0.00217	3.0024	YES
B.2.5.18	P-2	Digital Loop < DS1/GA(%)	Digital Loop < DS1	15.69%	13,496	28.95%	114		0.03421	-3.8741	NO
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)	Digital Loop >= DS1	8.55%	690	63.01%	73		0.03442	-15.8246	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								Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			2.11%	662				Diagnostic
B.2.6.4	P-2	Combo Other/GA(%)	Diagnostic			43.43%	327				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			4.15%	217				Diagnostic
B.2.6.6	P-2	UNE ISDN/GA(%)	Diagnostic			12.00%	100				Diagnostic
B.2.6.7	P-2	Line Sharing/GA(%)	Diagnostic			0.00%	445				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			8.70%	23				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			0.00%	22				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/GA(%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			0.00%	26				Diagnostic
B.2.6.14	P-2	Other Design/GA(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.15	P-2	Other Non-Design/GA(%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/GA(%)	Diagnostic			0.00%	457				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			5.26%	304				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			37.72%	114				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			168.96	55				YES
B.2.8.4	P-2	Combo Other/GA(hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/GA(hours)	>= 48 hrs			326.52	33				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			176.21	17				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/GA(hours)	>= 48 hrs			154.25	12				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			247.68	4				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	>= 48 hrs			153.30	7				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			326.52	33				YES
B.2.8.19	P-2	Digital Loop >= DS1/GA(hours)	>= 48 hrs			194.00	46				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			163.27	11				Diagnostic
B.2.9.4	P-2	Combo Other/GA(hours)	Diagnostic			320.84	133				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	Diagnostic			223.24	9				Diagnostic
B.2.9.6	P-2	UNE ISDN/GA(hours)	Diagnostic			323.34	12				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			115.67	2				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/GA(hours)	Diagnostic								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								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			286.37	16				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/GA(hours)	Diagnostic			175.56	41				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			100.00%	55				YES
B.2.10.4	P-2	Combo Other/GA(%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/GA(%)	95% >= 48 hrs			100.00%	33				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%	17				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/GA(%)	95% >= 48 hrs			100.00%	12				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%	4				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	95% >= 48 hrs			100.00%	7				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%	33				YES
B.2.10.19	P-2	Digital Loop >= DS1/GA(%)	95% >= 48 hrs			100.00%	46				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%	11				Diagnostic
B.2.11.4	P-2	Combo Other/GA(%)	Diagnostic			100.00%	133				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			100.00%	9				Diagnostic
B.2.11.6	P-2	UNE ISDN/GA(%)	Diagnostic			100.00%	12				Diagnostic
B.2.11.7	P-2	Line Sharing/GA(%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic								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								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%	16				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			100.00%	41				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/GA(%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/GA(%)	>= 95% w in 15 min			99.88%	841				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			1.74%	115				YES
B.2.13.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			2.08%	48				YES
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	16				YES
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	76				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/GA(%)	>= 95% w in 15 min			98.26%	115				YES
B.2.14.2	P-7A	Time-Specific SL2/GA(%)	>= 95% w in 15 min			97.92%	48				YES
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)	>= 95% w in 15 min			100.00%	16				YES
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)	>= 95% w in 15 min			100.00%	76				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.00%	115				YES
B.2.15.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			0.00%	48				YES
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	16				YES
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	76				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			119.87	3				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)	<= 5%			2.86%	315				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%			2.46%	285				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)	<= 5%			1.96%	204				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.36%	59,462						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.01%	426,335						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	4.43%	203						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	0.68%	2,949	0.00%	2		0.05805	0.1168	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	3.40%	60,878	3.54%	1,159		0.00537	-0.2586	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	0.01%	433,384	0.05%	43,361		0.00005	-7.7933	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	239,274	0.00%	9,269		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	0.03%	194,110	0.07%	34,092		0.00009	-4.5259	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	4.58%	284	27.27%	11		0.06422	-3.5338	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	201	0.00%	2		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	68						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	0.00%	133	0.00%	2		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	3.44%	63,445	0.58%	347		0.00981	2.9175	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	3.44%	63,445						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	3.85%	338						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	3.85%	338						

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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	4.01%	9,460	0.45%	222		0.01332	2.6705	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	3,406						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	29						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	6						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	8.00%	425	2.31%	216		0.02267	2.5078	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.31%	320						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI								
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	4.01%	9,460	4.81%	104		0.01934	-0.4144	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	3,406	0.00%	345		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	29						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	6						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.40%	60,878	0.63%	158		0.01443	1.9161	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.40%	60,878						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	4.58%	284	0.00%	6		0.08622	0.5309	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.58%	284						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.36%	59,462	1.17%	171		0.01380	1.5873	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	0.02%	187,765	0.00%	1		0.01548	0.0155	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.43%	203	0.00%	2		0.14626	0.3031	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%	4						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.40%	60,878						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.40%	60,878						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	4.58%	284						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.58%	284						
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	3.36%	59,462						
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	0.02%	187,765						
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	4.43%	203						
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%	4						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.40%	60,878	0.00%	126		0.01616	2.1033	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.40%	60,878						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	4.58%	284	0.00%	1		0.20936	0.2186	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.58%	284						
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	3.36%	59,462	0.00%	97		0.01831	1.8350	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	0.02%	187,765	0.00%	46		0.00228	0.1050	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	4.43%	203	0.00%	4		0.10393	0.4266	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%	4						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	4.36%	2,567	0.00%	2		0.14450	0.3019	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	3.50%	515						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	0.00%	54						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	3						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	3.40%	60,878	0.00%	1		0.18119	0.1876	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.01%	433,384	0.00%	1		0.01063	0.0106	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	4.58%	284						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	201						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.36%	59,462						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.01%	426,335						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	4.43%	203						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.36%	59,462	0.00%	5		0.08059	0.4169	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.01%	426,335	0.06%	1,818		0.00024	-1.8409	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	4.43%	203						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10	0.00%	9		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	4.21%	10,186	1.42%	422		0.00998	2.7960	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.02%	4,002						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	0.00%	29						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	8						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	3.49%	315	0.51%	197		0.01668	1.7898	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.48%	415						
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%	94						

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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)	11.98%	53,018						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.02%	413,142						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	20.39%	152						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	15.79%	19						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	6.82%	1,995	0.00%	2		0.17831	0.3823	YES
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	11.92%	54,419	12.58%	1,033		0.01018	-0.6545	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	3.93%	425,297	2.71%	35,376		0.00108	11.3569	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	4.20%	230,235	3.49%	7,421		0.00237	2.9926	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	3.62%	195,062	2.50%	27,955		0.00119	9.3341	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	20.00%	210	27.27%	11		0.12372	-0.5878	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	4.76%	378	7.69%	13		0.06007	-0.4878	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	17.07%	41						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	3.26%	337	7.69%	13		0.05023	-0.8817	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	11.67%	56,732	17.39%	230		0.02121	-2.6997	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	11.67%	56,732						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	16.54%	254						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	16.54%	254						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	5.09%	8,141	4.12%	170		0.01703	0.5684	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	2.56%	3,089						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	13						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	1						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	10.37%	434	5.85%	171		0.02752	1.6424	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	1.20%	416						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI	0.00%	1						
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	5.09%	8,141	27.06%	85		0.02395	-9.1733	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	2.56%	3,089	19.40%	335		0.00908	-18.5511	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	13						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	1						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.92%	54,419	5.00%	100		0.03243	2.1334	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.92%	54,419						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	20.00%	210	0.00%	1		0.40095	0.4988	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	20.00%	210						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	11.98%	53,018	5.75%	174		0.02466	2.5280	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	3.80%	183,722						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	20.39%	152	0.00%	4		0.20410	0.9993	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	12.50%	8						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.92%	54,419	0.00%	1		0.32401	0.3678	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.92%	54,419						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	20.00%	210						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	20.00%	210						
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	11.98%	53,018						
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	3.80%	183,722	0.00%	1		0.19126	0.1988	YES
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	20.39%	152						
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	12.50%	8						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.92%	54,419	10.61%	66		0.03991	0.3289	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.92%	54,419						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	20.00%	210	0.00%	2		0.28419	0.7038	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	20.00%	210						
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	11.98%	53,018	9.09%	88		0.03465	0.8341	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	3.80%	183,722	4.55%	66		0.02355	-0.3155	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	20.39%	152	0.00%	2		0.28678	0.7112	YES
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	12.50%	8	0.00%	2		0.26146	0.4781	YES
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)	Design	5.71%	2,313	0.00%	1		0.23202	0.2460	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	6.45%	403						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)	Design	0.00%	44						

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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%	2						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	11.92%	54,419						
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	3.93%	425,297						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	20.00%	210						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	4.76%	378						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	11.98%	53,018						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.02%	413,142						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	20.39%	152						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	15.79%	19						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	11.98%	53,018	0.00%	6		0.13258	0.9037	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.02%	413,142	0.00%	2,327		0.00408	9.8436	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	20.39%	152						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	15.79%	19	0.00%	20		0.11682	1.3516	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	5.36%	8,854	5.20%	327		0.01269	0.1309	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	2.66%	3,802						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	0.00%	14						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	2						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	5.10%	353	17.89%	218		0.01895	-6.7501	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	1.02%	293						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	6						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	250						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.15	59,021			13.349			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.94	424,751			10.029			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.22	203			12.327			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	11.99	10			35.621			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice	152.52	2,794			303.816			
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	2.30	60,401	0.24	983	14.647	0.47095	4.3823	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	R&B	0.95	431,780	0.87	42,844	10.091	0.05111	1.5293	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	R&B	1.04	238,158	0.75	8,994	7.513	0.08071	3.5477	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	R&B	0.84	193,622	0.90	33,850	12.554	0.07396	-0.8276	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	R&B	5.88	282	0.05	8	29.624	10.62116	0.5488	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	R&B	6.04	200			37.468			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	R&B	12.04	68			55.892			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	R&B	2.95	132			22.506			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	R&B&D - Disp	14.80	62,736			139.707			
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	82.33	333			877.290			
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	9.22	9,394			37.557			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.91	3,404			6.437			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	34.47	29			103.166			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.98	6			0.265			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	ISDN - BRI	22.50	410	17.25	112	91.806	9.78821	0.5371	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	2.86	319			18.464			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN - BRI								
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	9.22	9,394	0.02	1	37.557	37.55900	0.2450	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.91	3,404	0.68	4	6.437	3.22020	0.0693	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	34.47	29			103.166			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.98	6			0.265			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.30	60,401	19.53	132	30.980	2.69940	-6.3831	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.30	60,401			14.647			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	5.88	282	0.02	2	29.624	21.02142	0.2789	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	5.88	282			29.624			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.15	59,021	0.24	150	13.349	1.09129	1.7524	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	0.83	187,289			12.633			

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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	2.22	203	0.02	2	12.327	8.75927	0.2511	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	0.65	4			0.280			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.30	60,401			14.647			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.30	60,401			14.647			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	5.88	282			29.624			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	5.88	282			29.624			
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	2.15	59,021			13.349			
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	0.83	187,289			12.633			
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	2.22	203			12.327			
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	0.65	4			0.280			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.30	60,401	9.65	119	17.238	1.58179	-4.6448	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.30	60,401			14.647			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	5.88	282	3.38	1	29.624	29.67639	0.0841	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	5.88	282			29.624			
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	2.15	59,021	0.30	82	13.349	1.47512	1.2556	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	0.83	187,289	0.05	36	12.633	2.10571	0.3670	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	2.22	203	0.02	3	12.327	7.16933	0.3068	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	0.65	4			0.280			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Design	338.13	2,335			640.652			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Design	47.36	503			169.705			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Design	505.05	51			2211.388			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Design	182.39	3			315.243			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	R&B	2.30	60,401			14.647			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	R&B	0.95	431,780			10.091			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B	5.88	282			29.624			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B	6.04	200			37.468			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.15	59,021			13.349			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.94	424,751			10.029			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.22	203			12.327			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	11.99	10			35.621			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.15	59,021	0.13	3	13.349	7.70697	0.2627	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.94	424,751	0.69	1,367	10.029	0.27170	0.9069	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.22	203			12.327			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	11.99	10	0.69	3	35.621	23.44884	0.4816	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	12.46	10,087	17.25	112	58.561	5.56417	-0.8603	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	1.19	3,997			10.089			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	34.47	29			103.166			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	0.83	8			0.354			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	413.42	266	33.04	74	816.275	107.28008	3.5457	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	37.28	406			152.813			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	1311.00	13			4367.854			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	3.62	94			26.643			
	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			19.38	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			18.21	171				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			9.33	506				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	Diagnostic			3.93	271				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	Diagnostic			15.56	235				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	Diagnostic			26.23	3				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			0.78	2				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			0.78	2				Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	Diagnostic			59.14	338				Diagnostic

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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			32.86	215				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			52.92	103				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			3.82	101				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			0.88	334				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			29.87	19				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			17.92	3				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			18.75	21				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			0.02	1				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								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								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			64.76	2				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								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			19.50	15				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			20.82	10				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			17.55	1				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			15.02	1				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			17.05	1				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			35.47	1				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			10.28	2				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			2.93	449				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			0.59	7				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			38.28	302				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			49.93	117				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			4.67	436				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.80	11,372				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.22	3				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			10.12	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								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			5.75	32				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			3.94	22				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			6.20	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								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			0.82	736				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			10.12	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			6.87	28				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			3.38	176				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.38	3,341				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic								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			12.66	93				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			5.77	25				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			8.04	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			4.13	42				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			6.46	26				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			5.50	40				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	14				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			8.18	3				Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								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			9.13	3				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.81	616				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			0.79	2				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			12.66	93				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			7.04	11				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			17.06	1				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			5.22	49				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.84	56				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			16.39	2				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.08	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			12.90	171				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			6.03	58				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			12.09	82				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			10.30	18				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.44	18				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			5.42	10				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			7.10	1				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			4.25	8				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			9.03	1				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								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			4.79	9				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.29	4				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			6.23	1				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.18	1				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			4.79	1				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.99	423				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			1.51	3				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			9.66	133				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			7.17	76				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			4.64	411				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.95	7,859				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.22	3				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			10.12	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								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			5.55	24				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			3.94	22				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			6.20	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								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			0.82	736				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			10.12	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			6.97	26				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			3.42	158				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.34	2,728				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic								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			12.74	80				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			6.39	20				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			8.04	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			4.25	38				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			6.44	24				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			5.50	40				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	14				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			8.18	3				Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								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			12.82	2				Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.77	585				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			0.79	2				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			12.74	80				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			7.10	9				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			17.06	1				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			5.52	36				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.96	52				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			27.76	1				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.08	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			12.92	158				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			6.09	54				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			12.59	65				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			10.30	18				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.57	16				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			5.97	8				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			7.10	1				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			4.69	5				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			9.03	1				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			4.79	9				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.29	4				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			6.23	1				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.18	1				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			4.79	1				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.96	413				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			1.51	3				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			9.73	112				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			7.15	73				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			14.45%	782				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)	Diagnostic			14.09%	15,715				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)	Diagnostic			3.46%	289				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			6.94%	144				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			6.32%	190				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			2.53%	79				Diagnostic

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B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic			0.32%	308				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic			7.06%	85				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			7.50%	80				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			10.81%	37				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			8.62%	58				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic			10.00%	20				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic			0.00%	2				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%	1				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	1				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%	4				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			19.79%	1,814				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic			6.17%	324				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			10.42%	144				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%	12				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%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%								
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	23				YES
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%			98.18%	110				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%			99.09%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%			97.75%	89				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			97.20%	143				YES
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/GA(%)	R&B (POTS)	8.42%	59,040						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.04%	37,937						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.44%	915	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.40%	759	0.00%	5		0.02815	0.1404	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	8.46%	60,972	3.21%	3,055		0.00516	10.1769	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.15%	39,297	1.88%	1,173		0.00315	-2.3169	NO
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	8.23%	62,750	0.69%	144		0.02293	3.2877	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	8.23%	62,750	0.00%	76		0.03155	2.6099	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	49.12%	1,197	0.00%	22		0.10756	4.5671	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.25%	2,804	0.00%	24		0.03633	0.8934	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	13.38%	299	2.86%	70		0.04520	2.3276	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	2.89%	381	3.23%	31		0.03127	-0.1083	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	49.12%	1,197	0.00%	6		0.20460	2.4009	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.25%	2,804	4.44%	45		0.02663	-0.4503	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	8.46%	60,972	4.55%	242		0.01792	2.1830	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	8.46%	60,972	0.00%	119		0.02553	3.3126	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	8.41%	58,809	4.54%	441		0.01326	2.9191	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.86%	29,710	0.00%	16		0.02311	0.3728	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	0.56%	1,778	0.00%	1		0.07481	0.0752	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)	Design	0.07%	3,029	0.00%	1		0.02569	0.0257	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)	R&B	8.46%	60,972	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.15%	39,297	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	8.42%	59,040						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.04%	37,937						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA(%)	R&B (POTS)	1.85%	3,199,738						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.19%	3,199,738						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	1.99%	45,924	0.00%	265		0.00870	2.2912	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	1.65%	45,924	1.89%	265		0.00792	-0.2955	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA(%)	R&B	1.68%	3,627,353	1.15%	266,126		0.00026	20.4682	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.08%	3,627,353	0.44%	266,126		0.00021	30.7407	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA(%)	R&B&D - Disp	1.43%	4,379,474	4.10%	3,516		0.00202	-13.1851	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	1.43%	4,379,474	2.16%	3,516		0.00202	-3.6084	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	0.89%	134,852	0.58%	3,818		0.00155	2.0141	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	2.08%	134,852	0.63%	3,818		0.00237	6.1302	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	4.92%	6,072	1.31%	5,354		0.00416	8.6939	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	6.27%	6,072	0.58%	5,354		0.00470	12.1285	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/GA(%)	ADSL to Retail	0.89%	134,852	0.33%	1,808		0.00223	2.4917	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	2.08%	134,852	2.49%	1,808		0.00341	-1.1999	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	1.68%	3,627,353	0.74%	32,562		0.00072	12.9929	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	1.68%	3,627,353	0.37%	32,562		0.00072	18.2270	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	1.84%	3,199,738	1.19%	37,180		0.00071	9.2173	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.93%	3,199,738	0.04%	37,180		0.00050	17.6169	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA(%)	Design	0.24%	752,121	0.53%	188		0.00355	-0.8333	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA(%)	Design	0.40%	752,121	0.53%	188		0.00463	-0.2791	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA(%)	R&B	1.68%	3,627,353	0.00%	1,423		0.00344	4.8898	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.08%	3,627,353	0.00%	1,423		0.00276	3.9256	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	1.85%	3,199,738						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.19%	3,199,738						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA(hours)	R&B (POTS)	22.85	59,040			44.295			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA(hours)	R&B (POTS)	5.50	37,937			13.404			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA(hours)	DS1/DS3	3.49	915	0.00	0	2.957			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA(hours)	DS1/DS3	1.81	759	2.79	5	2.799	1.25607	-0.7828	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA(hours)	R&B	22.57	60,972	11.54	3,055	43.754	0.81120	13.6001	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA(hours)	R&B	5.49	39,297	3.59	1,173	13.356	0.39573	4.7974	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA(hours)	R&B&D - Disp	22.12	62,750	4.31	144	45.968	3.83507	4.6452	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA(hours)	R&B&D - Disp	22.12	62,750	1.64	76	45.968	5.27610	3.8818	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	ADSL to Retail	55.62	1,197	5.14	22	150.177	32.31070	1.5624	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	ADSL to Retail	3.38	2,804	1.35	24	21.633	4.43476	0.4577	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA(hours)	ISDN - BRI	18.74	299	4.92	70	23.338	3.09878	4.4606	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA(hours)	ISDN - BRI	4.73	381	3.43	31	7.574	1.41460	0.9166	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA(hours)	ADSL to Retail	55.62	1,197	12.25	6	150.177	61.46290	0.7057	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA(hours)	ADSL to Retail	3.38	2,804	5.63	45	21.633	3.25069	-0.6924	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA(hours)	R&B - Disp	22.57	60,972	5.11	242	43.754	2.81820	6.1981	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA(hours)	R&B - Disp	22.57	60,972	1.95	119	43.754	4.01485	5.1372	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA(hours)	R&B (POTS) excl SB FT	22.86	58,809	10.36	441	44.363	2.12042	5.8923	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	R&B (POTS) excl SB FT	5.91	29,710	8.09	16	11.540	2.88576	-0.7539	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA(hours)	Design	6.66	1,778	1.42	1	93.185	93.21167	0.0562	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA(hours)	Design	1.82	3,029	6.98	1	2.255	2.25563	-2.2884	NO
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA(hours)	R&B	22.57	60,972	0.00	0	43.754			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA(hours)	R&B	5.49	39,297	0.00	0	13.356			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)	R&B (POTS)	22.85	59,040			44.295			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)	R&B (POTS)	5.50	37,937			13.404			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)	R&B (POTS)	17.11%	59,040						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	14.54%	37,937						

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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	22.73%	915	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	16.60%	759	0.00%	5		0.16695	0.9944	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)	R&B	17.00%	60,972	14.34%	3,055		0.00696	3.8231	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	14.51%	39,297	12.79%	1,173		0.01044	1.6480	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)	R&B&D - Disp	17.11%	62,750	26.39%	144		0.03142	-2.9517	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	17.11%	62,750	17.11%	76		0.04323	0.0020	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	16.88%	1,197	4.55%	22		0.08058	1.5301	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	22.29%	2,804	0.00%	24		0.08532	2.6126	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	20.07%	299	18.57%	70		0.05318	0.2812	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	19.69%	381	9.68%	31		0.07426	1.3476	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)	ADSL to Retail	16.88%	1,197	50.00%	6		0.15329	-2.1610	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	22.29%	2,804	20.00%	45		0.06254	0.3661	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	17.00%	60,972	11.98%	242		0.02419	2.0733	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	17.00%	60,972	6.72%	119		0.03447	2.9816	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	17.08%	58,809	13.38%	441		0.01799	2.0572	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	13.98%	29,710	12.50%	16		0.08671	0.1705	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)	Design	21.03%	1,778	0.00%	1		0.40767	0.5160	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)	Design	17.46%	3,029	0.00%	1		0.37973	0.4599	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)	R&B	17.00%	60,972	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)	R&B	14.51%	39,297	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	17.11%	59,040						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	14.54%	37,937						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA(%)	R&B (POTS)	23.00%	36,773						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	7.17%	11,347						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.44%	915	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.40%	759	0.00%	5		0.02815	0.1404	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)	R&B	22.69%	38,054	7.14%	2,156		0.00927	16.7710	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	7.04%	12,023	3.06%	555		0.01110	3.5783	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)	R&B&D - Disp	21.71%	39,832	0.69%	144		0.03442	6.1053	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	21.71%	39,832	0.00%	76		0.04733	4.5859	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	49.12%	1,197	0.00%	22		0.10756	4.5671	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.25%	2,804	0.00%	24		0.03633	0.8934	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	18.25%	263	2.86%	70		0.05195	2.9632	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	2.74%	328	3.23%	31		0.03070	-0.1570	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)	ADSL to Retail	49.12%	1,197	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.25%	2,804	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	22.69%	38,054	4.55%	242		0.02701	6.7191	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	22.69%	38,054	0.00%	119		0.03846	5.9013	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	23.00%	36,762	13.33%	30		0.07686	1.2572	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	7.18%	11,331	0.00%	1		0.25823	0.2782	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)	Design	0.56%	1,778	0.00%	1		0.07481	0.0752	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)	Design	0.07%	3,029	0.00%	1		0.02569	0.0257	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)	R&B	22.69%	38,054	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)	R&B	7.04%	12,023	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	23.00%	36,773						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	7.17%	11,347						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	GA(%)	BST - State	98.28%	$375,186,451	99.93%	$7,535,400		0.00005	-346.4628	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	3.68	1	7.29	1,492				NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/GA(%)	Diagnostic			6.04%	298				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			100.00%	19				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			100.00%	224				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/GA(%)	>= 95%			75.84%	298				NO
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/GA(%)	>= 95%			85.31%	524				NO
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/GA(days)	Parity w Retail	25.90	109	27.46	56	14.641	2.40722	-0.6502	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%	99	0.00%	53		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%	109	0.00%	65		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/GA(%)	Parity w Retail	4.85%	5,011	0.00%	4,010		0.00455	10.6547	YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/GA(hours)	Parity w Retail	185.87	100	11.85	58	391.489	64.61518	2.6932	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/GA(days)	Diagnostic			29.69	44				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			0.00%	56				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%	60				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	33				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	4				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	11				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	2	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	244	0.00%	0				YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	355,701	0.00%	127,054		0.00001	0.7255	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.07%	355,701	0.00%	127,054		0.00009	8.0136	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	1.55	2	0.00	0	1.014			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	0.60	244	0.00	0	1.242			YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	2	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	5.74%	244	0.00%	0				YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	2	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	244	0.00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	GA(%)	BST - State	98.28%	$375,186,451	99.26%	$4,427,971		0.00006	-158.6861	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.84	1	4.54	5,911				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	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%			99.71%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.99%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%			100.00%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%			100.00%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%			100.00%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%			99.99%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%			100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%			100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%			100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*										
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	0.91	504,236				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	0.91	504,236				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	0.91	245,558				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	0.91	245,558				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	1330.23	846,836	0.88	80,157				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.61	284,720	0.88	80,157				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	0.53	814				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	0.53	814				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.08	1,411,250				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.08	1,411,250				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.63	61,284				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.63	61,284				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.46	10,710,889	0.03	135,245				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	3.81	18,303	0.03	135,245				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*										
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	1440.12	1,286,294	1.10	320,617				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.96	8,618	1.10	320,617				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	712.69	4,751,494	1.62	100,047				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.82	794,471	1.62	100,047				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.48	1,576				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	1330.23	846,836	1.35	28,397				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.61	284,720	1.35	28,397				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.68	1,602,171	1.58	296,206				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	304,794	1.58	296,206				YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	3.20	5,573,366	1.75	303,005				YES
D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.95	560,141	1.75	303,005				YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 5-1-2001; see D.1.4.7.1*							
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 5-1-2001; see D.1.4.7.2*							
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.1*							
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 7-1-2001; see D.1.4.7.2*							

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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%			100.00%					YES
D.2.2.2	OSS-3	ECTA/Region(%)	>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region(%)	>= 99.5%			100.00%					YES
D.2.3.2	OSS-3	LMOS HOST/Region(%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region(%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region(%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region(%)	>= 99.5%			100.00%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region(%)	Parity w Retail	94.91%	1,461,548	94.17%	103,950		0.00071	10.4715	NO
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.07%	42,058	3.22%	932		0.00572	-0.2529	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.30%	31,712	2.41%	45,761		0.00148	12.7534	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.67%	1,461,528	99.69%	107,247		0.00018	-1.1412	YES
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	78.95%	1,077,972	70.39%	62,560		0.00168	51.0968	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.78%	100,510	99.37%	5,419		0.00065	6.3576	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	23.94%	5,309	13.59%	103		0.04245	2.4376	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.84%	216,010	99.91%	17,183		0.00031	-2.1734	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	82.97%	59,426	81.81%	3,860		0.00624	1.8585	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.99%	1,461,548	99.34%	103,950		0.00032	-10.9212	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.81%	42,058	86.16%	932		0.01353	-5.4284	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	77.94%	31,712	92.02%	45,761		0.00303	-46.4821	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.81%	1,461,528	99.86%	107,247		0.00014	-3.7332	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	90.95%	1,077,972	83.33%	62,560		0.00118	64.5270	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.93%	100,510	99.87%	5,419		0.00036	1.7778	NO
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.35%	6,754	33.16%	594		0.01929	-2.4944	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	96.89%	5,309	96.12%	103		0.01726	0.4492	YES
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.78%	73,801	19.48%	7,083		0.00453	-8.1625	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	216,010	99.99%	17,183		0.00009	-0.0457	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.17%	59,426	98.96%	3,860		0.00151	1.3717	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.01%	1,461,548	0.66%	103,950		0.00032	10.9212	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.19%	42,058	13.84%	932		0.01353	5.4284	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	22.06%	31,712	7.98%	45,761		0.00303	46.4821	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.19%	1,461,528	0.14%	107,247		0.00014	3.7332	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	9.05%	1,077,972	16.67%	62,560		0.00118	-64.5270	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.07%	100,510	0.13%	5,419		0.00036	-1.7778	NO
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.65%	6,754	66.84%	594		0.01929	2.4944	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	3.11%	5,309	3.88%	103		0.01726	-0.4492	YES
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.22%	73,801	80.52%	7,083		0.00453	8.1625	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	216,010	0.01%	17,183		0.00009	0.0457	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.83%	59,426	1.04%	3,860		0.00151	-1.3717	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/GA(calendar days)	<= 10 days			6	6				YES
E.1.1.2	C-1	Physical Caged/GA(calendar days)	<= 20 days			9	4				YES
E.1.1.3	C-1	Physical Cageless/GA(calendar days)	<= 20 days			17	23				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA(calendar days)	<= 50 days								
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			58	23				YES
E.1.2.4	C-2	Physical Cageless/GA(calendar days)	<= 60 days			48	8				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								
E.1.3.2	C-3	Physical/GA(%)	< 5% missed			0.00%	31				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			85.28%	292,144				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			86.49%	179,724				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			73.55%	5,829				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			83.88%	106,591				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			75.79%	328,722				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			79.16%	196,368				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			50.63%	8,468				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			72.17%	123,886				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.25%	9,334				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/GA(%)	>= 95% w in 3 bus days								
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min			95.99%	4,514				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			25.00%	32				NO
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days			5.56%	18				NO
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	141.64	6,349,116	30.33	33,199				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	43.10	1,464,337	26.35	82,571				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	GA(seconds)	PBD			2.50					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	GA(%)	PBD			92.30%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	GA(seconds)	PBD			6.11					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			83.00%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	GA(hours)	PBD			0.94	2,964				PBD
	% Accuracy										
F.8.2	E-2	GA(%)	PBD			94.66%	391,999				PBD
	% Timeliness										
F.8.3	E-1	GA(%)	PBD			100.00%	2,964				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	100.00%	4,716	100.00%	21,207		0.00000		YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	98.37%	26,457	93.14%	383,659,492		0.00078	67.1352	NO
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.38%	26,457	99.89%	383,659,492		0.00048	-10.5259	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	3.49	26,457	3.05	383,659,492				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/GA(%)	Parity w Retail	77.01%	$12,419,880	96.32%	$333,202		0.00154	-125.3949	YES
F.9.5.2	B-7	UNE/GA(%)	>= 90%			99.46%	$367,765				YES
F.9.5.3	B-7	Interconnection/GA(%)	>= 90%			97.49%	$4,397				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/GA(%)	Parity w Retail	90.17%	$17,845,995	93.79%	$612,186		0.00123	-29.3278	YES
F.9.6.2	B-8	UNE/GA(%)	>= 90%			94.41%	$1,073,279				YES
F.9.6.3	B-8	Interconnection/GA(%)	>= 90%			69.98%	$176,780				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	GA(%)	>= 95% w in 30 days								
	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			100.00%	2				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	GA(%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	GA(average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	GA(%)	>= 97% w in 15 min			100.00%	10				YES
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region(%)	>= 90% w in 30 bus days			100.00%	1				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days			100.00%	1				YES
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days								

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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			99.97%	93,889				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	373,465				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	93,889				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	373,465				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/GA(hours)	PBD	1.38	22	1.38	22				PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.10	26	0.10	26				PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	3.65	26	3.44	26				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			100.00%	537				YES
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			99.38%	324				YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 95%			100.00%	176				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%			96.77%	31				NO
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region(minutes)	Parity w Retail	739	2	218	2				YES