BellSouth Monthly State Summary

Georgia, April 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering										
	% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/GA(%)	Diagnostic			10.20%	23,629				Diagnostic
A.1.1.2	O-7	Business/GA(%)	Diagnostic			18.81%	505				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			21.47%	3,256				Diagnostic
A.1.2.2	O-7	Business/GA(%)	Diagnostic			52.56%	352				Diagnostic
A.1.2.3	O-7	Design (Specials)/GA(%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/GA(%)	Diagnostic			100.00%	2				Diagnostic
A.1.2.5	O-7	Centrex/GA(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/GA(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/GA(%)	Diagnostic			33.81%	485				Diagnostic
A.1.3.2	O-7	Business/GA(%)	Diagnostic			50.69%	434				Diagnostic
A.1.3.3	O-7	Design (Specials)/GA(%)	Diagnostic			31.25%	128				Diagnostic
A.1.3.4	O-7	PBX/GA(%)	Diagnostic			30.30%	33				Diagnostic
A.1.3.5	O-7	Centrex/GA(%)	Diagnostic			75.00%	4				Diagnostic
A.1.3.6	O-7	ISDN/GA(%)	Diagnostic			15.79%	19				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/GA(%)	>= 97% w in 1 hr			97.27%	2,415				YES
A.1.4.2	O-8	Business/GA(%)	>= 97% w in 1 hr			91.58%	95				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			91.75%	703				YES
A.1.7.2	O-8	Business/GA(%)	>= 85% w in 10 hrs			95.72%	187				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			50.00%	2				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			98.78%	164				YES
A.1.8.2	O-8	Business/GA(%)	>= 85% w in 24 hrs			99.55%	220				YES
A.1.8.3	O-8	Design (Specials)/GA(%)	>= 85% w in 24 hrs			95.24%	42				YES
A.1.8.4	O-8	PBX/GA(%)	>= 85% w in 24 hrs			90.00%	10				YES
A.1.8.5	O-8	Centrex/GA(%)	>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.6	O-8	ISDN/GA(%)	>= 85% w in 24 hrs			100.00%	3				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/GA(%)	>= 95% w in 3 hrs			99.81%	21,079				YES
A.1.9.2	O-9	Business/GA(%)	>= 95% w in 3 hrs			99.26%	404				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			88.52%	2,553				YES
A.1.12.2	O-9	Business/GA(%)	>= 85% w in 10 hrs			91.48%	176				YES

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A.1.12.3	O-9	Design (Specials)/GA(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/GA(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/GA(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/GA(%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/GA(%)	>= 85% w in 36 hrs			99.65%	288				YES
A.1.13.2	O-9	Business/GA(%)	>= 85% w in 36 hrs			100.00%	177				YES
A.1.13.3	O-9	Design (Specials)/GA(%)	>= 85% w in 36 hrs			94.67%	75				YES
A.1.13.4	O-9	PBX/GA(%)	>= 85% w in 36 hrs			88.24%	17				YES
A.1.13.5	O-9	Centrex/GA(%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.6	O-9	ISDN/GA(%)	>= 85% w in 36 hrs			100.00%	15				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/GA(%)	>= 95%			96.10%	2,642				YES
A.1.14.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.59%	20,987				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%			97.34%	488				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/GA(%)	>= 95%								
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%			98.29%	175				YES
A.1.15.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.77%	3,081				YES
A.1.15.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	15				YES
A.1.15.2.2	O-11	Business/TAG/GA(%)	>= 95%			100.00%	337				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%	2				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%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/GA(%)	>= 95%			96.91%	485				YES
A.1.16.2	O-11	Business/GA(%)	>= 95%			98.62%	434				YES
A.1.16.3	O-11	Design (Specials)/GA(%)	>= 95%			96.09%	128				YES
A.1.16.4	O-11	PBX/GA(%)	>= 95%			96.97%	33				YES
A.1.16.5	O-11	Centrex/GA(%)	>= 95%			100.00%	4				YES
A.1.16.6	O-11	ISDN/GA(%)	>= 95%			94.74%	19				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/GA(%)	>= 95%			99.96%	2,539				YES
A.1.17.1.2	O-11	Residence/TAG/GA(%)	>= 95%			99.70%	20,902				YES
A.1.17.2.1	O-11	Business/EDI/GA(%)	>= 95%			100.00%	17				YES
A.1.17.2.2	O-11	Business/TAG/GA(%)	>= 95%			98.53%	475				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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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A.1.18.1.1	O-11	Residence/EDI/GA(%)	>= 95%			89.53%	172				NO
A.1.18.1.2	O-11	Residence/TAG/GA(%)	>= 95%			93.53%	3,074				NO
A.1.18.2.1	O-11	Business/EDI/GA(%)	>= 95%			80.00%	15				NO
A.1.18.2.2	O-11	Business/TAG/GA(%)	>= 95%			89.32%	337				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	2				YES
A.1.18.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/GA(%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A.1.19.1	O-11	Residence/GA(%)	>= 95%			90.00%	470				NO
A.1.19.2	O-11	Business/GA(%)	>= 95%			93.46%	428				NO
A.1.19.3	O-11	Design (Specials)/GA(%)	>= 95%			95.12%	123				YES
A.1.19.4	O-11	PBX/GA(%)	>= 95%			93.75%	32				NO
A.1.19.5	O-11	Centrex/GA(%)	>= 95%			100.00%	4				YES
A.1.19.6	O-11	ISDN/GA(%)	>= 95%			94.44%	18				NO
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA(days)	Res	5.79	23,280	5.17	838	3.953	0.13900	4.4655	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA(days)	Res	0.77	383,886	0.57	14,912	1.076	0.00898	21.3145	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA(days)	Res	5.16	61	6.00	1	2.419	2.43850	-0.3451	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/GA(days)	Res	0.39	12			0.192			
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/GA(days)	Bus	2.78	26,879	6.54	73	6.512	0.76324	-4.9286	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA(days)	Bus	1.37	22,960	1.09	543	6.498	0.28215	0.9893	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA(days)	Bus	12.10	108			12.600			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA(days)	Bus	3.79	8	2.17	2	2.538	2.00662	0.8098	YES
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA(days)	Design	25.45	1,835	12.31	13	26.889	7.48410	1.7562	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Design	12.87	278	3.36	13	12.658	3.59192	2.6474	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Design	17.03	34			7.367			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Design	7.17	2			9.664			
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA(days)	PBX	12.83	51	13.00	2	16.542	11.92429	-0.0143	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA(days)	PBX	3.25	167	2.32	21	7.586	1.75635	0.5284	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA(days)	PBX	4.00	2	10.67	3	0.000	0.00000		NO
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA(days)	PBX	2.32	27	0.33	1	4.151	4.22767	0.4702	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA(days)	Centrex	7.08	1,157	2.80	5	9.743	4.36676	0.9809	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA(days)	Centrex	2.08	1,862	1.15	18	3.547	0.83996	1.1041	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA(days)	Centrex	12.85	114	2.00	1	11.636	11.68718	0.9284	YES
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Centrex	5.30	126	3.47	5	7.358	3.35534	0.5469	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA(days)	ISDN	19.57	522	7.00	3	24.734	14.32125	0.8776	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA(days)	ISDN	3.61	860	4.56	3	8.123	4.69815	-0.2020	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA(days)	ISDN	42.00	4	9.00	2	34.438	29.82449	1.1065	YES
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA(days)	ISDN	5.63	110	2.00	6	5.353	2.24431	1.6189	YES
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA(days)	Res	7.18	87	12.50	2	7.575	5.41773	-0.9812	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA(days)	Res	1.00	1	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA(days)	Res	11.79	14	1.00	3	13.940	8.86902	1.2161	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	7.63	16	0.00	0	6.602			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	18.33	3	2.00	1	21.221	24.50397	0.6666	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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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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	7.50	4	0.00	0	6.351			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	10.00	3	0.00	0	6.928			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/GA(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/GA(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/GA(days)	Design	0.00	0	0.00	0				YES
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	10.33	3	0.00	0	8.386			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	13.00	1	0.00	0	0.000			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	0.55%	433,921	0.52%	17,440		0.00057	0.5175	YES
A.2.4.2	P-2	Business/GA(%)	Bus	1.40%	50,632	0.62%	645		0.00466	1.6756	YES
A.2.4.3	P-2	Design (Specials)/GA(%)	Design	13.74%	2,103	0.00%	3		0.19892	0.6908	YES
A.2.4.4	P-2	PBX/GA(%)	PBX	3.08%	260	0.00%	13		0.04908	0.6269	YES
A.2.4.5	P-2	Centrex/GA(%)	Centrex	2.62%	3,325	0.00%	3		0.09220	0.2838	YES
A.2.4.6	P-2	ISDN/GA(%)	ISDN	8.31%	1,528	0.00%	4		0.13821	0.6014	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/GA(%)	Diagnostic			0.37%	539				Diagnostic
A.2.5.2	P-2	Business/GA(%)	Diagnostic			0.00%	207				Diagnostic
A.2.5.3	P-2	Design (Specials)/GA(%)	Diagnostic			7.50%	40				Diagnostic
A.2.5.4	P-2	PBX/GA(%)	Diagnostic			4.76%	21				Diagnostic
A.2.5.5	P-2	Centrex/GA(%)	Diagnostic			0.00%	29				Diagnostic
A.2.5.6	P-2	ISDN/GA(%)	Diagnostic			3.70%	27				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/GA(hours)	>= 48 hrs			155.55	78				YES
A.2.7.2	P-2	Business/GA(hours)	>= 48 hrs			100.07	4				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			37.88	1				Diagnostic
A.2.8.2	P-2	Business/GA(hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/GA(hours)	Diagnostic			294.36	3				Diagnostic
A.2.8.4	P-2	PBX/GA(hours)	Diagnostic			230.75	1				Diagnostic
A.2.8.5	P-2	Centrex/GA(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/GA(hours)	Diagnostic			294.85	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/GA(%)	95% >= 48 hrs			98.72%	78				YES
A.2.9.2	P-2	Business/GA(%)	95% >= 48 hrs			75.00%	4				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			0.00%	1				Diagnostic
A.2.10.2	P-2	Business/GA(%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/GA(%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.4	P-2	PBX/GA(%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.5	P-2	Centrex/GA(%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/GA(%)	Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA(%)	Res	5.01%	28,087	3.40%	913		0.00734	2.2043	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	0.01%	406,223	0.15%	17,138		0.00008	-17.5906	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA(%)	Res	5.33%	75	0.00%	1		0.22619	0.2358	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/GA(%)	Res	0.00%	12						
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/GA(%)	Bus	1.27%	27,402	3.94%	127		0.00995	-2.6854	NO
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	0.07%	23,252	0.00%	717		0.00102	0.7134	YES
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA(%)	Bus	7.26%	124						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	37.50%	8	0.00%	3		0.32775	1.1442	YES
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	3.82%	1,913	15.38%	26		0.03783	-3.0583	NO
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	1.79%	279	0.00%	18		0.03226	0.5555	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	5.41%	37						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	2	0.00%	1		0.00000		YES
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA(%)	PBX	9.43%	53	0.00%	2		0.21055	0.4481	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	3.53%	170	0.00%	25		0.03952	0.8930	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	2	0.00%	3		0.00000		YES
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	0.00%	28	0.00%	2		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	3.92%	1,174	0.00%	8		0.06883	0.5692	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	0.16%	1,875	0.00%	22		0.00857	0.1867	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	5.93%	118	0.00%	1		0.23723	0.2501	YES
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	1.56%	128	0.00%	5		0.05654	0.2764	YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	3.69%	542	0.00%	5		0.08470	0.4357	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	0.23%	862	0.00%	16		0.01214	0.1911	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	25.00%	4	0.00%	2		0.37500	0.6667	YES
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	111	0.00%	6		0.00000		YES
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA(%)	Res	11.47%	30,148	9.13%	1,040		0.01005	2.3208	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA(%)	Res	4.04%	404,461	4.63%	16,298		0.00157	-3.7819	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA(%)	Res	6.35%	63	50.00%	2		0.17514	-2.4923	NO
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	11.43%	29,314	6.21%	145		0.02649	1.9723	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA(%)	Bus	6.50%	21,874	5.10%	588		0.01030	1.3577	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA(%)	Bus	20.71%	140						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA(%)	Bus	30.00%	10	0.00%	1		0.48062	0.6242	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA(%)	Design	6.59%	2,231	12.96%	54		0.03417	-1.8656	NO
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	Design	3.77%	318	8.16%	49		0.02924	-1.5010	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA(%)	Design	0.00%	41						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	2						
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA(%)	PBX	1.47%	68	0.00%	4		0.06193	0.2375	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA(%)	PBX	8.54%	164	0.00%	19		0.06772	1.2606	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA(%)	PBX	0.00%	3						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA(%)	PBX	6.90%	29	0.00%	4		0.13515	0.5103	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA(%)	Centrex	10.60%	1,019	33.33%	3		0.17798	-1.2774	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA(%)	Centrex	1.76%	6,365	0.00%	23		0.02746	0.6407	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA(%)	Centrex	21.79%	78	100.00%	1		0.41549	-1.8822	NO
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA(%)	Centrex	21.74%	69	40.00%	5		0.19103	-0.9559	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA(%)	ISDN	7.52%	665	0.00%	7		0.10019	0.7505	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN	2.09%	717	0.00%	91		0.01593	1.3136	YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA(%)	ISDN	0.00%	13						

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A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN	0.00%	94	10.00%	10		0.00000		NO
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Res	3.26	27,741	0.62	858	19.594	0.67918	3.8882	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Res	0.78	404,214	0.75	16,636	3.983	0.03151	0.9558	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)	Res	0.06	74	0.02	1	0.174	0.17501	0.2278	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)	Res	0.65	12			0.092			
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)	Bus	2.31	27,218	0.79	72	15.640	1.84566	0.8194	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Bus	2.27	23,034	1.22	573	15.407	0.65161	1.6133	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)	Bus	8.52	123			29.871			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)	Bus	0.43	8			0.277			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Design	304.31	1,832	41.83	2	578.919	409.58063	0.6409	YES
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Design	23.06	272	0.66	2	108.839	77.24355	0.2900	YES
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)	Design	92.30	34			139.129			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)	Design	0.21	2			0.271			
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	PBX	77.79	49			230.282			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	PBX	55.08	169	0.62	12	194.835	58.20670	0.9357	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	PBX	0.03	2	0.02	1	0.012	0.01443	0.5774	YES
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	PBX	24.66	28	0.47	1	127.298	129.55112	0.1868	YES
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Centrex	8.33	1,141	0.03	1	34.877	34.89274	0.2378	YES
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Centrex	2.17	1,863	0.45	2	15.029	10.63296	0.1613	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Centrex	18.64	112			53.230			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Centrex	1.77	126			8.462			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	ISDN	176.01	527			557.285			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN	26.17	855	0.82	4	110.457	55.35760	0.4579	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	ISDN	703.97	4			798.614			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	ISDN	9.23	111			61.791			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)	Diagnostic			14.17	54				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			6.89	490				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			33.33	59				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			9.18	141				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	3				Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)	Diagnostic			174.98	23				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			21.87	16				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			15.63	1				Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)	Diagnostic			28.97	2				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			21.50	14				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)	Diagnostic			48.21	2				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			0.63	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)	Diagnostic			20.08	7				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			21.86	19				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)	Diagnostic			35.48	1				Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			18.80	5				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)	Diagnostic			27.66	5				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			68.37	14				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)	Diagnostic			8.87	2				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic			14.00	6				Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.64	644				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.60	12,339				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.85	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			3.56	12				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.84	172				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			3.56	84				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.16	1,767				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			6.83	8				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.65	159				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			0.33	1				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			4.53	30				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.28	71				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			13.76	6				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.88	50				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			2.83	2				Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic			12.12	6				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.58	13				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			8.48	2				Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.80	7				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.22	1				Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic

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A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			4.12	3				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.30	10				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.18	1				Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.98	5				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			2.99	1				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic			10.51	2				Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.33	6				Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			5.69	623				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.84	4,729				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.85	1				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)	Diagnostic			3.56	12				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.94	139				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			3.50	79				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.12	1,515				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			6.83	8				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			2.25	142				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										

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A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)	Diagnostic			4.37	29				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.28	61				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			13.76	6				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.84	44				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			2.83	2				Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)	Diagnostic			12.75	5				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.98	10				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			8.48	2				Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.80	7				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.22	1				Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)	Diagnostic			4.12	3				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.45	8				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)	Diagnostic			6.18	1				Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.98	5				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)	Diagnostic			2.99	1				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)	Diagnostic			11.09	1				Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.33	5				Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/GA(%)	Diagnostic			4.68%	854				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/GA(%)	Diagnostic			10.36%	15,218				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/GA(%)	Diagnostic			12.16%	74				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/GA(%)	Diagnostic			6.72%	551				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/GA(%)	Diagnostic			35.29%	17				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/GA(%)	Diagnostic			0.00%	13				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/GA(%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/GA(%)	Diagnostic			0.00%	22				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/GA(%)	Diagnostic			28.57%	7				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/GA(%)	Diagnostic			4.17%	24				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/GA(%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/GA(%)	Diagnostic			10.00%	10				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/GA(%)	>= 95%			96.55%	145				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/GA(%)	>= 95%			94.29%	140				NO
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/GA(%)	>= 95%			88.24%	17				NO
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%			95.76%	165				YES
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/GA(%)	>= 95%			97.93%	145				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/GA(%)	>= 95%			77.78%	9				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			97.56%	41				YES
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%			91.43%	35				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			94.78%	134				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%			90.00%	20				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/GA(%)	Res	7.45%	56,549	1.65%	1,576		0.00671	8.6496	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/GA(%)	Res	0.90%	32,200	0.60%	496		0.00428	0.6980	YES
A.3.1.2.1	M&R-1	Business/Dispatch/GA(%)	Bus	5.99%	8,461	3.23%	186		0.01759	1.5724	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/GA(%)	Bus	2.02%	5,098	0.00%	106		0.01381	1.4633	YES
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/GA(%)	Design	0.25%	1,570	0.00%	103		0.00513	0.4969	YES

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A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/GA(%)	Design	0.29%	2,430	0.00%	74		0.00632	0.4555	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/GA(%)	PBX	2.54%	276	8.33%	12		0.04636	-1.2504	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/GA(%)	PBX	0.44%	457	0.00%	10		0.02110	0.2074	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/GA(%)	Centrex	6.51%	1,843	16.13%	31		0.04468	-2.1524	NO
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/GA(%)	Centrex	4.08%	1,176	7.69%	13		0.05518	-0.6543	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/GA(%)	ISDN	13.28%	399	50.00%	2		0.24059	-1.5261	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/GA(%)	ISDN	2.43%	575	0.00%	7		0.05861	0.4154	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/GA(%)	Res	2.25%	2,511,512	2.13%	73,980		0.00056	2.1668	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/GA(%)	Res	1.28%	2,511,512	0.67%	73,980		0.00042	14.4808	YES
A.3.2.2.1	M&R-2	Business/Dispatch/GA(%)	Bus	1.27%	665,688	1.19%	15,629		0.00091	0.8870	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/GA(%)	Bus	0.77%	665,688	0.68%	15,629		0.00071	1.2370	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/GA(%)	Design	1.35%	116,494	2.06%	5,011		0.00167	-4.2258	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/GA(%)	Design	2.09%	116,494	1.48%	5,011		0.00208	2.9236	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/GA(%)	PBX	0.17%	160,335	0.50%	2,380		0.00086	-3.8759	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/GA(%)	PBX	0.29%	160,335	0.42%	2,380		0.00110	-1.2258	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/GA(%)	Centrex	0.54%	342,345	1.40%	2,211		0.00157	-5.5175	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/GA(%)	Centrex	0.34%	342,345	0.59%	2,211		0.00125	-1.9549	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/GA(%)	ISDN	0.13%	298,452	0.13%	1,577		0.00092	0.0744	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/GA(%)	ISDN	0.19%	298,452	0.44%	1,577		0.00111	-2.2669	NO
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/GA(hours)	Res	26.34	56,549	11.62	1,576	51.389	1.31239	11.2197	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/GA(hours)	Res	6.10	32,200	2.82	496	13.043	0.59014	5.5476	YES
A.3.3.2.1	M&R-3	Business/Dispatch/GA(hours)	Bus	11.06	8,461	10.66	186	15.802	1.17136	0.3423	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/GA(hours)	Bus	3.55	5,098	2.68	106	8.544	0.83848	1.0432	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/GA(hours)	Design	4.34	1,570	3.92	103	3.731	0.37952	1.0914	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/GA(hours)	Design	2.52	2,430	1.85	74	23.884	2.81839	0.2375	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/GA(hours)	PBX	6.87	276	9.15	12	8.229	2.42664	-0.9397	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/GA(hours)	PBX	2.08	457	5.18	10	3.866	1.23583	-2.5118	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/GA(hours)	Centrex	12.53	1,843	11.65	31	17.219	3.11860	0.2821	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/GA(hours)	Centrex	3.96	1,176	3.92	13	12.595	3.51238	0.0100	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/GA(hours)	ISDN	15.49	399	45.28	2	23.090	16.36815	-1.8203	NO
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/GA(hours)	ISDN	2.97	575	4.70	7	6.324	2.40463	-0.7155	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/GA(%)	Res	18.23%	56,549	11.61%	1,576		0.00986	6.7155	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/GA(%)	Res	15.47%	32,200	15.32%	496		0.01636	0.0913	YES
A.3.4.2.1	M&R-4	Business/Dispatch/GA(%)	Bus	14.77%	8,461	15.05%	186		0.02630	-0.1065	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/GA(%)	Bus	14.32%	5,098	15.09%	106		0.03437	-0.2255	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/GA(%)	Design	23.82%	1,570	26.21%	103		0.04333	-0.5520	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/GA(%)	Design	18.35%	2,430	17.57%	74		0.04568	0.1721	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/GA(%)	PBX	12.32%	276	8.33%	12		0.09691	0.4112	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/GA(%)	PBX	9.85%	457	20.00%	10		0.09524	-1.0660	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/GA(%)	Centrex	14.11%	1,843	29.03%	31		0.06304	-2.3674	NO
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/GA(%)	Centrex	13.44%	1,176	30.77%	13		0.09511	-1.8226	NO
A.3.4.6.1	M&R-4	ISDN/Dispatch/GA(%)	ISDN	20.80%	399	0.00%	2		0.28773	0.7230	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/GA(%)	ISDN	19.30%	575	0.00%	7		0.15008	1.2862	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/GA(%)	Res	27.14%	35,540	8.75%	1,234		0.01288	14.2774	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/GA(%)	Res	9.53%	8,608	1.05%	190		0.02153	3.9353	YES
A.3.5.2.1	M&R-5	Business/Dispatch/GA(%)	Bus	8.18%	5,184	8.03%	137		0.02372	0.0632	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/GA(%)	Bus	2.20%	1,912	0.00%	61		0.01906	1.1523	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/GA(%)	Design	0.25%	1,570	0.00%	103		0.00513	0.4969	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/GA(%)	Design	0.29%	2,430	0.00%	74		0.00632	0.4555	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/GA(%)	PBX	2.61%	230	9.09%	11		0.04919	-1.3177	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/GA(%)	PBX	0.50%	397	0.00%	9		0.02387	0.2111	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/GA(%)	Centrex	9.23%	1,203	4.17%	24		0.05966	0.8482	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/GA(%)	Centrex	2.51%	517	0.00%	6		0.06429	0.3911	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/GA(%)	ISDN	16.71%	365	50.00%	2		0.26453	-1.2584	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/GA(%)	ISDN	0.95%	527	0.00%	7		0.03688	0.2572	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	GA(%)	BST - State	98.50%	$381,322,507	99.36%	$4,719,008		0.00006	-152.6762	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region(business days)	BST - Region	3.86	1	3.27	1,837				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			13.23%	68,857				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			46.29%	782				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			8.14%	172				Diagnostic
B.1.1.7	O-7	Line Sharing/GA(%)	Diagnostic			25.04%	583				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			37.16%	436				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			11.48%	122				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			58.33%	12				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			100.00%	9				Diagnostic
B.1.1.14	O-7	Other Design/GA(%)	Diagnostic			11.90%	168				Diagnostic
B.1.1.15	O-7	Other Non-Design/GA(%)	Diagnostic			30.18%	4,553				Diagnostic
B.1.1.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/GA(%)	Diagnostic			8.65%	2,301				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			30.48%	14,434				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			10.53%	76				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			8.15%	405				Diagnostic
B.1.2.7	O-7	Line Sharing/GA(%)	Diagnostic			43.59%	195				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			24.56%	285				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			27.85%	79				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			29.47%	190				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			26.21%	145				Diagnostic
B.1.2.14	O-7	Other Design/GA(%)	Diagnostic			30.93%	97				Diagnostic
B.1.2.15	O-7	Other Non-Design/GA(%)	Diagnostic			14.42%	2,157				Diagnostic
B.1.2.16	O-7	INP Standalone/GA(%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/GA(%)	Diagnostic			24.72%	1,404				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/GA(%)	Diagnostic			75.00%	4				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/GA(%)	Diagnostic			28.57%	7				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/GA(%)	Diagnostic			45.14%	844				Diagnostic
B.1.3.4	O-7	Combo Other/GA(%)	Diagnostic			35.71%	42				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			28.26%	138				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA(%)	Diagnostic			21.74%	69				Diagnostic
B.1.3.7	O-7	Line Sharing/GA(%)	Diagnostic			28.71%	101				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/GA(%)	Diagnostic			42.86%	63				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/GA(%)	Diagnostic			22.96%	636				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			50.00%	2				Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA(%)	Diagnostic			45.00%	20				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			39.29%	28				Diagnostic
B.1.3.14	O-7	Other Design/GA(%)	Diagnostic			29.81%	681				Diagnostic
B.1.3.15	O-7	Other Non-Design/GA(%)	Diagnostic			30.65%	3,439				Diagnostic
B.1.3.16	O-7	INP Standalone/GA(%)	Diagnostic			41.67%	48				Diagnostic
B.1.3.17	O-13	LNP Standalone/GA(%)	Diagnostic			26.86%	834				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			94.39%	9,139				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			99.72%	362				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 97% w in 1 hr			42.86%	14				NO
B.1.4.7	O-8	Line Sharing/GA(%)	>= 97% w in 1 hr			40.49%	163				NO
B.1.4.8	O-8	2W Analog Loop Design/GA(%)	>= 97% w in 1 hr			85.37%	164				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 97% w in 1 hr			50.00%	14				NO
B.1.4.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 97% w in 1 hr			100.00%	7				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 97% w in 1 hr			100.00%	9				YES
B.1.4.14	O-8	Other Design/GA(%)	>= 97% w in 1 hr			75.00%	20				NO
B.1.4.15	O-8	Other Non-Design/GA(%)	>= 97% w in 1 hr			56.60%	1,431				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			97.49%	199				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			95.68%	4,467				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			75.00%	8				NO
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			100.00%	33				YES
B.1.7.7	O-8	Line Sharing/GA(%)	>= 85% w in 10 hrs			89.53%	86				YES
B.1.7.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			100.00%	70				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			95.45%	22				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 10 hrs			82.46%	57				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			86.84%	38				YES
B.1.7.14	O-8	Other Design/GA(%)	>= 85% w in 10 hrs			90.32%	31				YES
B.1.7.15	O-8	Other Non-Design/GA(%)	>= 85% w in 10 hrs			91.49%	329				YES
B.1.7.16	O-8	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/GA(%)	>= 85% w in 10 hrs			92.24%	361				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/GA(%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.2	O-8	Local Interoffice Transport/GA(%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.3	O-8	Loop + Port Combinations/GA(%)	>= 85% w in 24 hrs			99.48%	382				YES
B.1.8.4	O-8	Combo Other/GA(%)	>= 85% w in 24 hrs			100.00%	15				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 24 hrs			95.00%	40				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 24 hrs			100.00%	15				YES
B.1.8.7	O-8	Line Sharing/GA(%)	>= 85% w in 24 hrs			100.00%	29				YES
B.1.8.8	O-8	2W Analog Loop Design/GA(%)	>= 85% w in 24 hrs			100.00%	27				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	150				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA(%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA(%)	>= 85% w in 24 hrs			100.00%	9				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 24 hrs			100.00%	11				YES
B.1.8.14	O-8	Other Design/GA(%)	>= 85% w in 24 hrs			100.00%	203				YES
B.1.8.15	O-8	Other Non-Design/GA(%)	>= 85% w in 24 hrs			99.81%	1,062				YES
B.1.8.16	O-8	INP Standalone/GA(%)	>= 85% w in 24 hrs			100.00%	21				YES
B.1.8.17	O-14	LNP Standalone/GA(%)	>= 85% w in 24 hrs			98.67%	225				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			99.55%	59,397				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			92.12%	419				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			96.08%	153				YES
B.1.9.7	O-9	Line Sharing/GA(%)	>= 95% w in 3 hrs			98.82%	508				YES
B.1.9.8	O-9	2W Analog Loop Design/GA(%)	>= 95% w in 3 hrs			100.00%	267				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 95% w in 3 hrs			100.00%	108				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/GA(%)	>= 95% w in 3 hrs			100.00%	4				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/GA(%)	>= 95% w in 3 hrs			100.00%	149				YES
B.1.9.15	O-9	Other Non-Design/GA(%)	>= 95% w in 3 hrs			97.40%	3,314				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			99.76%	2,097				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			93.46%	10,013				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			80.00%	50				NO
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 10 hrs			99.16%	357				YES
B.1.12.7	O-9	Line Sharing/GA(%)	>= 85% w in 10 hrs			90.00%	120				YES
B.1.12.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 10 hrs			98.60%	214				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 10 hrs			82.61%	69				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			92.13%	127				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 10 hrs			96.23%	106				YES
B.1.12.14	O-9	Other Design/GA(%)	>= 85% w in 10 hrs			89.55%	67				YES
B.1.12.15	O-9	Other Non-Design/GA(%)	>= 85% w in 10 hrs			88.16%	1,444				YES
B.1.12.16	O-9	INP Standalone/GA(%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/GA(%)	>= 85% w in 10 hrs			97.34%	1,052				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/GA(%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.2	O-9	Local Interoffice Transport/GA(%)	>= 85% w in 36 hrs			100.00%	5				YES
B.1.13.3	O-9	Loop + Port Combinations/GA(%)	>= 85% w in 36 hrs			98.96%	386				YES
B.1.13.4	O-9	Combo Other/GA(%)	>= 85% w in 36 hrs			100.00%	20				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 85% w in 36 hrs			100.00%	98				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/GA(%)	>= 85% w in 36 hrs			100.00%	43				YES
B.1.13.7	O-9	Line Sharing/GA(%)	>= 85% w in 36 hrs			100.00%	65				YES
B.1.13.8	O-9	2W Analog Loop Design/GA(%)	>= 85% w in 36 hrs			100.00%	25				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	444				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%	7				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/GA(%)	>= 85% w in 36 hrs			100.00%	19				YES
B.1.13.14	O-9	Other Design/GA(%)	>= 85% w in 36 hrs			99.76%	411				YES
B.1.13.15	O-9	Other Non-Design/GA(%)	>= 85% w in 36 hrs			99.58%	2,147				YES
B.1.13.16	O-9	INP Standalone/GA(%)	>= 85% w in 36 hrs			100.00%	24				YES
B.1.13.17	O-15	LNP Standalone/GA(%)	>= 85% w in 36 hrs			99.83%	578				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%			98.89%	53,302				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			98.92%	15,555				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%			98.48%	525				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			89.88%	257				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%	17				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			96.13%	155				YES
B.1.14.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			99.55%	440				YES
B.1.14.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			99.30%	143				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			95.79%	404				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	32				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	1				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			95.04%	121				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%			91.67%	12				NO
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%								
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%	9				YES
B.1.14.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			99.22%	129				YES
B.1.14.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			94.87%	39				NO
B.1.14.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			99.39%	3,259				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			95.60%	1,294				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%			99.77%	2,131				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			99.41%	170				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%			96.23%	9,910				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.58%	4,524				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%			67.39%	46				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			70.00%	30				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	37				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			100.00%	368				YES
B.1.15.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			100.00%	108				YES
B.1.15.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			98.85%	87				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			99.63%	273				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			91.67%	12				NO
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			98.70%	77				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%	177				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			100.00%	13				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	145				YES
B.1.15.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			100.00%	68				YES
B.1.15.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	29				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			94.79%	1,592				NO
B.1.15.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			98.05%	565				YES
B.1.15.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%			99.76%	1,250				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			100.00%	154				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	4				YES
B.1.16.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			100.00%	7				YES
B.1.16.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			96.21%	844				YES
B.1.16.4	O-11	Combo Other/GA(%)	>= 95%			88.10%	42				NO
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			100.00%	138				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			98.55%	69				YES
B.1.16.7	O-11	Line Sharing/GA(%)	>= 95%			99.01%	101				YES
B.1.16.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			96.83%	63				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			91.51%	636				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%			50.00%	2				NO
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			95.00%	20				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			96.43%	28				YES
B.1.16.14	O-11	Other Design/GA(%)	>= 95%			97.80%	681				YES
B.1.16.15	O-11	Other Non-Design/GA(%)	>= 95%			96.34%	3,439				YES
B.1.16.16	O-11	INP Standalone/GA(%)	>= 95%			89.58%	48				NO
B.1.16.17	O-11	LNP Standalone/GA(%)	>= 95%			98.20%	834				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%			99.40%	52,713				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			99.01%	15,387				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%			95.55%	517				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			97.84%	231				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	17				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			86.58%	149				NO
B.1.17.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			84.02%	438				NO
B.1.17.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			95.07%	142				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			97.93%	387				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			93.75%	32				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	1				YES
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			94.78%	115				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%			100.00%	11				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%								
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			100.00%	9				YES
B.1.17.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			99.22%	128				YES
B.1.17.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			91.89%	37				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			86.97%	3,239				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			95.80%	1,237				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%			68.11%	2,126				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			63.31%	169				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%			97.43%	9,536				YES

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%			90.08%	4,505				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%			87.10%	31				NO
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%			95.24%	21				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%			100.00%	37				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%			94.29%	368				NO
B.1.18.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%			91.67%	108				NO
B.1.18.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%			83.72%	86				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%			98.16%	272				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%			100.00%	11				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%			100.00%	2				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%			84.21%	76				NO
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%			67.80%	177				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%			46.15%	13				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%			66.90%	145				NO
B.1.18.14.1	O-11	Other Design/EDI/GA(%)	>= 95%			98.53%	68				YES
B.1.18.14.2	O-11	Other Design/TAG/GA(%)	>= 95%			100.00%	29				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%			98.21%	1,509				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%			96.39%	554				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%			64.15%	1,247				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%			71.43%	154				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA(%)	>= 95%			100.00%	4				YES
B.1.19.2	O-11	Local Interoffice Transport/GA(%)	>= 95%			85.71%	7				NO
B.1.19.3	O-11	Loop + Port Combinations/GA(%)	>= 95%			90.89%	812				NO
B.1.19.4	O-11	Combo Other/GA(%)	>= 95%			86.49%	37				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%			96.38%	138				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%			97.06%	68				YES
B.1.19.7	O-11	Line Sharing/GA(%)	>= 95%			87.00%	100				NO
B.1.19.8	O-11	2W Analog Loop Design/GA(%)	>= 95%			98.36%	61				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%			95.02%	582				YES
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%			100.00%	1				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%			94.74%	19				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%			77.78%	27				NO
B.1.19.14	O-11	Other Design/GA(%)	>= 95%			93.99%	666				NO
B.1.19.15	O-11	Other Non-Design/GA(%)	>= 95%			96.68%	3,313				YES
B.1.19.16	O-11	INP Standalone/GA(%)	>= 95%			97.67%	43				YES
B.1.19.17	O-11	LNP Standalone/GA(%)	>= 95%			94.14%	819				NO
	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)	4.17	50,159			5.677			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.80	406,846			1.869			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	9.60	169			10.695			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.75	20			2.307			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	28.09	2,071	17.00	10	26.957	8.54504	1.2980	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	DS1/DS3	0.33	1			0.000			
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	4.28	51,624	4.53	866	5.891	0.20185	-1.2288	YES

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	0.81	409,640	0.71	14,539	1.895	0.01599	6.1607	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.33	254,365	0.33	9,312	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	1.59	155,275	1.38	5,227	2.915	0.04099	5.0235	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	11.03	284	5.18	11	12.093	3.71623	1.5738	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	4.72	281			5.803			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	52			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	5.71	229			5.998			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	5.12	53,724	12.74	276	8.952	0.54020	-14.0946	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp	5.12	53,724			8.952			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	11.89	323			11.889			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp	11.89	323			11.889			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	12.59	296	11.07	137	10.014	1.03479	1.4705	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.10	422			1.590			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI	18.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI	0.78	3			0.385			
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	3.99	6,797	5.07	76	2.173	0.25070	-4.3002	NO
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.78	2,505	4.15	279	1.019	0.06431	-5.7962	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	11.34	47			8.315			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail	12.18	55			7.474			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail	11.25	4			4.717			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail	12.00	3			5.000			
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	4.28	51,624	5.47	85	5.891	0.63946	-1.8624	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	4.28	51,624			5.891			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	11.03	284	7.00	1	12.093	12.11464	0.3327	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	11.03	284			12.093			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	4.17	50,159	3.75	78	5.677	0.64334	0.6564	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	1.57	153,380	1.50	2	2.884	2.03897	0.0345	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	9.60	169	6.00	1	10.695	10.72694	0.3352	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	3.88	8			2.416			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	4.28	51,624			5.891			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	4.28	51,624			5.891			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	11.03	284			12.093			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	11.03	284			12.093			
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	4.17	50,159			5.677			
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	1.57	153,380			2.884			
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	9.60	169			10.695			
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	3.88	8			2.416			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	4.28	51,624	5.09	34	5.891	1.01058	-0.8001	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	4.28	51,624			5.891			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	11.03	284	6.00	1	12.093	12.11464	0.4152	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	11.03	284			12.093			
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	4.17	50,159	5.17	46	5.677	0.83748	-1.1934	YES
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.57	153,380	5.11	9	2.884	0.96120	-3.6836	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	9.60	169	7.00	1	10.695	10.72694	0.2420	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	3.88	8			2.416			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	25.82	2,100	30.00	1	27.413	27.41931	-0.1525	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	14.19	373			13.636			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	18.18	39			7.897			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	18.58	4			16.480			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	4.28	51,624	6.00	2	5.891	4.16542	-0.4130	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	0.81	409,640	0.33	2	1.895	1.33987	0.3546	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	11.03	284			12.093			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	4.72	281			5.803			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	4.17	50,159			5.677			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.80	406,846			1.869			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	9.60	169			10.695			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.75	20			2.307			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	4.17	50,159			5.677			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.80	406,846	0.79	2,945	1.869	0.03457	0.3387	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)	9.60	169			10.695			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.75	20	0.61	12	2.307	0.84223	1.3522	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Digital Loop < DS1	4.85	7,471	8.21	250	4.766	0.30646	-10.9543	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	4.06	3,762			3.988			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop < DS1	8.75	16			5.859			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop < DS1	10.19	18			7.569			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	28.27	289	5.93	173	29.839	2.86838	7.7881	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	7.98	337			12.128			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Digital Loop >= DS1	34.80	5			33.892			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Digital Loop >= DS1	5.63	110			5.353			
	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			13.00	1				YES
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)	7 days			4.74	124				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA(days)	R&B (POTS)	7.25	103			7.404			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA(days)	R&B (POTS)	1.00	1			0.000			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA(days)	R&B (POTS)	12.94	17			14.860			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice	19.40	5	0.00	0	20.744			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/GA(days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/GA(days)	R&B	7.34	106	3.50	4	7.406	3.77243	1.0178	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA(days)	R&B	1.00	1	0.00	0	0.000			YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/GA(days)	R&B	12.94	18	1.70	10	14.416	5.68574	1.9777	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	1.00	1				NO
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/GA(days)	R&B&D - Disp	7.35	110	0.00	0	7.345			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA(days)	R&B&D - Disp	1.00	1	0.00	0	0.000			YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/GA(days)	R&B&D - Disp	13.05	19	0.00	0	13.966			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	15.48	33	0.00	0	12.880			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	10.75	4	0.00	0	6.850			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	15.48	33	8.00	1	12.880	13.07323	0.5725	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	10.75	4	0.00	0	6.850			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/GA(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/GA(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/GA(days)	R&B - Disp	7.34	106	0.00	0	7.406			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA(days)	R&B - Disp	1.00	1	0.00	0	0.000			YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/GA(days)	R&B - Disp	12.94	18	0.00	0	14.416			YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	7.25	103	8.00	1	7.404	7.43977	-0.1005	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	1.00	1	0.00	0	0.000			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	12.94	17	0.00	0	14.860			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/GA(days)	R&B - Disp	7.34	106			7.406			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	1.00	1			0.000			
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA(days)	R&B - Disp	12.94	18			14.416			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	7.25	103			7.404			
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	1.00	1			0.000			
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	12.94	17			14.860			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA(days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)	R&B - Disp	7.34	106	0.00	0	7.406			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)	R&B - Disp	1.00	1	0.00	0	0.000			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)	R&B - Disp	12.94	18	0.00	0	14.416			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)	R&B (POTS) excl SB Or	7.25	103	0.00	0	7.404			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	1.00	1	0.00	0	0.000			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	12.94	17	0.00	0	14.860			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	7.50	4	0.00	0	6.351			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	10.00	3	0.00	0	6.928			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	7.34	106	0.00	0	7.406			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)	R&B	1.00	1	0.00	0	0.000			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)	R&B	12.94	18	0.00	0	14.416			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA(days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/GA(days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/GA(days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	7.25	103			7.404			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	1.00	1			0.000			
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	12.94	17			14.860			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/GA(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/GA(days)	R&B (POTS)	7.25	103	0.00	0	7.404			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)	R&B (POTS)	1.00	1	0.00	0	0.000			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)	R&B (POTS)	12.94	17	0.00	0	14.860			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	14.58	36	0.00	0	12.711			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	11.83	6	0.00	0	5.565			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	16.00	1	0.00	0	0.000			YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA(days)	Digital Loop >= DS1	2.00	1	0.00	0	0.000			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)	0.63%	484,553						
B.2.5.2	P-2	Local Interoffice Transport/GA(%)	DS1/ DS3 - Interoffice	38.86%	1,827						
B.2.5.3	P-2	Loop + Port Combinations/GA(%)	R&B	0.66%	489,249	0.16%	53,558		0.00037	13.5607	YES
B.2.5.4	P-2	Combo Other/GA(%)	R&B&D - Disp	6.03%	59,307						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	ADSL to Retail	17.68%	12,601						
B.2.5.6	P-2	UNE ISDN/GA(%)	ISDN - BRI	7.90%	873	24.22%	128		0.02554	-6.3891	NO
B.2.5.7	P-2	Line Sharing/GA(%)	ADSL to Retail	17.68%	12,601	0.00%	5		0.17065	1.0361	YES
B.2.5.8	P-2	2W Analog Loop Design/GA(%)	R&B - Disp	0.66%	489,249	7.14%	140		0.00683	-9.4930	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)	R&B (POTS) excl SB Or	1.33%	231,087	8.59%	128		0.01013	-7.1694	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA(%)	R&B - Disp	0.66%	489,249						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.33%	231,087						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)	R&B - Disp	0.66%	489,249	3.64%	110		0.00771	-3.8651	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	R&B (POTS) excl SB Or	1.33%	231,087	2.38%	84		0.01250	-0.8399	YES
B.2.5.14	P-2	Other Design/GA(%)	Design	14.68%	2,520						
B.2.5.15	P-2	Other Non-Design/GA(%)	R&B	0.66%	489,249						
B.2.5.16	P-2	INP (Standalone)/GA(%)	R&B (POTS)	0.63%	484,553						
B.2.5.17	P-2	LNP (Standalone)/GA(%)	R&B (POTS)	0.63%	484,553	0.00%	2,466		0.00160	3.9591	YES
B.2.5.18	P-2	Digital Loop < DS1/GA(%)	Digital Loop < DS1	17.05%	14,027	24.22%	128		0.03339	-2.1459	NO
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)	Digital Loop >= DS1	11.76%	782	69.11%	123		0.03125	-18.3478	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/GA(%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/GA(%)	Diagnostic			0.00%	11				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/GA(%)	Diagnostic			2.41%	955				Diagnostic
B.2.6.4	P-2	Combo Other/GA(%)	Diagnostic			41.27%	361				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			3.85%	208				Diagnostic
B.2.6.6	P-2	UNE ISDN/GA(%)	Diagnostic			19.23%	26				Diagnostic
B.2.6.7	P-2	Line Sharing/GA(%)	Diagnostic			0.00%	412				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/GA(%)	Diagnostic			12.50%	8				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			4.88%	41				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%	1				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)	Diagnostic			6.25%	16				Diagnostic
B.2.6.14	P-2	Other Design/GA(%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.15	P-2	Other Non-Design/GA(%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.16	P-2	INP (Standalone)/GA(%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/GA(%)	Diagnostic			0.00%	517				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/GA(%)	Diagnostic			5.48%	219				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			37.01%	154				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			187.34	69				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			339.47	31				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			208.03	10				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/GA(hours)	>= 48 hrs			118.23	11				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			173.85	4				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)	>= 48 hrs			159.48	2				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			339.47	31				YES
B.2.8.19	P-2	Digital Loop >= DS1/GA(hours)	>= 48 hrs			192.20	85				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			157.89	14				Diagnostic
B.2.9.4	P-2	Combo Other/GA(hours)	Diagnostic			333.11	140				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)	Diagnostic			352.47	6				Diagnostic
B.2.9.6	P-2	UNE ISDN/GA(hours)	Diagnostic			316.84	4				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			75.78	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/GA(hours)	Diagnostic			175.23	2				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			328.72	9				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/GA(hours)	Diagnostic			195.67	56				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%	69				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%	31				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%	10				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/GA(%)	95% >= 48 hrs			100.00%	11				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%	2				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%	31				YES
B.2.10.19	P-2	Digital Loop >= DS1/GA(%)	95% >= 48 hrs			100.00%	85				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			92.86%	14				Diagnostic
B.2.11.4	P-2	Combo Other/GA(%)	Diagnostic			100.00%	140				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.6	P-2	UNE ISDN/GA(%)	Diagnostic			100.00%	4				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%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)	Diagnostic			100.00%	2				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%	9				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)	Diagnostic			98.21%	56				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			99.15%	702				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			0.00%	91				YES
B.2.13.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			0.00%	26				YES
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	3				YES
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	81				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/GA(%)	>= 95% w in 15 min			97.80%	91				YES
B.2.14.2	P-7A	Time-Specific SL2/GA(%)	>= 95% w in 15 min			92.31%	26				NO
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)	>= 95% w in 15 min			100.00%	3				YES
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)	>= 95% w in 15 min			100.00%	81				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/GA(%)	<= 5%			2.20%	91				YES
B.2.15.2	P-7A	Time-Specific SL2/GA(%)	<= 5%			7.69%	26				NO
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%			0.00%	3				YES
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%			0.00%	81				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			129.63	3				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)	<= 5%			1.30%	386				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%			0.68%	292				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)	<= 5%			0.00%	121				YES
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.16%	55,489						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.01%	429,475						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	6.53%	199						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	15.00%	20						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	0.68%	2,071	0.00%	11		0.02477	0.2729	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3	0.00%	1						
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	3.17%	56,986	2.70%	1,405		0.00473	0.9924	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	0.01%	432,286	0.06%	53,097		0.00006	-8.7988	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	254,517	0.00%	9,345		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	0.04%	177,769	0.08%	43,752		0.00010	-4.1197	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	5.66%	318	13.33%	15		0.06106	-1.2567	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	1.76%	284						
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	54						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	2.17%	230						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	3.21%	59,171	1.08%	371		0.00918	2.3218	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	3.21%	59,171						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	6.39%	360						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	6.39%	360						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	3.51%	9,700	0.00%	213		0.01274	2.7515	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.06%	3,308						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	4.17%	24						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	5.88%	17						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	3.25%	338	0.00%	159		0.01706	1.9072	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.37%	542						
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	3.51%	9,700	5.49%	91		0.01937	-1.0271	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.06%	3,308	0.00%	328		0.00142	0.4249	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	4.17%	24						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	5.88%	17						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.17%	56,986	0.00%	157		0.01401	2.2656	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.17%	56,986						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.66%	318	0.00%	1		0.23145	0.2446	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.66%	318						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.16%	55,489	0.00%	167		0.01356	2.3320	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	0.03%	175,859	0.00%	2		0.01306	0.0261	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	6.53%	199	0.00%	2		0.17560	0.3720	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	37.50%	8						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.17%	56,986						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.17%	56,986						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.66%	318						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.66%	318						
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	3.16%	55,489						
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	0.03%	175,859						
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	6.53%	199						
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	37.50%	8						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.17%	56,986	0.00%	107		0.01696	1.8712	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.17%	56,986						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	5.66%	318	0.00%	2		0.16391	0.3453	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	5.66%	318						
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	3.16%	55,489	0.00%	79		0.01970	1.6052	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	0.03%	175,859	0.00%	17		0.00448	0.0762	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	6.53%	199	0.00%	4		0.12479	0.5235	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	37.50%	8						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	4.12%	2,185	0.00%	1		0.19877	0.2072	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	3.20%	375						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	11.90%	42						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	5						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	3.17%	56,986	0.00%	2		0.12397	0.2561	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.01%	432,286	0.00%	2		0.00860	0.0172	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	5.66%	318						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	1.76%	284						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.16%	55,489						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.01%	429,475						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	6.53%	199						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	15.00%	20						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.16%	55,489	0.00%	2		0.12375	0.2556	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.01%	429,475	0.07%	2,964		0.00022	-2.4562	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	6.53%	199						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	15.00%	20	0.00%	17		0.11779	1.2734	YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	3.53%	10,340	0.00%	358		0.00992	3.5583	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.10%	4,092						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	4.17%	24						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	5.56%	18						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	4.39%	296	1.08%	279		0.01710	1.9397	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	1.18%	339						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	20.00%	5						
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	111						

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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)	11.45%	59,462						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.16%	426,335						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	16.26%	203						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	30.00%	10						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	6.68%	2,949	50.00%	2		0.17661	-2.4529	NO
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	11.43%	60,878	12.25%	1,159		0.00943	-0.8754	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	4.13%	433,384	2.59%	43,361		0.00100	15.3674	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	4.46%	239,274	3.33%	9,269		0.00218	5.1430	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	3.72%	194,110	2.38%	34,092		0.00111	12.0192	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	17.61%	284	0.00%	11		0.11704	1.5043	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	9.95%	201	50.00%	2		0.21271	-1.8828	NO
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)	R&B	13.24%	68						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)	R&B	8.27%	133	50.00%	2		0.19622	-2.1266	NO
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)	R&B&D - Disp	11.21%	63,445	14.70%	347		0.01698	-2.0516	NO
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	11.21%	63,445						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	14.79%	338						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	14.79%	338						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	3.97%	9,460	4.05%	222		0.01326	-0.0599	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	2.06%	3,406						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	10.34%	29						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	6						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	10.12%	425	5.09%	216		0.02520	1.9941	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	2.81%	320						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	3.97%	9,460	39.42%	104		0.01926	-18.4034	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	2.06%	3,406	11.30%	345		0.00802	-11.5383	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	10.34%	29						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	6						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.43%	60,878	8.23%	158		0.02534	1.2621	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.43%	60,878						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	17.61%	284	0.00%	6		0.15712	1.1205	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	17.61%	284						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	11.45%	59,462	7.02%	171		0.02438	1.8175	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	3.82%	187,765	0.00%	1		0.19157	0.1992	YES
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	16.26%	203	0.00%	2		0.26218	0.6200	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	50.00%	4						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.43%	60,878						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.43%	60,878						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	17.61%	284						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	17.61%	284						
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	11.45%	59,462						
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	3.82%	187,765						
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	16.26%	203						
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	50.00%	4						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	11.43%	60,878	6.35%	126		0.02837	1.7895	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.43%	60,878						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	17.61%	284	100.00%	1		0.38154	-2.1595	NO
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	17.61%	284						
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	11.45%	59,462	3.09%	97		0.03236	2.5827	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	3.82%	187,765	0.00%	46		0.02825	1.3507	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	16.26%	203	0.00%	4		0.18629	0.8726	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	50.00%	4						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)	Design	6.16%	2,567	0.00%	2		0.17001	0.3620	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	3.69%	515						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)	Design	0.00%	54						

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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%	3						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	11.43%	60,878	0.00%	1		0.31813	0.3592	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	4.13%	433,384	0.00%	1		0.19892	0.2075	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	17.61%	284						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	9.95%	201						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	11.45%	59,462						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.16%	426,335						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	16.26%	203						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	30.00%	10						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	11.45%	59,462	0.00%	5		0.14240	0.8040	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	4.16%	426,335	0.00%	1,819		0.00469	8.8713	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	16.26%	203						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	30.00%	10	0.00%	10		0.20494	1.4639	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	4.23%	10,186	4.50%	422		0.01000	-0.2711	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	2.17%	4,002						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	10.34%	29						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	8						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	5.71%	315	15.23%	197		0.02108	-4.5125	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	2.17%	415						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	0.00%	14						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	94						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.79	54,959			17.752			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.87	427,248			5.284			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	5.34	197			23.923			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.56	20			0.212			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)	DS1/ DS3 - Interoffice	219.70	2,036			387.960			
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	2.92	56,423	0.14	1,188	18.310	0.53680	5.1774	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	R&B	0.88	430,042	0.77	52,347	5.568	0.02578	4.3617	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	R&B	0.96	252,764	0.71	8,950	6.060	0.06518	3.9088	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	R&B	0.76	177,278	0.78	43,397	4.778	0.02559	-0.6608	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	R&B	13.76	310	0.70	11	104.105	31.94073	0.4088	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	R&B	1.27	282			5.804			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)	R&B	0.59	54			0.291			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)	R&B	1.43	228			6.445			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	R&B&D - Disp	13.96	58,508			129.002			
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	26.06	349			120.563			
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	10.14	9,643			29.299			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.86	3,302			6.814			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	24.33	24			93.857			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	1.92	17			3.694			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)	ISDN - BRI	22.99	333	15.81	128	71.975	7.48527	0.9588	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)	ISDN - BRI	3.37	540			20.100			
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	10.14	9,643	0.05	2	29.299	20.71940	0.4871	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	0.86	3,302	0.34	3	6.814	3.93610	0.1318	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)	ADSL to Retail	24.33	24			93.857			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)	ADSL to Retail	1.92	17			3.694			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.92	56,423	21.85	141	34.129	2.87781	-6.5780	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.92	56,423			18.310			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	13.76	310	63.27	1	104.105	104.27229	-0.4748	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	13.76	310			104.105			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	R&B (POTS) excl SB Or	2.79	54,959	0.18	131	17.752	1.55288	1.6758	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	0.74	175,383			4.375			

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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	5.34	197	0.02	1	23.923	23.98346	0.2220	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	0.40	8			0.215			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.92	56,423			18.310			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.92	56,423			18.310			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	13.76	310			104.105			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	13.76	310			104.105			
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	2.79	54,959			17.752			
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	0.74	175,383			4.375			
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	5.34	197			23.923			
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	0.40	8			0.215			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)	R&B - Disp	2.92	56,423	11.85	107	22.883	2.21431	-4.0328	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	2.92	56,423			18.310			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)	R&B - Disp	13.76	310	8.95	2	104.105	73.85009	0.0651	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B - Disp	13.76	310			104.105			
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	2.79	54,959	0.03	67	17.752	2.17012	1.2692	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	0.74	175,383	0.02	15	4.375	1.12954	0.6361	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	5.34	197	0.02	2	23.923	17.00164	0.3132	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	0.40	8			0.215			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)	Design	312.70	2,085			604.592			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)	Design	91.69	365			217.325			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)	Design	123.81	39			184.241			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)	Design	317.96	5			307.388			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)	R&B	2.92	56,423			18.310			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	R&B	0.88	430,042			5.568			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	R&B	13.76	310			104.105			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	R&B	1.27	282			5.804			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.79	54,959			17.752			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.87	427,248			5.284			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	5.34	197			23.923			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.56	20			0.212			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	R&B (POTS)	2.79	54,959			17.752			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.87	427,248	0.98	2,459	8.693	0.17580	-0.6632	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)	R&B (POTS)	5.34	197			23.923			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	R&B (POTS)	0.56	20	0.58	6	0.239	0.11118	-0.1924	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	12.95	10,263	15.81	128	47.680	4.24055	-0.6754	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	1.34	4,083			11.652			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop < DS1	24.33	24			93.857			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop < DS1	1.84	18			3.601			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	372.69	285	34.26	122	724.459	78.38060	4.3178	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	66.80	330			171.895			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)	Digital Loop >= DS1	563.18	5			759.901			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)	Digital Loop >= DS1	9.23	111			61.791			
	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			88.31	10				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			16.99	212				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			11.71	740				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)	Diagnostic			5.40	390				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)	Diagnostic			18.74	350				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)	Diagnostic			18.73	4				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								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								Diagnostic
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)	Diagnostic			86.54	365				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)	Diagnostic			36.18	208				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			75.54	28				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			1.17	88				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			1.13	324				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			44.84	10				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)	Diagnostic			22.13	36				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			21.43	2				Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			59.57	1				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			22.88	1				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			14.12	12				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)	Diagnostic			19.08	2				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic			27.25	2				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			61.73	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			18.48	2				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			27.70	2				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)	Diagnostic			0.02	2				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)	Diagnostic			2.55	505				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			3.73	12				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)	Diagnostic			42.32	222				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			70.35	152				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			4.90	541				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.74	10,805				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.83	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								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			6.00	51				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.80	18				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			6.34	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			0.87	1,623				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								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			6.43	58				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			3.99	166				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.37	2,853				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.55	7				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			12.07	115				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			5.43	20				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			11.89	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			4.61	39				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			6.57	32				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			9.87	1				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			5.03	39				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.04	7				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			7.98	1				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								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.85	816				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.08	4				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			12.07	115				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			6.01	12				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			19.89	7				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			5.61	66				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			10.39	100				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.90	1				Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			13.99	108				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			5.77	43				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			11.56	14				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			9.27	13				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.17	16				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	Diagnostic			7.10	4				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.83	13				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.81	1				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								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			5.77	3				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.94	1				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			32.91	1				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			6.49	2				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.69	2				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								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.92	474				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			1.67	5				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.40	46				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			6.95	85				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			4.76	491				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.92	6,856				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.83	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								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			5.94	33				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.80	18				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			6.34	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			0.87	1,622				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								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			6.46	57				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	Diagnostic			4.08	153				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			1.36	2,540				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.55	7				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			12.47	94				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			5.72	17				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic			11.89	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			4.40	37				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			6.53	30				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			9.87	1				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			5.03	39				Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			5.04	7				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			7.98	1				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								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.80	789				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			0.33	2				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			12.47	94				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			6.01	12				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			19.89	7				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			4.06	48				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			3.24	66				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	Diagnostic			5.90	1				Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)	Diagnostic			14.21	99				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			5.88	41				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			11.68	13				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			9.27	13				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			4.17	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			7.10	4				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	Diagnostic			4.83	13				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			3.81	1				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								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			5.77	3				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			6.94	1				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			32.91	1				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			6.49	2				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.69	2				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								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	Diagnostic			0.91	461				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			1.91	3				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)	Diagnostic			7.46	44				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			6.93	77				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%	7				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			12.18%	936				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)	Diagnostic			18.06%	15,157				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)	Diagnostic			3.56%	281				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			8.27%	133				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			5.63%	142				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			4.00%	75				Diagnostic

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B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic			0.36%	276				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic			10.75%	93				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			7.14%	84				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	3				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			15.00%	40				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			6.25%	48				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	9				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic			0.00%	1				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%	2				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic			0.00%	2				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								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic			22.32%	2,962				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic			7.22%	263				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			14.29%	196				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%	201				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%	200				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	49				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	21				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%			95.65%	115				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%			98.18%	110				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%			89.81%	108				NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			97.98%	99				YES
	Unbundled Network Elements - Maintenance and Repair										
	Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/GA(%)	R&B (POTS)	7.26%	65,010						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.06%	37,298						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.11%	936	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.16%	644	0.00%	7		0.01496	0.1038	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	7.29%	67,217	3.98%	3,339		0.00461	7.1660	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.18%	38,776	1.13%	1,148		0.00324	0.1506	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	7.10%	69,098	2.49%	201		0.01814	2.5414	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	7.10%	69,098	0.00%	100		0.02570	2.7619	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	55.07%	1,865	0.00%	36		0.08370	6.5790	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.45%	4,870	0.00%	17		0.04434	0.7780	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	17.45%	298	1.19%	84		0.04689	3.4679	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	4.61%	304	0.00%	33		0.03842	1.1988	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	55.07%	1,865	0.00%	11		0.15042	3.6609	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.45%	4,870	1.69%	59		0.02390	0.7341	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	7.29%	67,217	0.37%	267		0.01594	4.3364	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	7.29%	67,217	0.00%	102		0.02575	2.8289	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	7.24%	64,758	2.62%	458		0.01215	3.8040	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	0.87%	29,678	8.33%	12		0.02675	-2.7913	NO

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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	0.37%	1,881	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)	Design	0.22%	3,160	0.00%	1		0.04702	0.0471	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)	R&B	7.29%	67,217	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.18%	38,776	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	7.26%	65,010						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.06%	37,298						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA(%)	R&B (POTS)	2.05%	3,177,200						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.17%	3,177,200						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	2.04%	45,921	0.00%	276		0.00862	2.3648	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	1.40%	45,921	2.54%	276		0.00715	-1.5858	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA(%)	R&B	1.86%	3,604,696	1.18%	283,527		0.00027	25.7949	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.08%	3,604,696	0.40%	283,527		0.00020	33.1594	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA(%)	R&B&D - Disp	1.58%	4,360,013	5.31%	3,786		0.00205	-18.1949	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	1.58%	4,360,013	2.64%	3,786		0.00205	-5.1616	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	1.31%	141,883	0.94%	3,843		0.00187	2.0151	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.43%	141,883	0.44%	3,843		0.00303	9.8721	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	5.03%	5,930	1.65%	5,094		0.00428	7.8840	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	5.13%	5,930	0.65%	5,094		0.00433	10.3544	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/GA(%)	ADSL to Retail	1.31%	141,883	0.52%	2,119		0.00251	3.1698	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.43%	141,883	2.78%	2,119		0.00405	1.5983	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	1.86%	3,604,696	0.83%	32,224		0.00076	13.5602	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	1.86%	3,604,696	0.32%	32,224		0.00076	20.2615	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	2.04%	3,177,200	1.30%	35,339		0.00076	9.7189	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%	3,177,200	0.03%	35,339		0.00052	17.4116	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA(%)	Design	0.25%	755,317	0.00%	183		0.00369	0.6750	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA(%)	Design	0.42%	755,317	0.55%	183		0.00478	-0.2678	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA(%)	R&B	1.86%	3,604,696	0.00%	1,042		0.00423	4.4073	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA(%)	R&B	1.08%	3,604,696	0.00%	1,042		0.00321	3.3475	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	2.05%	3,177,200						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	1.17%	3,177,200						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA(hours)	R&B (POTS)	24.35	65,010			48.540			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA(hours)	R&B (POTS)	5.75	37,298			12.554			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA(hours)	DS1/DS3	3.52	936	0.00	0	2.788			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA(hours)	DS1/DS3	1.68	644	3.86	7	2.226	0.84602	-2.5705	NO
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA(hours)	R&B	24.00	67,217	11.59	3,339	47.895	0.84919	14.6061	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA(hours)	R&B	5.69	38,776	3.45	1,148	12.534	0.37536	5.9742	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA(hours)	R&B&D - Disp	23.46	69,098	4.87	201	47.349	3.34462	5.5583	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA(hours)	R&B&D - Disp	23.46	69,098	1.53	100	47.349	4.73837	4.6281	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(hours)	ADSL to Retail	66.87	1,865	3.56	36	127.678	21.48414	2.9467	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(hours)	ADSL to Retail	4.77	4,870	2.56	17	38.384	9.32560	0.2377	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA(hours)	ISDN - BRI	19.14	298	3.99	84	25.609	3.16351	4.7910	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA(hours)	ISDN - BRI	4.77	304	2.30	33	8.182	1.49964	1.6455	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA(hours)	ADSL to Retail	66.87	1,865	18.27	11	127.678	38.60986	1.2587	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA(hours)	ADSL to Retail	4.77	4,870	3.53	59	38.384	5.02729	0.2483	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA(hours)	R&B - Disp	24.00	67,217	4.76	267	47.895	2.93693	6.5488	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA(hours)	R&B - Disp	24.00	67,217	1.97	102	47.895	4.74588	4.6401	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA(hours)	R&B (POTS) excl SB FT	24.36	64,758	9.07	458	48.618	2.27978	6.7099	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA(hours)	R&B (POTS) excl SB FT	6.20	29,678	9.50	12	11.808	3.40940	-0.9681	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA(hours)	Design	4.46	1,881	0.00	0	3.824			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA(hours)	Design	2.27	3,160	0.42	1	20.975	20.97850	0.0885	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA(hours)	R&B	24.00	67,217	0.00	0	47.895			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA(hours)	R&B	5.69	38,776	0.00	0	12.534			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)	R&B (POTS)	24.35	65,010			48.540			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)	R&B (POTS)	5.75	37,298			12.554			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)	R&B (POTS)	17.78%	65,010						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	15.31%	37,298						

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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	22.33%	936	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	15.53%	644	0.00%	7		0.13763	1.1282	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)	R&B	17.69%	67,217	12.31%	3,339		0.00677	7.9500	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	15.31%	38,776	12.63%	1,148		0.01078	2.4855	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)	R&B&D - Disp	17.82%	69,098	24.38%	201		0.02703	-2.4269	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	17.82%	69,098	19.00%	100		0.03829	-0.3086	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	21.45%	1,865	19.44%	36		0.06907	0.2900	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	24.13%	4,870	0.00%	17		0.10395	2.3210	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	20.81%	298	14.29%	84		0.05014	1.3002	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	24.01%	304	9.09%	33		0.07829	1.9060	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)	ADSL to Retail	21.45%	1,865	27.27%	11		0.12412	-0.4693	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	24.13%	4,870	32.20%	59		0.05604	-1.4412	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	17.69%	67,217	10.86%	267		0.02340	2.9174	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	17.69%	67,217	5.88%	102		0.03781	3.1223	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	17.74%	64,758	10.48%	458		0.01791	4.0541	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	15.13%	29,678	16.67%	12		0.10346	-0.1486	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)	Design	22.49%	1,881	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)	Design	16.93%	3,160	0.00%	1		0.37508	0.4514	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)	R&B	17.69%	67,217	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)	R&B	15.31%	38,776	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	17.78%	65,010						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	15.31%	37,298						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA(%)	R&B (POTS)	24.72%	40,724						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	8.19%	10,520						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.11%	936	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.16%	644	0.00%	7		0.01496	0.1038	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)	R&B	24.27%	42,211	7.54%	2,375		0.00904	18.5046	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	7.85%	11,231	2.53%	594		0.01133	4.7044	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)	R&B&D - Disp	23.25%	44,092	2.49%	201		0.02986	6.9517	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	23.25%	44,092	0.00%	100		0.04229	5.4972	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	55.07%	1,865	0.00%	36		0.08370	6.5790	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	3.45%	4,870	0.00%	17		0.04434	0.7780	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	22.73%	264	1.19%	84		0.05250	4.1025	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	1.95%	257	0.00%	33		0.02554	0.7617	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)	ADSL to Retail	55.07%	1,865	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	3.45%	4,870	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	24.27%	42,211	0.37%	267		0.02632	9.0779	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	24.27%	42,211	0.00%	102		0.04250	5.7099	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	24.72%	40,710	10.00%	30		0.07879	1.8687	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	8.21%	10,493	0.00%	6		0.11207	0.7321	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)	Design	0.37%	1,881	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)	Design	0.22%	3,160	0.00%	1		0.04702	0.0471	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)	R&B	24.27%	42,211	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)	R&B	7.85%	11,231	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	24.72%	40,724						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	8.19%	10,520						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	GA(%)	BST - State	98.50%	$381,322,507	100.00%	$8,524,584		0.00004	-356.2296	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region(business days)	BST - Region	3.86	1	4.97	1,510				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			52.87%	174				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			97.83%	92				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			98.91%	184				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/GA(%)	>= 95%			99.16%	119				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/GA(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/GA(days)	Parity w Retail	21.79	52	28.01	78	12.407	2.22116	-2.7994	NO
	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%	49	0.00%	95		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	9.62%	52	2.65%	113		0.04940	1.4090	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/GA(%)	Parity w Retail	1.65%	7,263	0.00%	5,152		0.00232	7.1158	YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/GA(hours)	Parity w Retail	234.39	46	30.43	110	359.260	63.08063	3.2333	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/GA(days)	Diagnostic			27.83	67				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			0.00%	78				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%	68				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	22				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	1				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	5				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	166	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%	358,580	0.00%	127,325		0.00001	0.5119	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.05%	358,580	0.00%	127,325		0.00007	6.5953	YES
	Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	1.63	1	0.00	0	0.000			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	0.42	166	0.00	0	1.058			YES
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	10.24%	166	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%	1	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	166	0.00%	0				YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	GA(%)	BST - State	98.50%	$381,322,507	99.26%	$4,186,651		0.00006	-127.2094	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	3.94	1	3.89	6,798				YES
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	GA	>0.5% dif 2 consec. Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering										
	% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%			100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%			99.98%					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%			99.95%					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%			99.99%					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	1782.46	1,263,331	1.11	431,960				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.95	11,025	1.11	431,960				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	1204.18	4,678,948	1.02	244,579				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.86	895,577	1.02	244,579				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	2.95	829,072	0.88	84,938				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.61	305,742	0.88	84,938				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.70	1,564,058	0.57	857				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	334,246	0.57	857				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	212.02	5,382,348	1.25	1,464,001				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	2.91	618,991	1.25	1,464,001				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.40	10,411,083	0.67	67,854				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	3.92	609,280	0.67	67,854				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.40	10,411,083	0.04	143,460				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	3.92	609,280	0.04	143,460				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	1782.46	1,263,331	1.31	325,447				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	2.95	11,025	1.31	325,447				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	1204.18	4,678,948	1.85	98,531				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	4.86	895,577	1.85	98,531				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			2.18	156				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			2.18	156				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	2.95	829,072	1.56	19,408				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.61	305,742	1.56	19,408				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.70	1,564,058	1.71	264,610				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.58	334,246	1.71	264,610				YES
D.1.4.7.1	OSS-1	TAG/Region(seconds)	RNS - CRSACCTS + 2 sec	212.02	5,382,348	2.15	311,087				YES
D.1.4.7.2	OSS-1	TAG/Region(seconds)	ROS - CRSOCSR + 2 sec	2.91	618,991	2.15	311,087				YES
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%			99.95%					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%			99.99%					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	94.75%	1,488,529	94.83%	113,372		0.00069	-1.2339	YES
D.2.4.2	OSS-4	DLETH/Region(%)	Parity w Retail	3.14%	44,096	4.03%	1,267		0.00497	-1.7846	YES
D.2.4.3	OSS-4	DLR/Region(%)	Parity w Retail	4.07%	32,489	2.41%	49,677		0.00141	11.8039	NO
D.2.4.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.63%	1,488,485	99.59%	114,683		0.00019	1.9314	NO
D.2.4.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	76.71%	1,096,583	65.38%	66,564		0.00169	67.1898	NO
D.2.4.6	OSS-4	LNP/Region(%)	Parity w Retail	99.31%	105,426	99.09%	6,067		0.00109	2.0260	NO
D.2.4.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.32%	6,942	26.44%	556		0.01986	0.9475	YES
D.2.4.8	OSS-4	OSPCM/Region(%)	Parity w Retail	27.25%	7,053	20.73%	164		0.03517	1.8536	NO
D.2.4.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.03%	73,346	20.43%	7,211		0.00441	-12.2369	YES
D.2.4.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.83%	205,560	99.90%	16,357		0.00033	-1.9335	YES
D.2.4.11	OSS-4	NIW/Region(%)	Parity w Retail	84.38%	62,823	83.15%	4,185		0.00580	2.1235	NO
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region(%)	Parity w Retail	98.97%	1,488,529	99.34%	113,372		0.00031	-11.7798	YES
D.2.5.2	OSS-4	DLETH/Region(%)	Parity w Retail	78.96%	44,096	87.92%	1,267		0.01161	-7.7187	YES
D.2.5.3	OSS-4	DLR/Region(%)	Parity w Retail	77.45%	32,489	91.98%	49,677		0.00298	-48.7268	YES
D.2.5.4	OSS-4	LMOS/Region(%)	Parity w Retail	99.79%	1,488,485	99.82%	114,683		0.00014	-2.1617	YES
D.2.5.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	89.31%	1,096,583	80.59%	66,564		0.00123	70.7012	NO
D.2.5.6	OSS-4	LNP/Region(%)	Parity w Retail	99.54%	105,426	99.72%	6,067		0.00090	-2.0299	YES
D.2.5.7	OSS-4	MARCH/Region(%)	Parity w Retail	28.32%	6,942	26.44%	556		0.01986	0.9475	YES
D.2.5.8	OSS-4	OSPCM/Region(%)	Parity w Retail	97.38%	7,053	95.12%	164		0.01262	1.7863	NO
D.2.5.9	OSS-4	Predictor/Region(%)	Parity w Retail	15.03%	73,346	20.43%	7,211		0.00441	-12.2369	YES
D.2.5.10	OSS-4	SOCS/Region(%)	Parity w Retail	99.99%	205,560	99.98%	16,357		0.00009	0.4978	YES
D.2.5.11	OSS-4	NIW/Region(%)	Parity w Retail	99.49%	62,823	99.33%	4,185		0.00114	1.4051	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region(%)	Parity w Retail	1.03%	1,488,529	0.66%	113,372		0.00031	11.7798	YES
D.2.6.2	OSS-4	DLETH/Region(%)	Parity w Retail	21.04%	44,096	12.08%	1,267		0.01161	7.7187	YES
D.2.6.3	OSS-4	DLR/Region(%)	Parity w Retail	22.55%	32,489	8.02%	49,677		0.00298	48.7268	YES
D.2.6.4	OSS-4	LMOS/Region(%)	Parity w Retail	0.21%	1,488,485	0.18%	114,683		0.00014	2.1617	YES
D.2.6.5	OSS-4	LMOSupd/Region(%)	Parity w Retail	10.69%	1,096,583	19.41%	66,564		0.00123	-70.7012	NO
D.2.6.6	OSS-4	LNP/Region(%)	Parity w Retail	0.46%	105,426	0.28%	6,067		0.00090	2.0299	YES
D.2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	71.68%	6,942	73.56%	556		0.01986	-0.9475	YES
D.2.6.8	OSS-4	OSPCM/Region(%)	Parity w Retail	2.62%	7,053	4.88%	164		0.01262	-1.7863	NO
D.2.6.9	OSS-4	Predictor/Region(%)	Parity w Retail	84.97%	73,346	79.57%	7,211		0.00441	12.2369	YES
D.2.6.10	OSS-4	SOCS/Region(%)	Parity w Retail	0.01%	205,560	0.02%	16,357		0.00009	-0.4978	YES
D.2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0.51%	62,823	0.67%	4,185		0.00114	-1.4051	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			7	2				YES
E.1.1.2	C-1	Physical Caged/GA(calendar days)	<= 20 days			12	11				YES
E.1.1.3	C-1	Physical Cageless/GA(calendar days)	<= 20 days			14	14				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA(calendar days)	<= 50 days			31	3				YES
E.1.2.2	C-2	Virtual-Extraordinary/GA(calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/GA(calendar days)	<= 90 days			57	10				YES
E.1.2.4	C-2	Physical Cageless/GA(calendar days)	<= 60 days			53	45				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/GA(calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/GA(%)	< 5% missed			0.00%	3				YES
E.1.3.2	C-3	Physical/GA(%)	< 5% missed			0.00%	55				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic			86.05%	338,872				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic			86.05%	338,872				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%			87.39%	194,386				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%			71.89%	6,019				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%			84.78%	138,467				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic			77.51%	376,187				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic			77.51%	376,187				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic			80.53%	210,941				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic			51.15%	8,460				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic			74.87%	156,786				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%			92.59%	11,374				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%			92.59%	11,374				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic								Diagnostic
	General - Pre-Ordering										
	Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/GA(%)	>= 95% w in 3 bus days			100.00%	3				YES
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min			92.13%	3,899				NO
	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			100.00%	25				YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days			100.00%	8				YES
	General - Ordering										
	Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	137.90	6,413,235	28.63	33,728				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	41.00	1,540,772	23.60	86,656				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	GA(seconds)	PBD			2.31					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	GA(%)	PBD			93.20%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	GA(seconds)	PBD			6.25					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			82.10%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	GA(hours)	PBD			0.77	2,973				PBD
	% Accuracy										
F.8.2	E-2	GA(%)	PBD			93.24%	437,239				PBD
	% Timeliness										
F.8.3	E-1	GA(%)	PBD			100.00%	2,973				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region(%)	Parity w Retail	97.75%	4,445	100.00%	23,185		0.00243	-9.2652	YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region(%)	Parity w Retail	75.41%	39,471	94.80%	459,227,277		0.00217	-89.4659	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region(%)	Parity w Retail	99.77%	39,471	99.54%	459,227,277		0.00024	9.6609	NO
	Mean Time to Deliver Usage										
F.9.4	B-6	Region(days)	Parity w Retail	6.85	39,471	3.29	459,227,277				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/GA(%)	Parity w Retail	82.68%	$14,459,009	94.20%	$371,734		0.00151	-76.2458	YES
F.9.5.2	B-7	UNE/GA(%)	>= 90%			99.29%	$516,947				YES
F.9.5.3	B-7	Interconnection/GA(%)	>= 90%			97.47%	$10,706				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/GA(%)	Parity w Retail	85.38%	$23,272,447	95.44%	$474,669		0.00135	-74.2530	YES
F.9.6.2	B-8	UNE/GA(%)	>= 90%			95.60%	$1,531,178				YES
F.9.6.3	B-8	Interconnection/GA(%)	>= 90%			98.02%	$240,001				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	GA(%)	>= 95% w in 30 days			100.00%	1				YES
	Average Software Release Notice Delay Days										
F.10.2	CM-2	GA(average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	GA(%)	>= 95% w in 30 days								
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	GA(%)	>= 95% w in 5 days			77.78%	9				NO
	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%	12				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%	5				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C	Region(%)	>= 90% w in 60 bus days			100.00%	5				YES

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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			99.99%	96,149				YES
F.12.1.2	O-1	TAG/Region(%)	>= 95% w in 30 min			100.00%	366,061				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	96,149				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	366,061				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/GA(hours)	PBD	1.01	17	1.01	17				PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.09	26	0.09	26				PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	4.03	25	3.63	25				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			100.00%	571				YES
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			99.03%	308				YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 95%			100.00%	186				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region(%)	100%			100.00%	47				YES
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region(minutes)	Parity w Retail	0	0	0	0				YES