BELLSOUTH

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July 30, 2002

WRITTEN EX PARTE

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

Re: WC Docket No. 02-150

Dear Ms Dortch:

BellSouth submits the attached Monthly State Summaries, or MSS, of BellSouth's OSS performance for the month of June 2002 in Georgia. The staff reviewing BellSouth's pending 271 applications for Alabama, Kentucky, Mississippi, North Carolina and South Carolina has requested that BellSouth file this Georgia MSS Report in the record of WC Docket No. 02-150.

The staff has also requested that BellSouth supplement information contained in the affidavit of Elizabeth Stockdale submitted in support of BellSouth's application for 271 authorization in Alabama, Kentucky, Mississippi, North Carolina, and South Carolina by calculating the percentage of CLEC lines in Mississippi and South Carolina that is provisioned through UNE-P. Based upon BellSouth's Method 2 for estimating the number of CLEC access lines in each of the states and relevant data relating to CLEC lines in Mississippi and South Carolina already contained in Ms. Stockdale's June affidavit, BellSouth estimates that approximately 44% of the total number of CLEC lines in MS is provisioned through UNE-P. In South Carolina, under the same assumptions, approximately 19.2% of the total CLEC lines is provided over UNE-P. I have sent this information, as well as the attached MSS report, electronically to: Aaron Goldberger of the Commission's staff at his request.

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

Sincerely,

Kathleen B. Levitz

Kathleen B. Levitz

Attachment

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

BellSouth Monthly State Summary

Georgia, June 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			9.81%	21,784				Diagnostic
A.1.1.2	O-7	Business/GA (%)	Diagnostic			24.45%	364				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			35.71%	3,313				Diagnostic
A.1.2.2	O-7	Business/GA (%)	Diagnostic			60.25%	244				Diagnostic
A.1.2.3	O-7	Design (Specials)/GA (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/GA (%)	Diagnostic			60.00%	5				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			52.82%	337				Diagnostic
A.1.3.2	O-7	Business/GA (%)	Diagnostic			60.16%	256				Diagnostic
A.1.3.3	O-7	Design (Specials)/GA (%)	Diagnostic			32.06%	131				Diagnostic
A.1.3.4	O-7	PBX/GA (%)	Diagnostic			53.85%	26				Diagnostic
A.1.3.5	O-7	Centrex/GA (%)	Diagnostic			48.94%	47				Diagnostic
A.1.3.6	O-7	ISDN/GA (%)	Diagnostic			27.27%	11				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/GA (%)	>= 97% w in 1 hr			97.06%	2,145				YES
A.1.4.2	O-8	Business/GA (%)	>= 97% w in 1 hr			93.41%	91				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			94.12%	1,208				YES
A.1.7.2	O-8	Business/GA (%)	>= 85% w in 10 hrs			99.33%	150				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			33.33%	3				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			96.81%	188				YES
A.1.8.2	O-8	Business/GA (%)	>= 85% w in 24 hrs			98.75%	160				YES
A.1.8.3	O-8	Design (Specials)/GA (%)	>= 85% w in 24 hrs			100.00%	49				YES
A.1.8.4	O-8	PBX/GA (%)	>= 85% w in 24 hrs			92.86%	14				YES
A.1.8.5	O-8	Centrex/GA (%)	>= 85% w in 24 hrs			88.46%	26				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			99.47%	19,678				YES
A.1.9.2	O-9	Business/GA (%)	>= 95% w in 3 hrs			99.64%	278				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			85.54%	2,717				YES
A.1.12.2	O-9	Business/GA (%)	>= 85% w in 10 hrs			92.17%	115				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.1.12.3	O-9	Design (Specials)/GA (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/GA (%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/GA (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/GA (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/GA (%)	>= 85% w in 36 hrs			98.09%	157				YES
A.1.13.2	O-9	Business/GA (%)	>= 85% w in 36 hrs			100.00%	96				YES
A.1.13.3	O-9	Design (Specials)/GA (%)	>= 85% w in 36 hrs			100.00%	95				YES
A.1.13.4	O-9	PBX/GA (%)	>= 85% w in 36 hrs			90.91%	11				YES
A.1.13.5	O-9	Centrex/GA (%)	>= 85% w in 36 hrs			100.00%	20				YES
A.1.13.6	O-9	ISDN/GA (%)	>= 85% w in 36 hrs			100.00%	7				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/GA (%)	>= 95%			100.00%	753				YES
A.1.14.1.2	O-11	Residence/TAG/GA (%)	>= 95%			99.92%	21,031				YES
A.1.14.2.1	O-11	Business/EDI/GA (%)	>= 95%			100.00%	40				YES
A.1.14.2.2	O-11	Business/TAG/GA (%)	>= 95%			99.69%	324				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%			99.06%	106				YES
A.1.15.1.2	O-11	Residence/TAG/GA (%)	>= 95%			99.78%	3,207				YES
A.1.15.2.1	O-11	Business/EDI/GA (%)	>= 95%			100.00%	31				YES
A.1.15.2.2	O-11	Business/TAG/GA (%)	>= 95%			100.00%	213				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%	5				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%			95.55%	337				YES
A.1.16.2	O-11	Business/GA (%)	>= 95%			96.48%	256				YES
A.1.16.3	O-11	Design (Specials)/GA (%)	>= 95%			98.47%	131				YES
A.1.16.4	O-11	PBX/GA (%)	>= 95%			96.15%	26				YES
A.1.16.5	O-11	Centrex/GA (%)	>= 95%			93.62%	47				NO
A.1.16.6	O-11	ISDN/GA (%)	>= 95%			90.91%	11				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/GA (%)	>= 95%			99.87%	753				YES
A.1.17.1.2	O-11	Residence/TAG/GA (%)	>= 95%			99.77%	21,015				YES
A.1.17.2.1	O-11	Business/EDI/GA (%)	>= 95%			92.50%	40				NO
A.1.17.2.2	O-11	Business/TAG/GA (%)	>= 95%			98.76%	323				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%			92.38%	105				NO
A.1.18.1.2	O-11	Residence/TAG/GA (%)	>= 95%			84.50%	3,200				NO
A.1.18.2.1	O-11	Business/EDI/GA (%)	>= 95%			87.10%	31				NO
A.1.18.2.2	O-11	Business/TAG/GA (%)	>= 95%			90.61%	213				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%	5				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%			90.06%	322				NO
A.1.19.2	O-11	Business/GA (%)	>= 95%			95.14%	247				YES
A.1.19.3	O-11	Design (Specials)/GA (%)	>= 95%			86.82%	129				NO
A.1.19.4	O-11	PBX/GA (%)	>= 95%			92.00%	25				NO
A.1.19.5	O-11	Centrex/GA (%)	>= 95%			95.45%	44				YES
A.1.19.6	O-11	ISDN/GA (%)	>= 95%			90.00%	10				NO
		Resale - Provisioning									
		Order Completion Interval									
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA (days)	Res	6.02	20,852	5.27	636	5.455	0.21957	3.4201	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA (days)	Res	0.78	358,748	0.54	14,559	1.603	0.01355	17.0558	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA (days)	Res	5.78	51	6.00	2	4.463	3.21675	-0.0691	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/GA (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/GA (days)	Bus	6.12	7,190	5.03	73	9.159	1.07746	1.0089	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA (days)	Bus	1.22	45,304	0.85	376	2.145	0.11105	3.3136	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA (days)	Bus	11.61	121	7.00	2	14.725	10.49764	0.4393	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA (days)	Bus	0.44	34			0.336			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA (days)	Design	21.68	1,738	7.58	12	26.020	7.53732	1.8697	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)	Design	11.60	332	4.33	6	18.014	7.42021	0.9788	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA (days)	Design	28.74	34			18.090			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA (days)	PBX	9.47	41	5.00	1	5.967	6.03889	0.7405	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA (days)	PBX	5.04	219	2.58	4	6.565	3.31241	0.7424	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA (days)	PBX	5.00	1			0.000			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA (days)	PBX	2.27	30			2.434			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA (days)	Centrex	9.14	1,326	3.00	1	10.997	11.00122	0.5578	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA (days)	Centrex	1.71	1,090	2.28	12	3.732	1.08333	-0.5260	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA (days)	Centrex	13.63	70			15.324			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA (days)	Centrex	3.23	134	3.44	3	7.985	4.66174	-0.0452	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA (days)	ISDN	19.87	507	11.29	7	18.443	7.01879	1.2226	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA (days)	ISDN	1.20	11,903	6.00	2	2.733	1.93263	-2.4818	NO
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA (days)	ISDN	19.37	9			14.139			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA (days)	ISDN	7.34	64			13.852			
		Held Orders									
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA (days)	Res	6.82	95	13.50	2	5.233	3.73892	-1.7863	NO
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA (days)	Res	3.00	1	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA (days)	Res	14.00	27	0.00	0	8.575			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/GA (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/GA (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/GA (days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/GA (days)	Bus	9.00	23	0.00	0	6.802			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	5.50	8	63.00	1	3.381	3.58569	-16.0360	NO
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	14.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/GA (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/GA (days)	Design	18.86	7	5.00	1	14.848	15.87365	0.8730	YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/GA (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/GA (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/GA (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/GA (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/GA (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/GA (days)	PBX	19.00	1	0.00	0	0.000			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	4.20	5	0.00	0	1.789			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/GA (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/GA (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/GA (days)	Centrex	5.00	1	0.00	0	0.000			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	5.00	1	0.00	0	0.000			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						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/GA (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/GA (days)	ISDN	0.00	0						
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/GA (%)	Res	0.40%	415,014	0.22%	16,223		0.00050	3.4769	YES
A.2.4.2	P-2	Business/GA (%)	Bus	1.11%	53,290	0.25%	393		0.00532	1.6183	YES
A.2.4.3	P-2	Design (Specials)/GA (%)	Design	14.47%	2,052						
A.2.4.4	P-2	PBX/GA (%)	PBX	6.03%	348	0.00%	5		0.10725	0.5626	YES
A.2.4.5	P-2	Centrex/GA (%)	Centrex	4.20%	2,641	0.00%	2		0.14194	0.2961	YES
A.2.4.6	P-2	ISDN/GA (%)	ISDN	0.97%	12,772	0.00%	1		0.09806	0.0990	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/GA (%)	Diagnostic			0.65%	463				Diagnostic
A.2.5.2	P-2	Business/GA (%)	Diagnostic			0.56%	179				Diagnostic
A.2.5.3	P-2	Design (Specials)/GA (%)	Diagnostic			8.70%	138				Diagnostic
A.2.5.4	P-2	PBX/GA (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2	Centrex/GA (%)	Diagnostic			0.00%	26				Diagnostic
A.2.5.6	P-2	ISDN/GA (%)	Diagnostic			20.00%	15				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/GA (hours)	>= 48 hrs			169.23	25				YES
A.2.7.2	P-2	Business/GA (hours)	>= 48 hrs			145.05	1				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			108.91	2				Diagnostic
A.2.8.2	P-2	Business/GA (hours)	Diagnostic			149.22	1				Diagnostic
A.2.8.3	P-2	Design (Specials)/GA (hours)	Diagnostic			315.74	12				Diagnostic
A.2.8.4	P-2	PBX/GA (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/GA (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/GA (hours)	Diagnostic			303.12	3				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/GA (%)	95% >= 48 hrs			100.00%	25				YES
A.2.9.2	P-2	Business/GA (%)	95% >= 48 hrs			100.00%	1				YES

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A.2.9.3	P-2	Design (Specials)/GA (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/GA (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/GA (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/GA (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/GA (%)	Diagnostic			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/GA (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.3	P-2	Design (Specials)/GA (%)	Diagnostic			91.67%	12				Diagnostic
A.2.10.4	P-2	PBX/GA (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/GA (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/GA (%)	Diagnostic			100.00%	3				Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA (%)	Res	6.45%	24,952	3.44%	698		0.00943	3.1967	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA (%)	Res	0.06%	390,870	0.12%	16,056		0.00019	-3.2490	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA (%)	Res	6.56%	61	0.00%	3		0.14639	0.4479	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/GA (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/GA (%)	Bus	4.10%	7,657	2.50%	120		0.01824	0.8774	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA (%)	Bus	0.06%	45,586	0.66%	456		0.00119	-5.0080	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA (%)	Bus	3.73%	134	0.00%	2		0.13501	0.2764	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA (%)	Bus	0.00%	35						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA (%)	Design	4.75%	1,812	7.89%	114		0.02053	-1.5336	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)	Design	0.60%	332	0.00%	15		0.02043	0.2949	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA (%)	Design	0.00%	35						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA (%)	PBX	2.38%	42	0.00%	2		0.11034	0.2158	YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA (%)	PBX	0.00%	222	0.00%	7		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA (%)	PBX	0.00%	2						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA (%)	PBX	0.00%	31	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA (%)	Centrex	3.15%	1,335	0.00%	2		0.12352	0.2547	YES
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA (%)	Centrex	0.00%	1,096	0.00%	21		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA (%)	Centrex	5.71%	70						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA (%)	Centrex	0.00%	135	0.00%	5		0.00000		YES
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA (%)	ISDN	3.61%	527	11.11%	9		0.06267	-1.1977	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN	0.07%	11,908	0.00%	5		0.01159	0.0580	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA (%)	ISDN	0.00%	9						
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN	0.00%	64						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA (%)	Res	12.67%	27,063	13.11%	793		0.01199	-0.3676	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA (%)	Res	3.88%	418,389	4.58%	16,196		0.00155	-4.4725	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA (%)	Res	9.38%	64	0.00%	1		0.29375	0.3192	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/GA (%)	Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/GA (%)	Bus	14.03%	20,854	6.19%	210		0.02409	3.2551	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA (%)	Bus	8.75%	30,906	5.49%	765		0.01034	3.1487	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA (%)	Bus	27.07%	133	50.00%	2		0.31653	-0.7245	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA (%)	Bus	7.69%	13	0.00%	1		0.27653	0.2782	YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA (%)	Design	5.89%	1,783	0.00%	8		0.08342	0.7059	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)	Design	3.33%	421	0.00%	14		0.04871	0.6827	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA (%)	Design	0.00%	30						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)	Design	0.00%	3						
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA (%)	PBX	0.00%	28	0.00%	2		0.00000		YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA (%)	PBX	3.57%	140	0.00%	14		0.05202	0.6866	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA (%)	PBX	20.00%	5	0.00%	2		0.33466	0.5976	YES
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA (%)	PBX	4.00%	25	0.00%	2		0.14400	0.2778	YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA (%)	Centrex	7.96%	1,846	0.00%	4		0.13551	0.5877	YES
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA (%)	Centrex	5.13%	3,158	4.17%	24		0.04520	0.2131	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA (%)	Centrex	23.17%	82						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA (%)	Centrex	16.58%	193	0.00%	8		0.13419	1.2356	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA (%)	ISDN	11.95%	527	0.00%	7		0.12343	0.9685	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN	0.79%	633	0.00%	12		0.02580	0.3062	YES

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A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA (%)	ISDN	0.00%	3						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN	0.24%	421	0.00%	6		0.02001	0.1187	YES
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA (hours)	Res	2.17	24,655	0.09	642	23.534	0.94081	2.2148	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA (hours)	Res	1.02	389,736	0.79	15,644	14.969	0.12206	1.9252	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA (hours)	Res	1.14	60	0.14	2	4.105	2.95082	0.3397	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/GA (hours)	Bus	3.43	7,519	0.12	66	23.474	2.90215	1.1420	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA (hours)	Bus	2.35	45,412	1.00	328	15.531	0.86066	1.5685	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA (hours)	Bus	7.30	129	0.08	2	30.441	21.69126	0.3325	YES
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA (hours)	Bus	2.02	35			5.030			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA (hours)	Design	222.78	1,747			667.296			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA (hours)	Design	14.54	331			133.688			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA (hours)	Design	228.24	35			410.724			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA (hours)	PBX	39.97	42	715.20	1	92.910	94.00971	-7.1826	NO
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA (hours)	PBX	15.97	222	0.02	4	50.420	25.43590	0.6273	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA (hours)	PBX	191.50	2			270.775			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA (hours)	PBX	1.42	31			3.987			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA (hours)	Centrex	7.00	1,289			38.575			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA (hours)	Centrex	7.35	1,095	0.19	2	35.418	25.06712	0.2855	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA (hours)	Centrex	14.25	70			64.484			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA (hours)	Centrex	1.46	135			6.199			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA (hours)	ISDN	178.44	509			427.936			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA (hours)	ISDN	2.41	11,903			34.437			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA (hours)	ISDN	254.91	9			230.274			
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA (hours)	ISDN	43.66	64			217.667			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA (hours)	Diagnostic			15.15	55				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			7.93	408				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA (hours)	Diagnostic			18.73	1				Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/GA (hours)	Diagnostic			23.16	54				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			12.91	128				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA (hours)	Diagnostic			121.19	101				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			75.40	14				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA (hours)	Diagnostic			62.58	1				Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			21.03	3				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			22.38	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA (hours)	Diagnostic			16.15	2				Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			24.89	19				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			14.00	5				Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA (hours)	Diagnostic			50.16	9				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			65.14	5				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA (days)	Diagnostic			5.39	427				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.56	11,897				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA (days)	Diagnostic			5.80	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			3.19	13				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.76	119				Diagnostic

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A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
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			3.65	52				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.16	1,910				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			4.56	8				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3.41	106				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA (days)	Diagnostic			5.24	26				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.96	55				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			5.64	10				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.13	40				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)	Diagnostic			7.87	7				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3.66	3				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								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			9.29	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA (days)	Diagnostic			4.28	1				Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3.42	9				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			4.54	3				Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2.24	1				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA (days)	Diagnostic			5.42	406				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.85	4,511				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA (days)	Diagnostic			5.80	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			3.20	12				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.84	96				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			3.84	47				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.15	1,703				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/GA (days)	Diagnostic			3.75	7				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3.22	100				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

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Total Service Order Cycle Time (offered) - Non-Mechanized										
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA (days)	Diagnostic			5.29	25				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2.06	49				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			6.17	9				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.15	37				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA (days)	Diagnostic			8.79	6				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3.66	3				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								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			9.29	2				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA (days)	Diagnostic			4.28	1				Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			3.46	8				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			4.54	3				Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			2.24	1				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/GA (%)	Diagnostic			3.41%	645				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/GA (%)	Diagnostic			4.60%	14,653				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/GA (%)	Diagnostic			8.86%	79				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/GA (%)	Diagnostic			7.87%	381				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/GA (%)	Diagnostic			14.29%	14				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/GA (%)	Diagnostic			20.00%	5				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/GA (%)	Diagnostic			100.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/GA (%)	Diagnostic			20.00%	5				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/GA (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/GA (%)	Diagnostic			0.00%	14				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/GA (%)	Diagnostic			0.00%	7				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/GA (%)	Diagnostic			33.33%	3				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/GA (%)	>= 95%			98.86%	525				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/GA (%)	>= 95%			98.56%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/GA (%)	>= 95%			100.00%	6				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/GA (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/GA (%)	>= 95%			94.44%	180				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/GA (%)	>= 95%			97.22%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/GA (%)	>= 95%			76.92%	13				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/GA (%)	>= 95%			91.89%	37				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA (%)	>= 95%			96.47%	85				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)	>= 95%			91.36%	81				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%			88.89%	9				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/GA (%)	Res	6.44%	59,349	2.02%	1,484		0.00645	6.8543	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/GA (%)	Res	1.05%	33,024	0.21%	475		0.00472	1.7870	YES
A.3.1.2.1	M&R-1	Business/Dispatch/GA (%)	Bus	7.69%	8,860	8.33%	156		0.02151	-0.3008	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/GA (%)	Bus	2.94%	5,096	1.25%	80		0.01904	0.8892	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/GA (%)	Design	0.77%	1,680	0.00%	72		0.01055	0.7338	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/GA (%)	Design	0.21%	2,339	0.00%	72		0.00553	0.3868	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/GA (%)	PBX	11.93%	218	0.00%	14		0.08936	1.3347	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/GA (%)	PBX	0.19%	527	5.56%	18		0.01043	-5.1439	NO
A.3.1.5.1	M&R-1	Centrex/Dispatch/GA (%)	Centrex	8.32%	1,755	0.00%	26		0.05456	1.5247	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/GA (%)	Centrex	3.10%	1,163	0.00%	3		0.10012	0.3092	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/GA (%)	ISDN	14.03%	385	0.00%	4		0.17453	0.8037	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/GA (%)	ISDN	1.96%	612	0.00%	4		0.06955	0.2819	YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/GA (%)	Res	2.43%	2,444,369	2.52%	58,875		0.00065	-1.4250	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/GA (%)	Res	1.35%	2,444,369	0.81%	58,875		0.00048	11.2266	YES
A.3.2.2.1	M&R-2	Business/Dispatch/GA (%)	Bus	1.35%	658,118	1.28%	12,163		0.00106	0.5998	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/GA (%)	Bus	0.77%	658,118	0.66%	12,163		0.00081	1.4480	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/GA (%)	Design	1.48%	113,677	1.41%	5,094		0.00174	0.3701	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/GA (%)	Design	2.06%	113,677	1.41%	5,094		0.00205	3.1356	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/GA (%)	PBX	0.14%	154,296	0.75%	1,858		0.00088	-6.9787	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/GA (%)	PBX	0.34%	154,296	0.97%	1,858		0.00136	-4.5986	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/GA (%)	Centrex	0.51%	344,135	1.37%	1,891		0.00165	-5.2526	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/GA (%)	Centrex	0.34%	344,135	0.16%	1,891		0.00134	1.3376	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/GA (%)	ISDN	0.13%	293,975	0.31%	1,304		0.00100	-1.7502	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/GA (%)	ISDN	0.21%	293,975	0.31%	1,304		0.00127	-0.7784	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/GA (hours)	Res	22.43	59,349	12.25	1,484	26.080	0.68542	14.8494	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/GA (hours)	Res	7.11	33,024	3.32	475	15.841	0.73206	5.1692	YES
A.3.3.2.1	M&R-3	Business/Dispatch/GA (hours)	Bus	11.79	8,860	11.32	156	17.241	1.39247	0.3400	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/GA (hours)	Bus	4.66	5,096	1.63	80	14.276	1.60862	1.8881	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/GA (hours)	Design	4.90	1,680	4.78	72	8.143	0.98004	0.1244	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/GA (hours)	Design	2.24	2,339	1.50	72	22.788	2.72666	0.2696	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/GA (hours)	PBX	8.98	218	8.16	14	11.941	3.29232	0.2476	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/GA (hours)	PBX	2.15	527	13.76	18	3.485	0.83529	-13.9025	NO
A.3.3.5.1	M&R-3	Centrex/Dispatch/GA (hours)	Centrex	12.40	1,755	6.04	26	17.016	3.36184	1.8924	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/GA (hours)	Centrex	4.78	1,163	0.67	3	10.869	6.28319	0.6545	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/GA (hours)	ISDN	14.12	385	6.67	4	16.807	8.44690	0.8826	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/GA (hours)	ISDN	3.03	612	2.60	4	8.643	4.33565	0.0991	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/GA (%)	Res	18.14%	59,349	11.86%	1,484		0.01013	6.1969	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/GA (%)	Res	15.04%	33,024	10.74%	475		0.01652	2.6069	YES
A.3.4.2.1	M&R-4	Business/Dispatch/GA (%)	Bus	14.06%	8,860	16.67%	156		0.02808	-0.9272	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/GA (%)	Bus	12.85%	5,096	11.25%	80		0.03771	0.4251	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/GA (%)	Design	25.12%	1,680	22.22%	72		0.05220	0.5550	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/GA (%)	Design	20.91%	2,339	15.28%	72		0.04865	1.1568	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/GA (%)	PBX	11.01%	218	28.57%	14		0.08630	-2.0351	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/GA (%)	PBX	14.61%	527	11.11%	18		0.08466	0.4134	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/GA (%)	Centrex	13.85%	1,755	7.69%	26		0.06824	0.9019	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/GA (%)	Centrex	14.27%	1,163	33.33%	3		0.20222	-0.9425	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/GA (%)	ISDN	20.26%	385	50.00%	4		0.20201	-1.4722	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/GA (%)	ISDN	17.65%	612	0.00%	4		0.19123	0.9228	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/GA (%)	Res	27.78%	38,817	8.86%	1,163		0.01333	14.1977	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/GA (%)	Res	11.19%	10,476	0.99%	202		0.02239	4.5542	YES
A.3.5.2.1	M&R-5	Business/Dispatch/GA (%)	Bus	9.48%	5,591	5.05%	99		0.02970	1.4912	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/GA (%)	Bus	4.20%	2,025	0.00%	37		0.03327	1.2618	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/GA (%)	Design	0.77%	1,680	0.00%	72		0.01055	0.7338	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/GA (%)	Design	0.21%	2,339	0.00%	72		0.00553	0.3868	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/GA (%)	PBX	5.98%	184	0.00%	14		0.06573	0.9095	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/GA (%)	PBX	0.00%	490	0.00%	12		0.00000		YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/GA (%)	Centrex	10.23%	1,134	0.00%	21		0.06674	1.5328	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/GA (%)	Centrex	1.78%	563	0.00%	2		0.09356	0.1898	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.5.6.1	M&R-5	ISDN/Dispatch/GA (%)	ISDN	17.80%	354	0.00%	3		0.22176	0.8025	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/GA (%)	ISDN	1.39%	574	0.00%	4		0.05882	0.2370	YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	GA (%)	BST - State	98.05%	$380,576,505	99.35%	$4,417,836		0.00007	-197.1863	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.82	1	3.37	1,921				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			15.22%	76,645				Diagnostic
B.1.1.4	O-7	Combo Other/GA (%)	Diagnostic			20.00%	20				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			26.56%	1,058				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA (%)	Diagnostic			6.34%	142				Diagnostic
B.1.1.7	O-7	Line Sharing/GA (%)	Diagnostic			25.44%	338				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/GA (%)	Diagnostic			23.51%	370				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/GA (%)	Diagnostic			6.01%	566				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			52.17%	23				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			87.50%	8				Diagnostic
B.1.1.14	O-7	Other Design/GA (%)	Diagnostic			22.16%	167				Diagnostic
B.1.1.15	O-7	Other Non-Design/GA (%)	Diagnostic			22.74%	3,914				Diagnostic
B.1.1.16	O-7	INP Standalone/GA (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/GA (%)	Diagnostic			9.04%	1,372				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			23.43%	16,475				Diagnostic
B.1.2.4	O-7	Combo Other/GA (%)	Diagnostic			0.00%	4				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			0.00%	14				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA (%)	Diagnostic			0.00%	14				Diagnostic
B.1.2.7	O-7	Line Sharing/GA (%)	Diagnostic			48.18%	110				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/GA (%)	Diagnostic			20.66%	334				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/GA (%)	Diagnostic			17.39%	184				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			24.37%	197				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			21.30%	108				Diagnostic
B.1.2.14	O-7	Other Design/GA (%)	Diagnostic			26.20%	187				Diagnostic
B.1.2.15	O-7	Other Non-Design/GA (%)	Diagnostic			13.82%	1,519				Diagnostic
B.1.2.16	O-7	INP Standalone/GA (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/GA (%)	Diagnostic			20.96%	854				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/GA (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/GA (%)	Diagnostic			41.67%	12				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/GA (%)	Diagnostic			53.56%	984				Diagnostic
B.1.3.4	O-7	Combo Other/GA (%)	Diagnostic			39.13%	138				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			20.25%	163				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA (%)	Diagnostic			31.37%	51				Diagnostic
B.1.3.7	O-7	Line Sharing/GA (%)	Diagnostic			38.98%	59				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/GA (%)	Diagnostic			52.73%	55				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/GA (%)	Diagnostic			23.32%	386				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/GA (%)	Diagnostic			75.00%	8				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/GA (%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA (%)	Diagnostic			57.14%	21				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			42.11%	19				Diagnostic
B.1.3.14	O-7	Other Design/GA (%)	Diagnostic			27.78%	198				Diagnostic
B.1.3.15	O-7	Other Non-Design/GA (%)	Diagnostic			33.74%	1,230				Diagnostic
B.1.3.16	O-7	INP Standalone/GA (%)	Diagnostic			40.00%	35				Diagnostic
B.1.3.17	O-13	LNP Standalone/GA (%)	Diagnostic			34.02%	676				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			94.47%	11,738				NO
B.1.4.4	O-8	Combo Other/GA (%)	>= 97% w in 1 hr			50.00%	4				NO
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 97% w in 1 hr			100.00%	281				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA (%)	>= 97% w in 1 hr			77.78%	9				NO
B.1.4.7	O-8	Line Sharing/GA (%)	>= 97% w in 1 hr			56.18%	89				NO
B.1.4.8	O-8	2W Analog Loop Design/GA (%)	>= 97% w in 1 hr			89.66%	87				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/GA (%)	>= 97% w in 1 hr			60.00%	35				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			91.67%	12				NO
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA (%)	>= 97% w in 1 hr			85.71%	7				NO
B.1.4.14	O-8	Other Design/GA (%)	>= 97% w in 1 hr			75.68%	37				NO
B.1.4.15	O-8	Other Non-Design/GA (%)	>= 97% w in 1 hr			43.31%	956				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			96.77%	124				NO
	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			96.98%	4,173				YES
B.1.7.4	O-8	Combo Other/GA (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 10 hrs			50.00%	2				NO
B.1.7.7	O-8	Line Sharing/GA (%)	>= 85% w in 10 hrs			89.66%	58				YES
B.1.7.8	O-8	2W Analog Loop Design/GA (%)	>= 85% w in 10 hrs			87.50%	72				YES
B.1.7.9	O-8	2W Analog Loop Non-Design/GA (%)	>= 85% w in 10 hrs			90.63%	32				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			77.78%	54				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 10 hrs			95.83%	24				YES
B.1.7.14	O-8	Other Design/GA (%)	>= 85% w in 10 hrs			90.00%	50				YES
B.1.7.15	O-8	Other Non-Design/GA (%)	>= 85% w in 10 hrs			93.43%	213				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			93.09%	188				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/GA (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/GA (%)	>= 85% w in 24 hrs			100.00%	5				YES
B.1.8.3	O-8	Loop + Port Combinations/GA (%)	>= 85% w in 24 hrs			97.99%	546				YES
B.1.8.4	O-8	Combo Other/GA (%)	>= 85% w in 24 hrs			98.18%	55				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 24 hrs			97.14%	35				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 24 hrs			100.00%	16				YES
B.1.8.7	O-8	Line Sharing/GA (%)	>= 85% w in 24 hrs			100.00%	23				YES
B.1.8.8	O-8	2W Analog Loop Design/GA (%)	>= 85% w in 24 hrs			96.67%	30				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/GA (%)	>= 85% w in 24 hrs			98.94%	94				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 24 hrs			100.00%	6				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 24 hrs			100.00%	12				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.14	O-8	Other Design/GA (%)	>= 85% w in 24 hrs			100.00%	58				YES
B.1.8.15	O-8	Other Non-Design/GA (%)	>= 85% w in 24 hrs			99.31%	437				YES
B.1.8.16	O-8	INP Standalone/GA (%)	>= 85% w in 24 hrs			100.00%	14				YES
B.1.8.17	O-14	LNP Standalone/GA (%)	>= 85% w in 24 hrs			100.00%	234				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			98.82%	64,885				YES
B.1.9.4	O-9	Combo Other/GA (%)	>= 95% w in 3 hrs			42.86%	14				NO
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95% w in 3 hrs			98.08%	678				YES

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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			96.92%	130				YES
B.1.9.7	O-9	Line Sharing/GA (%)	>= 95% w in 3 hrs			98.19%	276				YES
B.1.9.8	O-9	2W Analog Loop Design/GA (%)	>= 95% w in 3 hrs			98.94%	283				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/GA (%)	>= 95% w in 3 hrs			99.44%	531				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%	10				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.14	O-9	Other Design/GA (%)	>= 95% w in 3 hrs			96.03%	126				YES
B.1.9.15	O-9	Other Non-Design/GA (%)	>= 95% w in 3 hrs			96.87%	3,320				YES
B.1.9.16	O-9	INP Standalone/GA (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/GA (%)	>= 95% w in 3 hrs			97.23%	1,265				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			95.80%	13,153				YES
B.1.12.4	O-9	Combo Other/GA (%)	>= 85% w in 10 hrs			50.00%	4				NO
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 10 hrs			66.67%	9				NO
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 10 hrs			85.00%	20				YES
B.1.12.7	O-9	Line Sharing/GA (%)	>= 85% w in 10 hrs			93.94%	66				YES
B.1.12.8	O-9	2W Analog Loop Design/GA (%)	>= 85% w in 10 hrs			90.53%	285				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/GA (%)	>= 85% w in 10 hrs			92.47%	146				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/GA (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/GA (%)	>= 85% w in 10 hrs			78.71%	155				NO
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 10 hrs			89.41%	85				YES
B.1.12.14	O-9	Other Design/GA (%)	>= 85% w in 10 hrs			92.41%	145				YES
B.1.12.15	O-9	Other Non-Design/GA (%)	>= 85% w in 10 hrs			95.47%	1,171				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			93.81%	662				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/GA (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/GA (%)	>= 85% w in 36 hrs			100.00%	6				YES
B.1.13.3	O-9	Loop + Port Combinations/GA (%)	>= 85% w in 36 hrs			97.74%	442				YES
B.1.13.4	O-9	Combo Other/GA (%)	>= 85% w in 36 hrs			100.00%	86				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 85% w in 36 hrs			100.00%	132				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/GA (%)	>= 85% w in 36 hrs			100.00%	37				YES
B.1.13.7	O-9	Line Sharing/GA (%)	>= 85% w in 36 hrs			100.00%	36				YES
B.1.13.8	O-9	2W Analog Loop Design/GA (%)	>= 85% w in 36 hrs			100.00%	27				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/GA (%)	>= 85% w in 36 hrs			99.69%	319				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/GA (%)	>= 85% w in 36 hrs			100.00%	2				YES
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%	11				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/GA (%)	>= 85% w in 36 hrs			100.00%	13				YES
B.1.13.14	O-9	Other Design/GA (%)	>= 85% w in 36 hrs			99.33%	149				YES
B.1.13.15	O-9	Other Non-Design/GA (%)	>= 85% w in 36 hrs			98.72%	860				YES
B.1.13.16	O-9	INP Standalone/GA (%)	>= 85% w in 36 hrs			94.12%	17				YES
B.1.13.17	O-15	LNP Standalone/GA (%)	>= 85% w in 36 hrs			99.55%	443				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/GA (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/GA (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/GA (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/GA (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/GA (%)	>= 95%			99.55%	63,010				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/GA (%)	>= 95%			99.97%	13,635				YES
B.1.14.4.1	O-11	Combo Other/EDI/GA (%)	>= 95%			90.00%	20				NO
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%			97.64%	467				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA (%)	>= 95%			84.43%	591				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%			92.59%	27				NO
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA (%)	>= 95%			99.13%	115				YES
B.1.14.7.1	O-11	Line Sharing/EDI/GA (%)	>= 95%			100.00%	218				YES
B.1.14.7.2	O-11	Line Sharing/TAG/GA (%)	>= 95%			100.00%	120				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/GA (%)	>= 95%			97.86%	234				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/GA (%)	>= 95%			100.00%	136				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/GA (%)	>= 95%			100.00%	24				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/GA (%)	>= 95%			99.26%	542				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA (%)	>= 95%			100.00%	23				YES
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%	8				YES
B.1.14.14.1	O-11	Other Design/EDI/GA (%)	>= 95%			95.00%	120				YES
B.1.14.14.2	O-11	Other Design/TAG/GA (%)	>= 95%			97.87%	47				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/GA (%)	>= 95%			98.37%	2,700				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/GA (%)	>= 95%			98.02%	1,214				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%			99.91%	1,140				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/GA (%)	>= 95%			99.57%	232				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%			98.74%	12,321				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/GA (%)	>= 95%			99.83%	4,154				YES
B.1.15.4.1	O-11	Combo Other/EDI/GA (%)	>= 95%			100.00%	4				YES
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%			66.67%	6				NO
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA (%)	>= 95%			50.00%	8				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA (%)	>= 95%			100.00%	1				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA (%)	>= 95%			100.00%	13				YES
B.1.15.7.1	O-11	Line Sharing/EDI/GA (%)	>= 95%			100.00%	54				YES
B.1.15.7.2	O-11	Line Sharing/TAG/GA (%)	>= 95%			100.00%	56				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/GA (%)	>= 95%			99.69%	327				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/GA (%)	>= 95%			100.00%	7				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/GA (%)	>= 95%			100.00%	7				YES
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/GA (%)	>= 95%			99.44%	177				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%	191				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA (%)	>= 95%			100.00%	6				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%			99.07%	108				YES
B.1.15.14.1	O-11	Other Design/EDI/GA (%)	>= 95%			99.38%	161				YES
B.1.15.14.2	O-11	Other Design/TAG/GA (%)	>= 95%			100.00%	26				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/GA (%)	>= 95%			99.71%	1,035				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/GA (%)	>= 95%			99.79%	484				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%			100.00%	677				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/GA (%)	>= 95%			98.87%	177				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/GA (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/GA (%)	>= 95%			100.00%	12				YES
B.1.16.3	O-11	Loop + Port Combinations/GA (%)	>= 95%			96.44%	984				YES
B.1.16.4	O-11	Combo Other/GA (%)	>= 95%			98.55%	138				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95%			96.32%	163				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			100.00%	51				YES
B.1.16.7	O-11	Line Sharing/GA (%)	>= 95%			98.31%	59				YES
B.1.16.8	O-11	2W Analog Loop Design/GA (%)	>= 95%			100.00%	55				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			95.85%	386				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%			100.00%	8				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			100.00%	21				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			100.00%	19				YES
B.1.16.14	O-11	Other Design/GA (%)	>= 95%			97.47%	198				YES
B.1.16.15	O-11	Other Non-Design/GA (%)	>= 95%			98.94%	1,230				YES
B.1.16.16	O-11	INP Standalone/GA (%)	>= 95%			88.57%	35				NO
B.1.16.17	O-11	LNP Standalone/GA (%)	>= 95%			99.26%	676				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%			99.42%	62,729				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/GA (%)	>= 95%			99.61%	13,631				YES
B.1.17.4.1	O-11	Combo Other/EDI/GA (%)	>= 95%			72.22%	18				NO
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%			98.90%	456				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA (%)	>= 95%			90.38%	499				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA (%)	>= 95%			100.00%	25				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA (%)	>= 95%			100.00%	114				YES
B.1.17.7.1	O-11	Line Sharing/EDI/GA (%)	>= 95%			91.28%	218				NO
B.1.17.7.2	O-11	Line Sharing/TAG/GA (%)	>= 95%			93.33%	120				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/GA (%)	>= 95%			95.63%	229				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/GA (%)	>= 95%			98.53%	136				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/GA (%)	>= 95%			95.83%	24				YES
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/GA (%)	>= 95%			98.88%	538				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA (%)	>= 95%			100.00%	23				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%	8				YES
B.1.17.14.1	O-11	Other Design/EDI/GA (%)	>= 95%			91.23%	114				NO
B.1.17.14.2	O-11	Other Design/TAG/GA (%)	>= 95%			95.65%	46				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/GA (%)	>= 95%			87.24%	2,656				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/GA (%)	>= 95%			95.80%	1,190				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%			56.89%	1,139				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/GA (%)	>= 95%			73.59%	231				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%			97.53%	12,166				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA (%)	>= 95%			89.90%	4,147				NO
B.1.18.4.1	O-11	Combo Other/EDI/GA (%)	>= 95%			50.00%	4				NO
B.1.18.4.2	O-11	Combo Other/TAG/GA (%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA (%)	>= 95%			100.00%	4				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA (%)	>= 95%			50.00%	4				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA (%)	>= 95%			100.00%	1				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA (%)	>= 95%			100.00%	13				YES
B.1.18.7.1	O-11	Line Sharing/EDI/GA (%)	>= 95%			96.30%	54				YES
B.1.18.7.2	O-11	Line Sharing/TAG/GA (%)	>= 95%			92.86%	56				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA (%)	>= 95%			93.25%	326				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA (%)	>= 95%			100.00%	7				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA (%)	>= 95%			71.43%	7				NO
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA (%)	>= 95%			94.89%	176				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%			45.55%	191				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA (%)	>= 95%			50.00%	6				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%			67.29%	107				NO
B.1.18.14.1	O-11	Other Design/EDI/GA (%)	>= 95%			88.75%	160				NO
B.1.18.14.2	O-11	Other Design/TAG/GA (%)	>= 95%			92.31%	26				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/GA (%)	>= 95%			98.16%	1,032				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA (%)	>= 95%			97.31%	483				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%			66.62%	677				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/GA (%)	>= 95%			68.00%	175				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/GA (%)	>= 95%			83.33%	12				NO
B.1.19.3	O-11	Loop + Port Combinations/GA (%)	>= 95%			93.05%	949				NO
B.1.19.4	O-11	Combo Other/GA (%)	>= 95%			86.03%	136				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95%			90.45%	157				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA (%)	>= 95%			98.04%	51				YES
B.1.19.7	O-11	Line Sharing/GA (%)	>= 95%			91.38%	58				NO
B.1.19.8	O-11	2W Analog Loop Design/GA (%)	>= 95%			96.36%	55				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/GA (%)	>= 95%			92.70%	370				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/GA (%)	>= 95%			100.00%	8				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/GA (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA (%)	>= 95%			95.24%	21				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA (%)	>= 95%			84.21%	19				NO
B.1.19.14	O-11	Other Design/GA (%)	>= 95%			91.71%	193				NO
B.1.19.15	O-11	Other Non-Design/GA (%)	>= 95%			96.22%	1,217				YES
B.1.19.16	O-11	INP Standalone/GA (%)	>= 95%			93.55%	31				NO
B.1.19.17	O-11	LNP Standalone/GA (%)	>= 95%			93.44%	671				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)	6.05	28,042			6.606			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	0.82	404,052			1.678			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA (days)	R&B (POTS)	9.88	172			12.850			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	0.44	34			0.336			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	DS1/DS3	17.22	1,808	38.00	2	12.818	9.06893	-2.2908	NO
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	R&B	6.26	29,658	4.98	875	6.967	0.23896	5.3549	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	R&B	0.84	417,137	0.79	14,774	1.706	0.01428	2.9791	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (days)	R&B	0.33	238,424	0.33	8,469	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA (days)	R&B	1.51	178,713	1.41	6,305	2.451	0.03141	3.0287	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	R&B	10.91	245	21.33	3	13.624	7.91364	-1.3176	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	R&B	3.43	258	2.75	4	8.371	4.21761	0.1604	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (days)	R&B	0.33	108			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (days)	R&B	5.65	150	2.75	4	10.437	5.28750	0.5491	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA (days)	R&B&D - Disp	7.26	31,654	11.89	228	10.088	0.67049	-6.9097	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA (days)	R&B&D - Disp	7.26	31,654			10.088			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA (days)	R&B&D - Disp	13.32	286			15.373			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA (days)	R&B&D - Disp	13.32	286			15.373			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA (days)	ISDN - BRI	14.05	289	11.52	105	9.516	1.08436	2.3282	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA (days)	ISDN - BRI	1.61	197			5.134			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA (days)	ISDN - BRI	1.75	4			0.500			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA (days)	ISDN - BRI	13.00	1			0.000			
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	2.78	8,040	4.55	44	2.643	0.39949	-4.4263	NO
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA (days)	ADSL to Retail	2.39	3,451	3.81	187	1.060	0.07962	-17.8109	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA (days)	ADSL to Retail	3.08	12			2.275			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA (days)	ADSL to Retail	13.33	3			6.110			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA (days)	ADSL to Retail	1.00	1			0.000			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	R&B - Disp	6.26	29,658	5.02	68	6.967	0.84580	1.4645	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	R&B - Disp	6.26	29,658			6.967			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	R&B - Disp	10.91	245	5.00	1	13.624	13.65145	0.4326	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (days)	R&B - Disp	10.91	245			13.624			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	R&B (POTS) excl SB Or	6.05	28,042	3.65	68	6.606	0.80203	2.9945	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	1.53	166,397	4.00	1	2.450	2.44998	-1.0095	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	9.88	172	4.00	1	12.850	12.88704	0.4564	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	1.25	4			0.500			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (days)	R&B - Disp	6.26	29,658			6.967			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (days)	R&B - Disp	6.26	29,658			6.967			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (days)	R&B - Disp	10.91	245			13.624			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	R&B - Disp	10.91	245			13.624			
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	6.05	28,042			6.606			
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	1.53	166,397			2.450			
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	9.88	172			12.850			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	1.25	4			0.500			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (days)	R&B - Disp	6.26	29,658	6.00	47	6.967	1.01699	0.2540	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	R&B - Disp	6.26	29,658			6.967			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	R&B - Disp	10.91	245	6.00	1	13.624	13.65145	0.3594	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	R&B - Disp	10.91	245			13.624			
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	6.05	28,042	5.21	28	6.606	1.24898	0.6681	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	1.53	166,397	5.13	15	2.450	0.63261	-5.7010	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	9.88	172	8.00	1	12.850	12.88704	0.1460	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (days)	R&B (POTS) excl SB Or	1.25	4			0.500			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA (days)	Design	22.17	1,996			25.607			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA (days)	Design	12.86	459			16.415			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA (days)	Design	27.76	41			17.388			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Design	25.50	4			26.564			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA (days)	R&B	6.26	29,658			6.967			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	R&B	0.84	417,137	10.00	1	1.706	1.70599	-5.3720	NO
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA (days)	R&B	10.91	245			13.624			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	R&B	3.43	258			8.371			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA (days)	R&B (POTS)	6.05	28,042			6.606			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	0.82	404,052	0.33	1	1.678	1.67837	0.2928	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	R&B (POTS)	9.88	172			12.850			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	0.44	34			0.336			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	R&B (POTS)	6.05	28,042	0.33	1	6.606	6.60582	0.8652	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	0.82	404,052	0.75	1,772	1.678	0.03996	1.8541	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)	9.88	172			12.850			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	R&B (POTS)	0.44	34	0.33	7	0.336	0.13927	0.7743	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Digital Loop < DS1	3.79	8,809	8.05	222	6.398	0.43482	-9.8165	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Digital Loop < DS1	2.97	4,056			5.113			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Digital Loop < DS1	3.45	11			3.698			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Digital Loop < DS1	20.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Digital Loop >= DS1	25.27	277	6.33	130	22.026	2.34161	8.0901	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Digital Loop >= DS1	1.20	11,644			2.693			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Digital Loop >= DS1	20.17	8			14.898			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Digital Loop >= DS1	7.34	64			13.852			
	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								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA (days)	7 days			4.98	124				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA (days)	R&B (POTS)	7.25	118			5.608			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA (days)	R&B (POTS)	3.00	1			0.000			
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA (days)	R&B (POTS)	12.06	35			8.468			
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	4.50	2	0.00	0	2.121			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	7.12	123	11.00	2	5.535	3.94529	-0.9830	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA (days)	R&B	3.00	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	12.06	35	12.00	2	8.468	6.15629	0.0093	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/GA (days)	R&B	5.00	1	0.00	0	0.000			YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/GA (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/GA (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/GA (days)	R&B&D - Disp	7.16	125	0.00	0	5.528			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA (days)	R&B&D - Disp	3.00	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	14.28	39	0.00	0	9.825			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/GA (days)	R&B&D - Disp	5.00	1			0.000			
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	11.30	56	3.00	1	9.117	9.19830	0.9027	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	12.25	4	18.00	1	18.518	20.70376	-0.2777	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	0.00	0						
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/GA (days)	ISDN - BRI	0.00	0						
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/GA (days)	ISDN - BRI	0.00	0						
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/GA (days)	ADSL to Retail	11.30	56	0.00	0	9.117			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	12.25	4	0.00	0	18.518			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	7.12	123	0.00	0	5.535			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA (days)	R&B - Disp	3.00	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	12.06	35	0.00	0	8.468			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	5.00	1	0.00	0	0.000			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	118	0.00	0	5.608			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	3.00	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	12.06	35	3.00	1	8.468	8.58785	1.0546	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	7.12	123			5.535			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA (days)	R&B - Disp	3.00	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	12.06	35			8.468			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA (days)	R&B - Disp	5.00	1			0.000			
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	118	0.00	0	5.608			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or	3.00	1	0.00	0	0.000			YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/GA (days)	R&B (POTS) excl SB Or	12.06	35	0.00	0	8.468			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA (days)	R&B - Disp	7.12	123	0.00	0	5.535			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA (days)	R&B - Disp	3.00	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	12.06	35	0.00	0	8.468			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA (days)	R&B - Disp	5.00	1	0.00	0	0.000			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	118	0.00	0	5.608			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	3.00	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	12.06	35	0.00	0	8.468			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	9.50	2			6.364			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/GA (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/GA (days)	Design	18.88	8			13.747			
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	7.12	123	0.00	0	5.535			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA (days)	R&B	3.00	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	12.06	35	0.00	0	8.468			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA (days)	R&B	5.00	1			0.000			
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	118	0.00	0	5.608			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA (days)	R&B (POTS)	3.00	1	0.00	0	0.000			YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA (days)	R&B (POTS)	12.06	35	0.00	0	8.468			YES
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	118	0.00	0	5.608			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA (days)	R&B (POTS)	3.00	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)	12.06	35	0.00	0	8.468			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	11.30	56	3.00	1	9.117	9.19830	0.9027	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	14.80	5	18.00	1	17.021	18.64511	-0.1716	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	5.00	1	3.00	1	0.000	0.00000		YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/GA (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA (days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/GA (%)	R&B (POTS)	0.48%	468,304						
B.2.5.2	P-2	Local Interoffice Transport/GA (%)	DS1/ DS3 - Interoffice	37.79%	1,913						
B.2.5.3	P-2	Loop + Port Combinations/GA (%)	R&B	0.50%	483,334	0.11%	64,121		0.00030	13.1953	YES
B.2.5.4	P-2	Combo Other/GA (%)	R&B&D - Disp	7.62%	36,546	100.00%	7		0.10029	-9.2109	NO
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA (%)	ADSL to Retail	10.10%	13,252	0.00%	95		0.03103	3.2560	YES
B.2.5.6	P-2	UNE ISDN/GA (%)	ISDN - BRI	11.15%	583	17.50%	120		0.03155	-2.0129	NO
B.2.5.7	P-2	Line Sharing/GA (%)	ADSL to Retail	10.10%	13,252	0.00%	3		0.17402	0.5806	YES
B.2.5.8	P-2	2W Analog Loop Design/GA (%)	R&B - Disp	0.50%	483,334	7.96%	113		0.00662	-11.2741	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/GA (%)	R&B (POTS) excl SB Or	0.97%	230,576	6.78%	118		0.00903	-6.4328	NO
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA (%)	R&B - Disp	0.50%	483,334						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA (%)	R&B (POTS) excl SB Or	0.97%	230,576						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA (%)	R&B - Disp	0.50%	483,334	2.94%	170		0.00540	-4.5245	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA (%)	R&B (POTS) excl SB Or	0.97%	230,576	3.70%	54		0.01335	-2.0475	NO
B.2.5.14	P-2	Other Design/GA (%)	Design	13.91%	2,783						
B.2.5.15	P-2	Other Non-Design/GA (%)	R&B	0.50%	483,334	0.00%	1		0.07039	0.0707	YES
B.2.5.16	P-2	INP (Standalone)/GA (%)	R&B (POTS)	0.48%	468,304						
B.2.5.17	P-2	LNP (Standalone)/GA (%)	R&B (POTS)	0.48%	468,304	0.00%	1,415		0.00184	2.6045	YES
B.2.5.18	P-2	Digital Loop < DS1/GA (%)	Digital Loop < DS1	10.53%	14,536	9.81%	214		0.02113	0.3372	YES
B.2.5.19	P-2	Digital Loop >= DS1/GA (%)	Digital Loop >= DS1	0.78%	12,292	64.33%	171		0.00678	-93.7493	NO
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/GA (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/GA (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/GA (%)	Diagnostic			1.74%	860				Diagnostic
B.2.6.4	P-2	Combo Other/GA (%)	Diagnostic			37.16%	261				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			1.14%	88				Diagnostic
B.2.6.6	P-2	UNE ISDN/GA (%)	Diagnostic			30.77%	13				Diagnostic
B.2.6.7	P-2	Line Sharing/GA (%)	Diagnostic			0.00%	253				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/GA (%)	Diagnostic			0.00%	13				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/GA (%)	Diagnostic			5.26%	19				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			0.00%	1				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA (%)	Diagnostic			0.00%	7				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA (%)	Diagnostic			0.00%	9				Diagnostic
B.2.6.14	P-2	Other Design/GA (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/GA (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/GA (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/GA (%)	Diagnostic			0.00%	376				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/GA (%)	Diagnostic			5.75%	87				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/GA (%)	Diagnostic			46.15%	39				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			218.01	55				YES
B.2.8.4	P-2	Combo Other/GA (hours)	>= 48 hrs			338.02	7				YES
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			346.69	21				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			192.65	9				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/GA (hours)	>= 48 hrs			181.93	8				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			228.25	4				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA (hours)	>= 48 hrs			145.22	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			346.69	21				YES
B.2.8.19	P-2	Digital Loop >= DS1/GA (hours)	>= 48 hrs			186.75	109				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			147.04	11				Diagnostic
B.2.9.4	P-2	Combo Other/GA (hours)	Diagnostic			328.61	93				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA (hours)	Diagnostic			135.12	1				Diagnostic
B.2.9.6	P-2	UNE ISDN/GA (hours)	Diagnostic			289.35	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								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/GA (hours)	Diagnostic			62.67	1				Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/GA (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/GA (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/GA (hours)	Diagnostic								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			258.50	5				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/GA (hours)	Diagnostic			255.22	17				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/GA (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/GA (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/GA (%)	95% >= 48 hrs			100.00%	55				YES
B.2.10.4	P-2	Combo Other/GA (%)	95% >= 48 hrs			100.00%	7				YES
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%	21				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			88.89%	9				NO
B.2.10.9	P-2	2W Analog Loop Non-Design/GA (%)	95% >= 48 hrs			100.00%	8				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%	21				YES
B.2.10.19	P-2	Digital Loop >= DS1/GA (%)	95% >= 48 hrs			100.00%	109				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			90.91%	11				Diagnostic
B.2.11.4	P-2	Combo Other/GA (%)	Diagnostic			98.92%	93				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA (%)	Diagnostic			100.00%	1				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								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA (%)	Diagnostic			100.00%	1				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.11.10	P-2	2W Analog Loop w/INP Design/GA (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/GA (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/GA (%)	Diagnostic								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%	5				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA (%)	Diagnostic			100.00%	17				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			99.64%	824				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/GA (%)	<= 5%			0.00%	45				YES
B.2.13.2	P-7A	Time-Specific SL2/GA (%)	<= 5%			8.33%	36				NO
B.2.13.3	P-7A	Non-Time Specific SL1/GA (%)	<= 5%			0.00%	4				YES
B.2.13.4	P-7A	Non-Time Specific SL2/GA (%)	<= 5%			0.00%	136				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/GA (%)	>= 95% w in 15 min			100.00%	45				YES
B.2.14.2	P-7A	Time-Specific SL2/GA (%)	>= 95% w in 15 min			91.67%	36				NO
B.2.14.3	P-7A	Non-Time Specific SL1/GA (%)	>= 95% w in 15 min			100.00%	4				YES
B.2.14.4	P-7A	Non-Time Specific SL2/GA (%)	>= 95% w in 15 min			100.00%	136				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/GA (%)	<= 5%			0.00%	45				YES
B.2.15.2	P-7A	Time-Specific SL2/GA (%)	<= 5%			0.00%	36				YES
B.2.15.3	P-7A	Non-Time Specific SL1/GA (%)	<= 5%			0.00%	4				YES
B.2.15.4	P-7A	Non-Time Specific SL2/GA (%)	<= 5%			0.00%	136				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			255.34	8				Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA (%)	<= 5%			4.27%	422				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%			0.34%	294				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA (%)	<= 5%			0.00%	49				YES
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5.90%	32,609						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0.06%	436,456						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	4.62%	195						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0.00%	35						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA (%)	DS1/DS3	1.22%	1,808	0.00%	2		0.07757	0.1569	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/GA (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA (%)	R&B	5.77%	34,245	2.75%	1,490		0.00617	4.8916	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (%)	R&B	0.06%	449,553	0.06%	63,634		0.00010	-0.7408	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (%)	R&B	0.00%	238,636	0.00%	8,516		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA (%)	R&B	0.12%	210,917	0.07%	55,118		0.00017	2.8212	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA (%)	R&B	4.85%	268	16.67%	6		0.08868	-1.3324	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (%)	R&B	0.00%	261	0.00%	5		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (%)	R&B	0.00%	110						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (%)	R&B	0.00%	151	0.00%	5		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA (%)	R&B&D - Disp	5.70%	36,325	1.10%	272		0.01411	3.2598	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA (%)	R&B&D - Disp	5.70%	36,325						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA (%)	R&B&D - Disp	4.18%	311						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA (%)	R&B&D - Disp	4.18%	311						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (%)	ADSL to Retail	5.20%	10,699	0.00%	175		0.01692	3.0722	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0.03%	3,584						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	7.14%	14						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0.00%	1						
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA (%)	ISDN - BRI	4.58%	306	2.13%	141		0.02127	1.1508	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN - BRI	2.13%	282						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA (%)	ISDN - BRI	0.00%	1						
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/GA (%)	ADSL to Retail	5.20%	10,699	10.00%	50		0.03146	-1.5266	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0.03%	3,584	0.98%	205		0.00120	-7.9016	NO
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	7.14%	14						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0.00%	1						
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5.77%	34,245	2.34%	128		0.02065	1.6594	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5.77%	34,245						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	4.85%	268	0.00%	1		0.21524	0.2254	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	4.85%	268						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	5.90%	32,609	0.00%	133		0.02047	2.8819	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	0.13%	198,590	0.00%	1		0.03539	0.0354	YES
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	4.62%	195	25.00%	4		0.10598	-1.9234	NO
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	0.00%	5						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5.77%	34,245						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5.77%	34,245						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	4.85%	268						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	4.85%	268						
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	5.90%	32,609	0.00%	1		0.23563	0.2504	YES
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	0.13%	198,590						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	4.62%	195						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	0.00%	5						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	5.77%	34,245	0.00%	184		0.01724	3.3477	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	5.77%	34,245						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	4.85%	268	25.00%	4		0.10822	-1.8619	NO
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	4.85%	268						
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	5.90%	32,609	0.00%	38		0.03825	1.5427	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	0.13%	198,590	0.00%	22		0.00755	0.1662	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	4.62%	195	0.00%	2		0.14912	0.3095	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	0.00%	5						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA (%)	Design	4.62%	2,080						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA (%)	Design	0.65%	461						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA (%)	Design	0.00%	43						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA (%)	Design	0.00%	4						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA (%)	R&B	5.77%	34,245						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA (%)	R&B	0.06%	449,553	0.00%	1		0.02386	0.0239	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA (%)	R&B	4.85%	268						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA (%)	R&B	0.00%	261						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5.90%	32,609						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0.06%	436,456	0.00%	1		0.02388	0.0239	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	4.62%	195						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0.00%	35						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	5.90%	32,609	0.00%	1		0.23563	0.2504	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0.06%	436,456	0.06%	1,775		0.00057	0.0125	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	4.62%	195						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	0.00%	35	0.00%	14		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA (%)	Digital Loop < DS1	5.30%	11,472	0.99%	302		0.01306	3.2974	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1	0.19%	4,163						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA (%)	Digital Loop < DS1	6.67%	15						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1	0.00%	1						
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA (%)	Digital Loop >= DS1	2.07%	290	0.96%	209		0.01292	0.8610	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1	0.02%	11,648						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (%)	Digital Loop >= DS1	0.00%	8						

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B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA (%)	Design	0.00%	33						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA (%)	Design	0.00%	15						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA (%)	R&B	13.09%	50,058	0.00%	6		0.13772	0.9507	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA (%)	R&B	4.22%	453,158						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA (%)	R&B	21.83%	284						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA (%)	R&B	5.46%	641						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	13.26%	47,917						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	4.22%	449,295	0.00%	1		0.20099	0.2098	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	21.32%	197						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	7.14%	14						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA (%)	R&B (POTS)	13.26%	47,917	0.00%	7		0.12821	1.0346	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	4.22%	449,295	0.00%	2,633		0.00393	10.7363	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	21.32%	197	0.00%	1		0.41060	0.5192	YES
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	7.14%	14	0.00%	16		0.09425	0.7579	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA (%)	Digital Loop < DS1	5.29%	9,893	5.95%	353		0.01212	-0.5465	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1	3.75%	3,971						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA (%)	Digital Loop < DS1	17.39%	23						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop < DS1	0.00%	30						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA (%)	Digital Loop >= DS1	5.73%	262	13.68%	234		0.02090	-3.8045	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1	1.29%	309						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (%)	Digital Loop >= DS1	0.00%	3						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1	0.25%	407						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA (hours)	R&B (POTS)	2.47	32,174			23.526			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	1.16	435,148			15.034			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA (hours)	R&B (POTS)	5.34	189			25.386			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	2.02	35			5.030			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA (hours)	DS1/ DS3 - Interoffice	75.41	1,767			215.353			
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	2.63	33,760	0.19	1,337	24.205	0.67494	3.6245	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours)	R&B	1.17	448,239	0.79	62,906	14.956	0.06368	5.9731	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (hours)	R&B	1.28	237,736	0.77	8,146	8.893	0.10021	5.0954	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA (hours)	R&B	1.05	210,503	0.79	54,760	19.671	0.09437	2.6894	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA (hours)	R&B	7.66	262	0.06	5	39.746	17.94355	0.4237	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (hours)	R&B	2.81	261	0.02	1	21.004	21.04391	0.1325	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (hours)	R&B	4.57	110			31.550			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (hours)	R&B	1.52	151	0.02	1	6.115	6.13562	0.2447	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA (hours)	R&B&D - Disp	15.94	35,761	17.85	8	165.942	58.67608	-0.0326	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA (hours)	R&B&D - Disp	15.94	35,761			165.942			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA (hours)	R&B&D - Disp	41.55	305			168.348			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA (hours)	R&B&D - Disp	41.55	305			168.348			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (hours)	ADSL to Retail	2.24	10,684	8.94	87	22.134	2.38269	-2.8088	NO
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail	1.77	3,583			14.403			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (hours)	ADSL to Retail	0.44	14			1.047			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail	17.28	1			0.000			
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA (hours)	ISDN - BRI	9.55	303	13.98	127	45.842	4.84593	-0.9138	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA (hours)	ISDN - BRI	4.43	282			25.802			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA (hours)	ISDN - BRI	0.02	1			0.000			
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA (hours)	ADSL to Retail	2.24	10,684	0.07	2	18.111	12.80783	0.1700	YES
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail	1.77	3,583	0.02	1	14.403	14.40542	0.1214	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA (hours)	ADSL to Retail	0.44	14			1.047			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA (hours)	ADSL to Retail	17.28	1			0.000			
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA (hours)	R&B - Disp	2.63	33,760	23.04	113	49.344	4.64961	-4.3882	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	2.63	33,760			24.205			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA (hours)	R&B - Disp	7.66	262	0.02	1	39.746	39.82133	0.1920	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	7.66	262			39.746			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (hours)	R&B (POTS) excl SB Or	2.47	32,174	0.27	116	23.526	2.18822	1.0020	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (%)	Digital Loop >= DS1	0.00%	64						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/GA (%)	R&B (POTS)	13.26%	47,917						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	4.22%	449,295						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA (%)	R&B (POTS)	21.32%	197						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA (%)	R&B (POTS)	7.14%	14						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA (%)	DS1/DS3	8.35%	1,797	0.00%	1		0.27667	0.3017	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA (%)	R&B	13.09%	50,058	10.04%	1,335		0.00935	3.2662	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (%)	R&B	4.22%	453,158	2.62%	61,075		0.00087	18.4971	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (%)	R&B	4.47%	257,732	3.07%	9,692		0.00214	6.5125	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA (%)	R&B	3.89%	195,426	2.53%	51,383		0.00096	14.2134	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA (%)	R&B	21.83%	284	18.75%	16		0.10614	0.2903	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (%)	R&B	5.46%	641	20.00%	5		0.10200	-1.4254	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA (%)	R&B	14.77%	88						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA (%)	R&B	3.98%	553	20.00%	5		0.08780	-1.8248	NO
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA (%)	R&B&D - Disp	12.80%	52,101	12.14%	379		0.01723	0.3871	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA (%)	R&B&D - Disp	12.80%	52,101						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA (%)	R&B&D - Disp	19.56%	317						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA (%)	R&B&D - Disp	19.56%	317						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA (%)	ADSL to Retail	4.77%	9,216	5.43%	184		0.01588	-0.4160	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	4.13%	3,242						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	17.39%	23						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0.00%	15						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA (%)	ISDN - BRI	17.30%	318	6.11%	180		0.03528	3.1704	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA (%)	ISDN - BRI	0.30%	336						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA (%)	ISDN - BRI	0.00%	14						
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA (%)	ADSL to Retail	4.77%	9,216	28.36%	67		0.02614	-9.0209	NO
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	4.13%	3,242	16.15%	291		0.01218	-9.8658	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA (%)	ADSL to Retail	17.39%	23						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA (%)	ADSL to Retail	0.00%	15						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	13.09%	50,058	9.29%	183		0.02498	1.5224	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	13.09%	50,058						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	21.83%	284	0.00%	3		0.23976	0.9105	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	21.83%	284						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	13.26%	47,917	8.09%	173		0.02583	2.0020	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	3.91%	192,352	0.00%	1		0.19385	0.2017	YES
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (%)	R&B (POTS) excl SB Or	21.32%	197	0.00%	3		0.23826	0.8948	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	13.09%	50,058						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	13.09%	50,058						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	21.83%	284						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	21.83%	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	13.26%	47,917						
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	3.91%	192,352						
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	21.32%	197						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA (%)	R&B (POTS) excl SB Or	0.00%	6						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (%)	R&B - Disp	13.09%	50,058	14.62%	130		0.02962	-0.5140	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (%)	R&B - Disp	13.09%	50,058						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (%)	R&B - Disp	21.83%	284	0.00%	2		0.29313	0.7447	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (%)	R&B - Disp	21.83%	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	13.26%	47,917	5.06%	79		0.03819	2.1473	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	3.91%	192,352	0.00%	17		0.04702	0.8317	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	21.32%	197	28.57%	7		0.15753	-0.4603	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	0.00%	6	0.00%	1		0.00000		YES
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA (%)	Design	5.73%	2,043						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA (%)	Design	3.27%	489						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
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	1.04	198,182	0.02	1	20.157	20.15666	0.0508	YES
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	189	0.10	2	25.386	18.04530	0.2905	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	4.95	5			9.897			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA (hours)	R&B - Disp	2.63	33,760			24.205			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	2.63	33,760			24.205			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA (hours)	R&B - Disp	7.66	262			39.746			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	7.66	262			39.746			
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	2.47	32,174			23.526			
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	1.04	198,182			20.157			
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	189			25.386			
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	4.95	5			9.897			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA (hours)	R&B - Disp	2.63	33,760	15.93	175	80.135	6.07330	-2.1888	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	2.63	33,760			24.205			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (hours)	R&B - Disp	7.66	262	36.23	4	71.057	35.79847	-0.7979	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B - Disp	7.66	262			39.746			
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	2.47	32,174	0.10	35	23.526	3.97870	0.5945	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	1.04	198,182	0.15	17	20.157	4.88891	0.1816	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	189	0.48	2	25.386	18.04530	0.2693	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	4.95	5			9.897			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA (hours)	Design	240.47	2,001			655.015			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA (hours)	Design	56.71	460			202.319			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA (hours)	Design	248.03	43			380.136			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA (hours)	Design	593.33	4			727.765			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA (hours)	R&B	2.63	33,760			24.205			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA (hours)	R&B	1.17	448,239	0.88	1	14.956	14.95613	0.0193	YES
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA (hours)	R&B	7.66	262			39.746			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA (hours)	R&B	2.81	261			21.004			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA (hours)	R&B (POTS)	2.47	32,174			23.526			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	1.16	435,148			15.034			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA (hours)	R&B (POTS)	5.34	189			25.386			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	2.02	35			5.030			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA (hours)	R&B (POTS)	2.47	32,174			23.526			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	1.16	435,148	0.71	1,408	15.034	0.40131	1.1212	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA (hours)	R&B (POTS)	5.34	189			25.386			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (hours)	R&B (POTS)	2.02	35	0.59	8	5.030	1.97117	0.7285	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours)	Digital Loop < DS1	7.80	11,432	11.98	213	104.557	7.23056	-0.5782	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (hours)	Digital Loop < DS1	2.20	4,162			16.420			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA (hours)	Digital Loop < DS1	0.41	15			1.015			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (hours)	Digital Loop < DS1	17.28	1			0.000			
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA (hours)	Digital Loop >= DS1	366.18	273	21.65	165	534.042	52.66096	6.5423	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (hours)	Digital Loop >= DS1	2.37	11,643			34.591			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (hours)	Digital Loop >= DS1	286.78	8			223.963			
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (hours)	Digital Loop >= DS1	43.66	64			217.667			
	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			14.28	2				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA (hours)	Diagnostic			16.00	144				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			9.49	714				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA (hours)	Diagnostic			5.86	358				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA (hours)	Diagnostic			13.13	356				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA (hours)	Diagnostic			0.02	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			19.73	4				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			19.73	4				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA (hours)	Diagnostic			42.46	258				Diagnostic
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			27.10	87				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			44.53	14				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			5.27	48				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			3.00	203				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			37.17	14				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			18.43	16				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic			9.28	2				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			20.72	1				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			24.29	8				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (hours)	Diagnostic			19.67	3				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA (hours)	Diagnostic			19.46	5				Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA (hours)	Diagnostic								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								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								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			14.00	1				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			35.00	1				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic			2.56	368				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (hours)	Diagnostic			0.70	6				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA (hours)	Diagnostic			22.47	88				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			65.15	42				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (hours)	Diagnostic								Diagnostic
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			5.15	528				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.88	10,898				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic			3.52	2				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			12.66	5				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			5.33	63				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			11.31	39				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			3.03	1				Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			5.62	23				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			4.10	26				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								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

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B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
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			0.92	917				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			7.62	102				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			6.26	35				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			4.08	105				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.48	3,036				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			8.11	1				Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic			12.77	1				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			6.03	2				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			13.02	3				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			5.25	24				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			5.36	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			4.32	18				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

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B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
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			7.17	30				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			10.84	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			5.52	22				Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			5.37	13				Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			8.22	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			0.93	468				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.34	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			10.23	5				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			6.91	42				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								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			4.12	36				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.77	55				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.82	2				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic			12.30	31				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			5.20	31				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			11.48	8				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
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			3.96	6				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			4.33	5				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			5.83	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			4.18	10				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.89	1				Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			4.19	1				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			5.83	3				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								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			5.89	2				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			4.44	2				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic			2.76	1				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.82	356				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			1.94	4				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			6.69	33				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			6.60	17				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

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B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
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			5.05	477				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.05	7,393				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic			3.52	2				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			12.66	5				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			5.49	57				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			12.33	28				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			3.03	1				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			5.75	22				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			4.10	26				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								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			0.92	917				Diagnostic

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B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
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			7.74	85				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			6.58	32				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			3.93	99				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.49	2,606				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			8.11	1				Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic			12.77	1				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			6.03	2				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			13.99	2				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			5.87	20				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			5.36	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			4.32	18				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			7.17	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								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			5.52	22				Diagnostic

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B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			5.37	13				Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			8.22	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			0.92	458				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								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			10.01	4				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			7.04	38				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA (days)	Diagnostic			4.20	32				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.67	54				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic			1.34	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA (days)	Diagnostic			12.28	29				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			5.25	29				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA (days)	Diagnostic			12.03	7				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			3.96	6				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			4.33	5				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA (days)	Diagnostic			5.83	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

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B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			4.18	10				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.89	1				Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic			4.19	1				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			5.83	3				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic			5.89	2				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			4.44	2				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA (days)	Diagnostic			2.76	1				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA (days)	Diagnostic			0.80	347				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			1.29	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA (days)	Diagnostic			6.80	30				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			6.60	17				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%	1				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			10.52%	922				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA (%)	Diagnostic			16.62%	15,124				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/GA (%)	Diagnostic			0.99%	203				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			3.17%	126				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			7.21%	111				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/GA (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.32.7.1	P-6	Line Sharing/Dispatch/GA (%)	Diagnostic			0.00%	41				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA (%)	Diagnostic			0.00%	188				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA (%)	Diagnostic			9.33%	75				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			10.96%	73				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	Diagnostic			0.00%	2				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			64.76%	105				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			26.92%	26				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA (%)	Diagnostic			20.00%	15				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA (%)	Diagnostic								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								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA (%)	Diagnostic			100.00%	1				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/GA (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/GA (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/GA (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA (%)	Diagnostic			18.23%	1,783				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA (%)	Diagnostic			4.80%	229				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/GA (%)	Diagnostic			10.42%	144				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/GA (%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/GA (%)	>= 95% of requests			100.00%	159				YES
B.2.33.2	P-8	xDSL Other/GA (%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA (%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA (%)	>= 95%			69.33%	75				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA (%)	>= 95%			100.00%	25				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA (%)	>= 95%			90.91%	11				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA (%)	>= 95%			96.33%	300				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA (%)	>= 95%			98.02%	405				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA (%)	>= 95%			97.73%	132				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA (%)	>= 95%			97.53%	81				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)	6.61%	68,209	0.00%	1		0.24839	0.2660	YES
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	1.31%	38,120	0.00%	2		0.08029	0.1627	YES
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	0.91%	988	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	0.00%	743	0.00%	1		0.00000		YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA (%)	R&B	6.73%	70,305	3.36%	4,972		0.00368	9.1677	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	1.38%	39,573	1.57%	1,337		0.00325	-0.5804	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA (%)	R&B&D - Disp	6.57%	72,247	1.97%	203		0.01741	2.6405	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	6.57%	72,247	0.78%	129		0.02183	2.6535	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	45.82%	1,975	0.00%	48		0.07279	6.2956	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail	1.75%	4,278	0.00%	20		0.02941	0.5960	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	18.62%	290	0.00%	67		0.05277	3.5289	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	4.12%	291	0.00%	33		0.03652	1.1291	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA (%)	ADSL to Retail	45.82%	1,975	7.69%	26		0.09836	3.8768	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail	1.75%	4,278	13.04%	69		0.01593	-7.0890	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	6.73%	70,305	0.39%	254		0.01575	4.0231	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	6.73%	70,305	0.00%	133		0.02174	3.0948	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	6.59%	68,008	4.37%	343		0.01343	1.6499	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	1.17%	32,068	0.00%	4		0.05368	0.2172	YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/GA (%)	Design	0.72%	1,942	0.00%	2		0.05985	0.1204	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA (%)	Design	0.16%	3,188	0.00%	1		0.03958	0.0396	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA (%)	R&B	6.73%	70,305	0.00%	2		0.17715	0.3799	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA (%)	R&B	1.38%	39,573	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	6.61%	68,209						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	1.31%	38,120						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/GA (%)	R&B (POTS)	2.20%	3,102,487	11.11%	9		0.04942	-1.8033	NO
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	1.23%	3,102,487	22.22%	9		0.03695	-5.6818	NO
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	2.15%	45,938	0.00%	285		0.00871	2.4682	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	1.62%	45,938	0.35%	285		0.00756	1.6760	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/GA (%)	R&B	1.99%	3,527,915	1.46%	341,372		0.00025	21.1967	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	1.12%	3,527,915	0.39%	341,372		0.00019	38.4568	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/GA (%)	R&B&D - Disp	1.69%	4,273,956	4.80%	4,233		0.00200	-15.5314	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	1.69%	4,273,956	3.05%	4,233		0.00200	-6.7877	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	1.26%	156,349	1.25%	3,828		0.00184	0.0505	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail	2.74%	156,349	0.52%	3,828		0.00271	8.1806	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	4.99%	5,817	1.37%	4,892		0.00433	8.3478	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	5.00%	5,817	0.67%	4,892		0.00434	9.9749	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/GA (%)	ADSL to Retail	1.26%	156,349	1.02%	2,552		0.00224	1.0896	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail	2.74%	156,349	2.70%	2,552		0.00330	0.0982	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	1.99%	3,527,915	0.85%	29,886		0.00082	13.9375	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	1.99%	3,527,915	0.45%	29,886		0.00082	18.8748	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	2.19%	3,102,487	1.25%	27,341		0.00090	10.4246	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	1.03%	3,102,487	0.01%	27,341		0.00062	16.5003	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/GA (%)	Design	0.26%	746,041	1.11%	180		0.00380	-2.2370	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/GA (%)	Design	0.43%	746,041	0.56%	180		0.00487	-0.2632	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/GA (%)	R&B	1.99%	3,527,915	0.17%	1,156		0.00415	4.3823	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/GA (%)	R&B	1.12%	3,527,915	0.00%	1,156		0.00312	3.6004	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	2.20%	3,102,487						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	1.23%	3,102,487						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/GA (hours)	R&B (POTS)	21.05	68,209	19.00	1	25.362	25.36182	0.0808	YES
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/GA (hours)	R&B (POTS)	6.78	38,120	0.50	2	15.663	11.07580	0.5670	YES
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/GA (hours)	DS1/DS3	4.03	988	0.00	0	4.122			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/GA (hours)	DS1/DS3	1.62	743	8.47	1	1.960	1.96132	-3.4913	NO
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/GA (hours)	R&B	20.82	70,305	11.89	4,972	25.194	0.36972	24.1539	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/GA (hours)	R&B	6.72	39,573	5.04	1,337	15.524	0.43168	3.8872	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/GA (hours)	R&B&D - Disp	20.39	72,247	5.13	203	25.018	1.75839	8.6786	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/GA (hours)	R&B&D - Disp	20.39	72,247	1.63	129	25.018	2.20468	8.5086	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (hours)	ADSL to Retail	32.41	1,975	4.30	48	42.728	6.24178	4.5031	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (hours)	ADSL to Retail	1.59	4,278	2.40	20	15.641	3.50567	-0.2310	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/GA (hours)	ISDN - BRI	17.38	290	4.09	67	18.158	2.46128	5.3975	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/GA (hours)	ISDN - BRI	5.63	291	3.44	33	11.960	2.19682	0.9966	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/GA (hours)	ADSL to Retail	32.41	1,975	21.27	26	42.728	8.43467	1.3209	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/GA (hours)	ADSL to Retail	1.59	4,278	13.46	69	15.641	1.89812	-6.2563	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/GA (hours)	R&B - Disp	20.82	70,305	4.28	254	25.194	1.58366	10.4429	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/GA (hours)	R&B - Disp	20.82	70,305	2.21	133	25.194	2.18665	8.5120	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/GA (hours)	R&B (POTS) excl SB FT	21.03	68,008	8.94	343	25.191	1.36361	8.8726	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/GA (hours)	R&B (POTS) excl SB FT	7.28	32,068	6.50	4	15.388	7.69456	0.1009	YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/GA (hours)	Design	4.87	1,942	1.68	2	7.673	5.42865	0.5889	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/GA (hours)	Design	2.02	3,188	1.00	1	19.555	19.55779	0.0520	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/GA (hours)	R&B	20.82	70,305	21.50	2	25.194	17.81501	-0.0382	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/GA (hours)	R&B	6.72	39,573	0.00	0	15.524			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA (hours)	R&B (POTS)	21.05	68,209			25.362			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA (hours)	R&B (POTS)	6.78	38,120			15.663			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA (%)	R&B (POTS)	17.61%	68,209	100.00%	1		0.38088	-2.1633	NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	14.75%	38,120	0.00%	2		0.25075	0.5883	YES
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	20.85%	988	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	20.32%	743	0.00%	1		0.40267	0.5047	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA (%)	R&B	17.53%	70,305	11.16%	4,972		0.00558	11.4065	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	14.77%	39,573	9.95%	1,337		0.00987	4.8881	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA (%)	R&B&D - Disp	17.68%	72,247	26.60%	203		0.02682	-3.3253	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	17.68%	72,247	21.71%	129		0.03362	-1.1961	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	26.43%	1,975	6.25%	48		0.06442	3.1328	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail	28.63%	4,278	10.00%	20		0.10132	1.8392	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	22.76%	290	17.91%	67		0.05683	0.8531	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	21.31%	291	6.06%	33		0.07521	2.0270	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA (%)	ADSL to Retail	26.43%	1,975	46.15%	26		0.08705	-2.2658	NO
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail	28.63%	4,278	37.68%	69		0.05486	-1.6490	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	17.53%	70,305	7.87%	254		0.02390	4.0389	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	17.53%	70,305	6.77%	133		0.03300	3.2607	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	17.58%	68,008	6.41%	343		0.02060	5.4187	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	14.34%	32,068	0.00%	4		0.17524	0.8182	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA (%)	Design	23.38%	1,942	0.00%	2		0.29943	0.7808	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA (%)	Design	19.39%	3,188	0.00%	1		0.39538	0.4903	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA (%)	R&B	17.53%	70,305	0.00%	2		0.26884	0.6519	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA (%)	R&B	14.77%	39,573	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	17.61%	68,209						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	14.75%	38,120						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA (%)	R&B (POTS)	25.48%	44,408	0.00%	1		0.43574	0.5847	YES
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA (%)	R&B (POTS)	10.06%	12,501	0.00%	0				YES
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA (%)	DS1/DS3	0.91%	988	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA (%)	DS1/DS3	0.00%	743	0.00%	1		0.00000		YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA (%)	R&B	25.11%	45,818	9.23%	3,682		0.00743	21.3683	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA (%)	R&B	9.60%	13,279	1.75%	630		0.01201	6.5393	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA (%)	R&B&D - Disp	24.11%	47,760	1.97%	203		0.03009	7.3598	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA (%)	R&B&D - Disp	24.11%	47,760	0.78%	129		0.03771	6.1884	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA (%)	ADSL to Retail	45.82%	1,975	0.00%	48		0.07279	6.2956	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA (%)	ADSL to Retail	1.75%	4,278	0.00%	20		0.02941	0.5960	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA (%)	ISDN - BRI	24.32%	259	0.00%	67		0.05881	4.1364	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA (%)	ISDN - BRI	3.15%	254	0.00%	33		0.03232	0.9746	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA (%)	ADSL to Retail	45.82%	1,975	100.00%	1		0.49838	-1.0871	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA (%)	ADSL to Retail	1.75%	4,278	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA (%)	R&B - Disp	25.11%	45,818	0.39%	254		0.02728	9.0577	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA (%)	R&B - Disp	25.11%	45,818	0.00%	133		0.03765	6.6675	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA (%)	R&B (POTS) excl SB FT	25.47%	44,403	8.33%	12		0.12580	1.3625	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA (%)	R&B (POTS) excl SB FT	10.05%	12,494	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA (%)	Design	0.72%	1,942	0.00%	2		0.05985	0.1204	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA (%)	Design	0.16%	3,188	0.00%	1		0.03958	0.0396	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA (%)	R&B	25.11%	45,818	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA (%)	R&B	9.60%	13,279	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA (%)	R&B (POTS)	25.48%	44,408						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA (%)	R&B (POTS)	10.06%	12,501						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	GA (%)	BST - State	98.05%	$380,576,505	100.00%	$13,644,583		0.00004	-511.8460	YES
	Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region (business days)	BST - Region	3.82	1	3.46	1,581				YES

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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			51.02%	147				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/GA (%)	>= 85% w in 4 days			97.33%	75				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/GA (%)	>= 95% w in 10 days			99.24%	131				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/GA (%)	>= 95%			99.22%	128				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/GA (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/GA (days)	Parity w Retail	19.33	59	20.60	43	15.597	3.12745	-0.4083	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/GA (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/GA (%)	Parity w Retail	0.00%	64	0.00%	46		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/GA (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/GA (%)	Parity w Retail	0.00%	60	0.00%	48		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/GA (%)	Parity w Retail	0.00%	4,960	0.00%	5,482		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/GA (hours)	Parity w Retail	125.60	56	15.74	47	253.649	50.17757	2.1894	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/GA (days)	Diagnostic			22.44	40				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/GA (%)	Diagnostic			0.00%	43				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%	71				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA (%)	>= 95%			100.00%	29				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%	11				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	0.00%	24	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	0.00%	393	0.00%	1		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	0.01%	362,975	0.00%	128,263		0.00003	2.5033	YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	0.11%	362,975	0.00%	128,263		0.00011	10.0569	YES
	Maintenance Average Duration										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA (hours)	Parity w Retail	2.43	24	0.00	0	0.000			YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA (hours)	Parity w Retail	0.37	393	3.47	1	0.828	0.82860	-3.7322	NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	0.00%	24	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	7.12%	393	0.00%	1		0.25756	0.2766	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA (%)	Parity w Retail	0.00%	24	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA (%)	Parity w Retail	0.00%	393	0.00%	1		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	GA (%)	BST - State	98.05%	$380,576,505	99.07%	$4,746,742		0.00006	-160.2940	YES
	Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.54	1	4.29	7,952				YES
	Local Interconnection Trunks - Trunk Blocking										
	Trunk Group Performance - Aggregate										
C.5.1	TGP-1	Local Interconnection Trunks/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	LENS/Region (%)	>= 99.5%			99.76%					YES
D.1.1.3	OSS-2	LEO/Region (%)	>= 99.5%			100.00%					YES
D.1.1.4	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	TAG/Region (%)	>= 99.5%			99.86%					YES
D.1.1.6	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	LNP Gateway/Region (%)	>= 99.5%			99.86%					YES
D.1.1.8	OSS-2	SGG/COG/Region (%)	>= 99.5%			99.26%					NO
D.1.1.9	OSS-2	DOM/Region (%)	>= 99.5%			99.49%					NO
D.1.1.10	OSS-2	SOG/Region (%)	>= 99.5%			99.48%					NO
	% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.2	OSS-2	COFFI/Region (%)	>= 99.5%			99.99%					YES
D.1.2.3	OSS-2	BOCRIS/CRIS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.4	OSS-2	DSAP/Region (%)	>= 99.5%			99.98%					YES
D.1.2.5	OSS-2	RSAG/Region (%)	>= 99.5%			99.99%					YES
D.1.2.6	OSS-2	SOCS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.7	OSS-2	SONGS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.8	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.88	1,662,027	1.02	386,506				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.91	8,691	1.02	386,506				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	3.03	4,284,424	0.93	223,663				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.76	778,843	0.93	223,663				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	3.01	820,139	0.80	100,419				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2.61	280,482	0.80	100,419				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.71	1,418,537	0.52	677				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.57	290,595	0.52	677				YES
D.1.3.5.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 sec	3.24	4,324,284	1.14	1,313,285				YES
D.1.3.5.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 sec	2.95	540,104	1.14	1,313,285				YES
D.1.3.6.1	OSS-1	COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	4.35	9,130,832	0.64	54,746				YES
D.1.3.6.2	OSS-1	COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3.73	642,068	0.64	54,746				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	4.35	9,130,832	0.04	115,506				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3.73	642,068	0.04	115,505				YES
	Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2.88	1,662,027	1.52	397,868				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2.91	8,691	1.52	397,868				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	3.03	4,284,424	2.34	97,257				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4.76	778,843	2.34	97,257				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.37	320				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.37	320				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	3.01	820,139	1.89	21,098				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2.61	280,482	1.89	21,098				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 sec	2.71	1,418,537	1.83	254,711				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 sec	2.57	290,595	1.83	254,711				YES
D.1.4.7.1	OSS-1	TAG/Region (seconds)	RNS - CRSACCTS + 2 sec	3.24	4,324,284	2.85	446,963				YES
D.1.4.7.2	OSS-1	TAG/Region (seconds)	ROS - CRSOCSR + 2 sec	2.95	540,104	2.85	446,963				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*							
	Operations Support Systems - Maintenance and Repair										

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	% 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%			99.86%					YES
	% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.99%					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%			99.91%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			99.92%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			99.99%					YES
	Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4	CRIS/Region (%)	Parity w Retail	94.95%	1,604,342	94.66%	119,378		0.00066	4.4627	NO
D.2.4.2	OSS-4	DLETH/Region (%)	Parity w Retail	2.58%	46,568	3.67%	1,309		0.00445	-2.4373	YES
D.2.4.3	OSS-4	DLR/Region (%)	Parity w Retail	4.47%	31,637	7.51%	5,836		0.00294	-10.2981	YES
D.2.4.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.61%	1,604,281	99.58%	123,250		0.00018	1.7696	NO
D.2.4.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	79.21%	1,192,390	66.24%	73,719		0.00154	84.1631	NO
D.2.4.6	OSS-4	LNP/Region (%)	Parity w Retail	99.65%	114,733	98.81%	7,087		0.00073	11.4128	NO
D.2.4.7	OSS-4	MARCH/Region (%)	Parity w Retail	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES
D.2.4.8	OSS-4	OSPCM/Region (%)	Parity w Retail	33.15%	6,214	21.43%	168		0.03681	3.1848	NO
D.2.4.9	OSS-4	Predictor/Region (%)	Parity w Retail	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES
D.2.4.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.81%	209,127	99.86%	17,586		0.00034	-1.5009	YES
D.2.4.11	OSS-4	NIW/Region (%)	Parity w Retail	82.83%	62,644	81.89%	4,528		0.00580	1.6105	YES
	Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4	CRIS/Region (%)	Parity w Retail	99.02%	1,604,342	99.39%	119,378		0.00030	-12.5894	YES
D.2.5.2	OSS-4	DLETH/Region (%)	Parity w Retail	77.66%	46,568	82.58%	1,309		0.01167	-4.2178	YES
D.2.5.3	OSS-4	DLR/Region (%)	Parity w Retail	71.08%	31,637	41.67%	5,836		0.00646	45.5375	NO
D.2.5.4	OSS-4	LMOS/Region (%)	Parity w Retail	99.80%	1,604,281	99.85%	123,250		0.00013	-3.7432	YES
D.2.5.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	90.59%	1,192,390	80.53%	73,719		0.00111	90.8098	NO
D.2.5.6	OSS-4	LNP/Region (%)	Parity w Retail	99.83%	114,733	99.52%	7,087		0.00051	6.0140	NO
D.2.5.7	OSS-4	MARCH/Region (%)	Parity w Retail	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES
D.2.5.8	OSS-4	OSPCM/Region (%)	Parity w Retail	98.41%	6,214	95.83%	168		0.00979	2.6287	NO
D.2.5.9	OSS-4	Predictor/Region (%)	Parity w Retail	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES
D.2.5.10	OSS-4	SOCS/Region (%)	Parity w Retail	99.98%	209,127	100.00%	17,586		0.00010	-1.6712	YES
D.2.5.11	OSS-4	NIW/Region (%)	Parity w Retail	99.42%	62,644	99.25%	4,528		0.00117	1.4676	YES
	Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4	CRIS/Region (%)	Parity w Retail	0.98%	1,604,342	0.61%	119,378		0.00030	12.5894	YES
D.2.6.2	OSS-4	DLETH/Region (%)	Parity w Retail	22.34%	46,568	17.42%	1,309		0.01167	4.2178	YES
D.2.6.3	OSS-4	DLR/Region (%)	Parity w Retail	28.92%	31,637	58.33%	5,836		0.00646	-45.5375	NO
D.2.6.4	OSS-4	LMOS/Region (%)	Parity w Retail	0.20%	1,604,281	0.15%	123,250		0.00013	3.7432	YES
D.2.6.5	OSS-4	LMOSupd/Region (%)	Parity w Retail	9.41%	1,192,390	19.47%	73,719		0.00111	-90.8098	NO
D.2.6.6	OSS-4	LNP/Region (%)	Parity w Retail	0.17%	114,733	0.48%	7,087		0.00051	-6.0140	NO
D.2.6.7	OSS-4	MARCH/Region (%)	Parity w Retail	71.90%	6,430	70.36%	685		0.01807	0.8482	YES
D.2.6.8	OSS-4	OSPCM/Region (%)	Parity w Retail	1.59%	6,214	4.17%	168		0.00979	-2.6287	NO
D.2.6.9	OSS-4	Predictor/Region (%)	Parity w Retail	87.29%	64,264	78.27%	6,345		0.00438	20.5823	YES
D.2.6.10	OSS-4	SOCS/Region (%)	Parity w Retail	0.02%	209,127	0.00%	17,586		0.00010	1.6712	YES
D.2.6.11	OSS-4	NIW/Region (%)	Parity w Retail	0.58%	62,644	0.75%	4,528		0.00117	-1.4676	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			5	1				YES
E.1.1.2	C-1	Physical Caged/GA (calendar days)	<= 20 days			9	2				YES
E.1.1.3	C-1	Physical Cageless/GA (calendar days)	<= 20 days			12	5				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA (calendar days)	<= 50 days			48	4				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			79	4				YES
E.1.2.4	C-2	Physical Cageless/GA (calendar days)	<= 60 days			54	13				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%	4				YES
E.1.3.2	C-3	Physical/GA (%)	< 5% missed			0.00%	17				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - Flow Through										
	% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic			85.96%	368,639				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic			85.96%	368,639				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%			88.58%	175,117				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%			73.74%	4,836				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%			83.84%	188,686				NO
	% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic			78.96%	401,329				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic			78.96%	401,329				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic			81.68%	189,918				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic			53.42%	6,676				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic			77.27%	204,735				Diagnostic
	% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%			83.63%	8,563				NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%			83.63%	8,563				NO
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			38.89%	18				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA (%)	>= 95% w in 1 min			80.60%	3,252				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			96.97%	33				YES
F.3.1.2	O-10	Local Interoffice Transport/GA (%)	>= 95% w in 5 bus days			50.00%	12				NO
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	259.48	5,582,890	58.19	41,576				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	52.80	1,593,224	28.04	91,272				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	GA (seconds)	PBD			2.44					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	GA (%)	PBD			92.80%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	GA (seconds)	PBD			5.66					PBD
	% Answered in 12 seconds										
F.7.2	DA-2	GA (%)	PBD			85.00%					PBD

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	General - E911										
	Mean Interval										
F.8.1	E-3	GA (hours)	PBD			0.59	2,845				PBD
	% Accuracy										
F.8.2	E-2	GA (%)	PBD			94.52%	439,056				PBD
	% Timeliness										
F.8.3	E-1	GA (%)	PBD			99.96%	2,845				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	3,216	100.00%	22,639		0.00000		YES
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	99.33%	27,358	99.38%	475,419,169		0.00049	-0.9527	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.92%	27,358	99.91%	475,419,169		0.00017	0.7704	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.24	27,358	2.43	475,419,169				YES
	Recurring Charge Completeness										
F.9.5.1	B-7	Resale/GA (%)	Parity w Retail	81.54%	$14,245,840	98.83%	$337,117		0.00157	-109.8860	YES
F.9.5.2	B-7	UNE/GA (%)	>= 90%			98.29%	$645,592				YES
F.9.5.3	B-7	Interconnection/GA (%)	>= 90%			90.58%	$6,562				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/GA (%)	Parity w Retail	90.45%	$23,617,187	98.59%	$479,461		0.00139	-58.6419	YES
F.9.6.2	B-8	UNE/GA (%)	>= 90%			97.67%	$2,463,844				YES
F.9.6.3	B-8	Interconnection/GA (%)	>= 90%			94.38%	$171,645				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	GA (%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	GA (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	GA (%)	>= 95% w in 30 days			100.00%	1				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	GA (%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	GA (average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	GA (%)	>= 97% w in 15 min			100.00%	23				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%	2				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%	2				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			100.00%	121,803				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			100.00%	388,915				YES
	Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%			99.62%	122,263				NO
F.12.2.2	O-2	TAG/Region (%)	100%			100.00%	388,932				NO
	General - Database Updates										
	Average Database Update Interval										
F.13.1.1	D-1	LIDB/GA (hours)	PBD	0.87	18	0.87	18				PBD
F.13.1.2	D-1	Directory Listings/GA (hours)	PBD	0.11	25	0.11	25				PBD
F.13.1.3	D-1	Directory Assistance/GA (hours)	PBD	5.98	23	5.09	23				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/GA (%)	>= 95%			93.48%	660				NO
F.13.2.2	D-2	Directory Listings/GA (%)	>= 95%			99.35%	1,072				YES
F.13.2.3	D-2	Directory Assistance/GA (%)	>= 95%			99.19%	246				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	Region (%)	100%			98.41%	63				NO
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	Region (minutes)	Parity w Retail	791	4	602	4				YES