BellSouth Monthly State Summary

Kentucky, 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/KY (%)	Diagnostic			7.83%	6,925				Diagnostic
A.1.1.2	O-7	Business/KY (%)	Diagnostic			19.48%	154				Diagnostic
A.1.1.3	O-7	Design (Specials)/KY (%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/KY (%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/KY (%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/KY (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/KY (%)	Diagnostic			33.78%	974				Diagnostic
A.1.2.2	O-7	Business/KY (%)	Diagnostic			36.89%	103				Diagnostic
A.1.2.3	O-7	Design (Specials)/KY (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/KY (%)	Diagnostic			50.00%	2				Diagnostic
A.1.2.5	O-7	Centrex/KY (%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/KY (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/KY (%)	Diagnostic			41.35%	133				Diagnostic
A.1.3.2	O-7	Business/KY (%)	Diagnostic			47.54%	61				Diagnostic
A.1.3.3	O-7	Design (Specials)/KY (%)	Diagnostic			34.38%	32				Diagnostic
A.1.3.4	O-7	PBX/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.1.3.5	O-7	Centrex/KY (%)	Diagnostic			50.00%	6				Diagnostic
A.1.3.6	O-7	ISDN/KY (%)	Diagnostic			20.00%	5				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/KY (%)	>= 97% w in 1 hr			97.06%	544				YES
A.1.4.2	O-8	Business/KY (%)	>= 97% w in 1 hr			96.67%	30				NO
A.1.4.3	O-8	Design (Specials)/KY (%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/KY (%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/KY (%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/KY (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/KY (%)	>= 85% w in 10 hrs			95.61%	342				YES
A.1.7.2	O-8	Business/KY (%)	>= 85% w in 10 hrs			94.74%	38				YES
A.1.7.3	O-8	Design (Specials)/KY (%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
A.1.7.5	O-8	Centrex/KY (%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/KY (%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/KY (%)	>= 85% w in 24 hrs			100.00%	57				YES
A.1.8.2	O-8	Business/KY (%)	>= 85% w in 24 hrs			100.00%	30				YES
A.1.8.3	O-8	Design (Specials)/KY (%)	>= 85% w in 24 hrs			91.67%	12				YES
A.1.8.4	O-8	PBX/KY (%)	>= 85% w in 24 hrs								
A.1.8.5	O-8	Centrex/KY (%)	>= 85% w in 24 hrs			100.00%	4				YES
A.1.8.6	O-8	ISDN/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/KY (%)	>= 95% w in 3 hrs			99.12%	6,377				YES
A.1.9.2	O-9	Business/KY (%)	>= 95% w in 3 hrs			100.00%	125				YES
A.1.9.3	O-9	Design (Specials)/KY (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/KY (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/KY (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/KY (%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/KY (%)	>= 85% w in 10 hrs			85.52%	815				YES
A.1.12.2	O-9	Business/KY (%)	>= 85% w in 10 hrs			100.00%	74				YES

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A.1.12.3	O-9	Design (Specials)/KY (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/KY (%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/KY (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/KY (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/KY (%)	>= 85% w in 36 hrs			100.00%	78				YES
A.1.13.2	O-9	Business/KY (%)	>= 85% w in 36 hrs			100.00%	26				YES
A.1.13.3	O-9	Design (Specials)/KY (%)	>= 85% w in 36 hrs			100.00%	19				YES
A.1.13.4	O-9	PBX/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
A.1.13.5	O-9	Centrex/KY (%)	>= 85% w in 36 hrs			100.00%	3				YES
A.1.13.6	O-9	ISDN/KY (%)	>= 85% w in 36 hrs			100.00%	4				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	46				YES
A.1.14.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.77%	6,879				YES
A.1.14.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	2				YES
A.1.14.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	152				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	3				YES
A.1.15.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.59%	971				YES
A.1.15.2.1	O-11	Business/EDI/KY (%)	>= 95%								
A.1.15.2.2	O-11	Business/TAG/KY (%)	>= 95%			100.00%	103				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/KY (%)	>= 95%			50.00%	2				NO
A.1.15.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/KY (%)	>= 95%			98.50%	133				YES
A.1.16.2	O-11	Business/KY (%)	>= 95%			91.80%	61				NO
A.1.16.3	O-11	Design (Specials)/KY (%)	>= 95%			93.75%	32				NO
A.1.16.4	O-11	PBX/KY (%)	>= 95%			100.00%	1				YES
A.1.16.5	O-11	Centrex/KY (%)	>= 95%			100.00%	6				YES
A.1.16.6	O-11	ISDN/KY (%)	>= 95%			100.00%	5				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	46				YES
A.1.17.1.2	O-11	Residence/TAG/KY (%)	>= 95%			99.90%	6,863				YES
A.1.17.2.1	O-11	Business/EDI/KY (%)	>= 95%			100.00%	2				YES
A.1.17.2.2	O-11	Business/TAG/KY (%)	>= 95%			98.68%	152				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/KY (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								

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	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/KY (%)	>= 95%			100.00%	3				YES
A.1.18.1.2	O-11	Residence/TAG/KY (%)	>= 95%			86.25%	967				NO
A.1.18.2.1	O-11	Business/EDI/KY (%)	>= 95%								
A.1.18.2.2	O-11	Business/TAG/KY (%)	>= 95%			93.20%	103				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/KY (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/KY (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/KY (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/KY (%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/KY (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/KY (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/KY (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/KY (%)	>= 95%			96.18%	131				YES
A.1.19.2	O-11	Business/KY (%)	>= 95%			98.21%	56				YES
A.1.19.3	O-11	Design (Specials)/KY (%)	>= 95%			100.00%	30				YES
A.1.19.4	O-11	PBX/KY (%)	>= 95%			100.00%	1				YES
A.1.19.5	O-11	Centrex/KY (%)	>= 95%			100.00%	6				YES
A.1.19.6	O-11	ISDN/KY (%)	>= 95%			100.00%	5				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/KY (days)	Res	6.21	4,768	6.00	200	5.719	0.41277	0.5104	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/KY (days)	Res	0.89	106,364	0.60	4,616	1.046	0.01573	18.7186	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/KY (days)	Res	5.38	13			1.938			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/KY (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/KY (days)	Bus	5.45	1,512	3.40	31	9.666	1.75380	1.1705	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/KY (days)	Bus	1.18	7,246	0.76	119	2.110	0.19502	2.1460	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/KY (days)	Bus	15.00	14			16.413			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/KY (days)	Bus	0.33	1			0.000			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/KY (days)	Design	18.76	521	9.33	3	17.859	10.34079	0.9115	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Design	6.57	191	2.00	1	9.387	9.41188	0.4858	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Design								
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/KY (days)	PBX	17.15	13			22.649			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/KY (days)	PBX	1.59	25	2.00	1	1.735	1.76984	-0.2335	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/KY (days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/KY (days)	PBX	1.33	3	2.00	1	0.577	0.66667	-1.0000	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/KY (days)	Centrex	6.47	116			9.450			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/KY (days)	Centrex	2.01	124	1.17	2	3.915	2.79029	0.3006	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/KY (days)	Centrex	9.36	14			7.067			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Centrex	1.28	190			2.917			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/KY (days)	ISDN	15.63	57	6.00	3	12.521	7.41673	1.2986	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/KY (days)	ISDN	3.64	450	1.67	2	7.317	5.18519	0.3800	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/KY (days)	ISDN			12.00	1				
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/KY (days)	ISDN	6.07	5			9.029			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/KY (days)	Res	30.33	112	0.00	0	45.299			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/KY (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/KY (days)	Res	15.00	10	0.00	0	20.456			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/KY (days)	Res	0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/KY (days)	Res	0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/KY (days)	Res	0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/KY (days)	Bus	29.14	22	0.00	0	31.437			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/KY (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/KY (days)	Bus	8.50	2	0.00	0	7.778			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/KY (days)	Bus	0.00	0						

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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/KY (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/KY (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/KY (days)	Design	12.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/KY (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/KY (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/KY (days)	Design								
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/KY (days)	Design								
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/KY (days)	Design								
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/KY (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/KY (days)	Centrex	45.00	1	0.00	0	0.000			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/KY (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/KY (days)	Centrex	6.00	1	0.00	0	0.000			YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/KY (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/KY (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/KY (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/KY (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/KY (days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/KY (%)	Res	0.39%	115,702	0.35%	5,213		0.00088	0.5137	YES
A.2.4.2	P-2	Business/KY (%)	Bus	1.46%	8,945	0.67%	149		0.00992	0.7995	YES
A.2.4.3	P-2	Design (Specials)/KY (%)	Design	14.17%	847						
A.2.4.4	P-2	PBX/KY (%)	PBX	2.08%	48						
A.2.4.5	P-2	Centrex/KY (%)	Centrex	1.37%	439	0.00%	1		0.11624	0.1176	YES
A.2.4.6	P-2	ISDN/KY (%)	ISDN	2.64%	530	0.00%	1		0.16052	0.1646	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/KY (%)	Diagnostic			0.68%	147				Diagnostic
A.2.5.2	P-2	Business/KY (%)	Diagnostic			0.00%	46				Diagnostic
A.2.5.3	P-2	Design (Specials)/KY (%)	Diagnostic			25.00%	12				Diagnostic
A.2.5.4	P-2	PBX/KY (%)	Diagnostic			0.00%	2				Diagnostic
A.2.5.5	P-2	Centrex/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.2.5.6	P-2	ISDN/KY (%)	Diagnostic			0.00%	6				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/KY (hours)	>= 48 hrs			165.48	16				YES
A.2.7.2	P-2	Business/KY (hours)	>= 48 hrs			148.92	1				YES
A.2.7.3	P-2	Design (Specials)/KY (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/KY (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/KY (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/KY (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/KY (hours)	Diagnostic								Diagnostic
A.2.8.2	P-2	Business/KY (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/KY (hours)	Diagnostic			288.09	3				Diagnostic
A.2.8.4	P-2	PBX/KY (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/KY (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/KY (hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/KY (%)	95% >= 48 hrs			100.00%	16				YES
A.2.9.2	P-2	Business/KY (%)	95% >= 48 hrs			100.00%	1				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.9.3	P-2	Design (Specials)/KY (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/KY (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/KY (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/KY (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/KY (%)	Diagnostic								Diagnostic
A.2.10.2	P-2	Business/KY (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/KY (%)	Diagnostic			100.00%	3				Diagnostic
A.2.10.4	P-2	PBX/KY (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/KY (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/KY (%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/KY (%)	Res	13.82%	5,541	11.36%	220		0.02373	1.0370	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	0.03%	110,376	0.02%	5,146		0.00025	0.4835	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/KY (%)	Res	13.33%	15						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/KY (%)	Bus	6.92%	1,648	2.38%	42		0.03965	1.1441	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	0.07%	7,302	0.65%	154		0.00213	-2.7271	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/KY (%)	Bus	6.25%	16						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	0.00%	1						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	6.08%	543	0.00%	3		0.13832	0.4394	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	0.00%	191	0.00%	6		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design								
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/KY (%)	PBX	0.00%	14						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	3.85%	26	0.00%	1		0.19597	0.1963	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/KY (%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	3	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	3.39%	118						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	0.81%	124	0.00%	2		0.06375	0.1265	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	0.00%	14						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	0.00%	190						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	5.97%	67	0.00%	3		0.13982	0.4270	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	451	0.00%	4		0.00000		YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN			0.00%	1				
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	5						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/KY (%)	Res	11.36%	5,746	7.76%	232		0.02125	1.6966	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/KY (%)	Res	3.24%	121,866	3.41%	5,332		0.00248	-0.6810	YES
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/KY (%)	Res	7.14%	14						
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/KY (%)	Res								
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/KY (%)	Bus	12.26%	3,564	3.17%	63		0.04169	2.1798	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/KY (%)	Bus	6.67%	5,728	4.43%	203		0.01782	1.2546	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/KY (%)	Bus	8.82%	34						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/KY (%)	Bus	0.00%	3						
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/KY (%)	Design	3.80%	553	25.00%	4		0.09591	-2.2106	NO
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	Design	2.86%	105	0.00%	4		0.08487	0.3366	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/KY (%)	Design								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/KY (%)	PBX	0.00%	17						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	39	0.00%	3		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/KY (%)	PBX								
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/KY (%)	PBX	0.00%	5						
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/KY (%)	Centrex	16.22%	148						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/KY (%)	Centrex	7.24%	152	0.00%	3		0.15106	0.4791	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/KY (%)	Centrex	20.00%	10						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/KY (%)	Centrex	22.73%	22	0.00%	1		0.42849	0.5304	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/KY (%)	ISDN	6.25%	80						
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	71	0.00%	3		0.00000		YES

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A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/KY (%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN	0.00%	3						
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Res	1.86	5,506	0.02	201	11.495	0.82543	2.2289	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Res	0.51	110,103	0.33	5,018	3.799	0.05484	3.2703	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Res	0.02	15			0.000			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Bus	2.00	1,624	0.02	27	11.719	2.27398	0.8720	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Bus	0.88	7,251	0.29	124	7.358	0.66635	0.8959	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Bus	0.02	15			0.004			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Bus	0.13	1			0.000			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Design	222.93	518			424.139			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Design	2.00	188			12.017			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Design								
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	PBX	8.91	12			20.108			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	PBX	2.35	25			5.911			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	PBX	0.32	3			0.151			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Centrex	2.66	118			11.709			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Centrex	1.87	124	0.15	1	8.769	8.80407	0.1949	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Centrex	1.09	14			4.031			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Centrex	0.29	190			0.100			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	ISDN	52.56	63			61.156			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN	10.09	450	0.30	1	52.400	52.45790	0.1867	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN	0.32	5			0.082			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/KY (hours)	Diagnostic			21.19	19				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			8.17	129				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/KY (hours)	Diagnostic			21.05	14				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			16.13	30				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/KY (hours)	Diagnostic			39.59	3				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			19.52	6				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.18	1				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			15.32	1				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic			166.57	3				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			39.88	3				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic			426.23	1				Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			6.01	139				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.62	3,748				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.52	5				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.65	43				Diagnostic

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A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			4.12	13				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.14	534				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			3.01	7				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.96	42				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			2.86	12				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.34	27				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			3.65	7				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.31	14				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			3.59	1				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			6.79	3				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic			10.94	1				Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			6.01	139				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.84	1,990				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			2.52	5				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.68	40				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/KY (days)	Diagnostic			4.12	13				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.14	475				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			3.01	7				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.93	40				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (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/KY (days)	Diagnostic			2.75	11				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.34	27				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/KY (days)	Diagnostic			4.05	6				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			2.31	14				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			3.59	1				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			7.76	2				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic			10.94	1				Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/KY (%)	Diagnostic			6.34%	205				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/KY (%)	Diagnostic			5.50%	4,674				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/KY (%)	Diagnostic			12.90%	31				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/KY (%)	Diagnostic			4.20%	119				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/KY (%)	Diagnostic			0.00%	3				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/KY (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/KY (%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/KY (%)	Diagnostic			0.00%	4				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/KY (%)	Diagnostic			33.33%	3				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/KY (%)	>= 95%			98.86%	525				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/KY (%)	>= 95%			98.56%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	6				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/KY (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/KY (%)	>= 95%			94.44%	180				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/KY (%)	>= 95%			97.22%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/KY (%)	>= 95%			76.92%	13				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			91.89%	37				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%			96.47%	85				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			91.36%	81				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			88.89%	9				NO
		Resale - Maintenance and Repair									
		Missed Repair Appointments									
A.3.1.1.1	M&R-1	Residence/Dispatch/KY (%)	Res	14.43%	21,011	9.49%	527		0.01550	3.1867	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/KY (%)	Res	2.11%	8,930	2.91%	103		0.01423	-0.5675	YES
A.3.1.2.1	M&R-1	Business/Dispatch/KY (%)	Bus	16.21%	2,715	17.44%	86		0.04036	-0.3061	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/KY (%)	Bus	2.98%	1,073	0.00%	20		0.03839	0.7769	YES

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A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/KY (%)	Design	2.50%	560	0.00%	2		0.11059	0.2261	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/KY (%)	Design	0.31%	655	0.00%	16		0.01396	0.2187	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/KY (%)	PBX	7.06%	85	8.33%	12		0.07899	-0.1614	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/KY (%)	PBX	2.33%	43	0.00%	0				YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/KY (%)	Centrex	19.18%	219	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/KY (%)	Centrex	11.90%	126	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/KY (%)	ISDN	2.08%	48	0.00%	0				YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/KY (%)	ISDN	0.00%	62	0.00%	1		0.00000		YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/KY (%)	Res	2.50%	841,463	2.62%	20,125		0.00113	-1.0795	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/KY (%)	Res	1.06%	841,463	0.51%	20,125		0.00073	7.4774	YES
A.3.2.2.1	M&R-2	Business/Dispatch/KY (%)	Bus	1.33%	204,007	1.29%	6,685		0.00143	0.3095	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/KY (%)	Bus	0.53%	204,007	0.30%	6,685		0.00090	2.5159	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/KY (%)	Design	1.93%	29,054	0.24%	818		0.00492	3.4192	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/KY (%)	Design	2.25%	29,054	1.96%	818		0.00532	0.5606	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/KY (%)	PBX	0.22%	38,420	2.28%	527		0.00206	-9.9655	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/KY (%)	PBX	0.11%	38,420	0.00%	527		0.00147	0.7628	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/KY (%)	Centrex	0.39%	56,469	0.00%	284		0.00370	1.0469	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/KY (%)	Centrex	0.22%	56,469	0.00%	284		0.00281	0.7941	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/KY (%)	ISDN	0.06%	81,268	0.00%	612		0.00099	0.5990	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/KY (%)	ISDN	0.08%	81,268	0.16%	612		0.00112	-0.7773	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/KY (hours)	Res	33.11	21,011	26.73	527	43.998	1.94047	3.2855	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/KY (hours)	Res	13.00	8,930	5.12	103	28.965	2.87042	2.7470	YES
A.3.3.2.1	M&R-3	Business/Dispatch/KY (hours)	Bus	13.21	2,715	13.12	86	19.292	2.11302	0.0466	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/KY (hours)	Bus	3.64	1,073	3.40	20	13.206	2.98033	0.0822	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/KY (hours)	Design	5.00	560	1.21	2	5.603	3.96919	0.9556	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/KY (hours)	Design	2.50	655	0.74	16	4.329	1.09546	1.6108	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/KY (hours)	PBX	7.60	85	23.94	12	7.904	2.43747	-6.7044	NO
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/KY (hours)	PBX	5.04	43	0.00	0	6.591			YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/KY (hours)	Centrex	14.17	219	0.00	0	15.122			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/KY (hours)	Centrex	5.64	126	0.00	0	9.364			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/KY (hours)	ISDN	6.49	48	0.00	0	5.492			YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/KY (hours)	ISDN	4.92	62	0.55	1	5.382	5.42486	0.8060	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/KY (%)	Res	20.14%	21,011	15.18%	527		0.01769	2.8050	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/KY (%)	Res	15.67%	8,930	14.56%	103		0.03602	0.3063	YES
A.3.4.2.1	M&R-4	Business/Dispatch/KY (%)	Bus	15.95%	2,715	10.47%	86		0.04010	1.3674	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/KY (%)	Bus	9.51%	1,073	5.00%	20		0.06619	0.6808	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/KY (%)	Design	26.96%	560	0.00%	2		0.31436	0.8578	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/KY (%)	Design	18.47%	655	6.25%	16		0.09820	1.2448	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/KY (%)	PBX	9.41%	85	25.00%	12		0.09004	-1.7312	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/KY (%)	PBX	9.30%	43	0.00%	0				YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/KY (%)	Centrex	10.96%	219	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/KY (%)	Centrex	15.08%	126	0.00%	0				YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/KY (%)	ISDN	16.67%	48	0.00%	0				YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/KY (%)	ISDN	8.06%	62	0.00%	1		0.27448	0.2938	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/KY (%)	Res	16.96%	13,734	10.42%	384		0.01942	3.3690	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/KY (%)	Res	7.58%	2,650	5.17%	58		0.03514	0.6865	YES
A.3.5.2.1	M&R-5	Business/Dispatch/KY (%)	Bus	7.38%	1,598	8.77%	57		0.03525	-0.3937	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/KY (%)	Bus	2.57%	428	0.00%	8		0.05647	0.4551	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/KY (%)	Design	2.50%	560	0.00%	2		0.11059	0.2261	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/KY (%)	Design	0.31%	655	0.00%	16		0.01396	0.2187	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/KY (%)	PBX	5.00%	80	0.00%	4		0.11166	0.4478	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/KY (%)	PBX	2.50%	40	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/KY (%)	Centrex	13.49%	126	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/KY (%)	Centrex	6.25%	48	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.3.5.6.1	M&R-5	ISDN/Dispatch/KY (%)	ISDN	2.08%	48	0.00%	0				YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/KY (%)	ISDN	0.00%	60	0.00%	1		0.00000		YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	KY (%)	BST - State	98.38%	$98,884,322	99.18%	$1,441,162		0.00011	-75.0590	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/KY (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			22.38%	5,822				Diagnostic
B.1.1.4	O-7	Combo Other/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			16.88%	77				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			36.36%	11				Diagnostic
B.1.1.7	O-7	Line Sharing/KY (%)	Diagnostic			17.39%	46				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			55.81%	43				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			0.00%	8				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/KY (%)	Diagnostic			25.00%	40				Diagnostic
B.1.1.15	O-7	Other Non-Design/KY (%)	Diagnostic			16.97%	1,055				Diagnostic
B.1.1.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/KY (%)	Diagnostic			4.17%	1,008				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			35.24%	1,558				Diagnostic
B.1.2.4	O-7	Combo Other/KY (%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic								Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic								Diagnostic
B.1.2.7	O-7	Line Sharing/KY (%)	Diagnostic			58.82%	17				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			50.00%	2				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/KY (%)	Diagnostic			15.38%	13				Diagnostic
B.1.2.15	O-7	Other Non-Design/KY (%)	Diagnostic			16.97%	330				Diagnostic
B.1.2.16	O-7	INP Standalone/KY (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/KY (%)	Diagnostic			8.27%	967				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/KY (%)	Diagnostic			44.33%	97				Diagnostic
B.1.3.4	O-7	Combo Other/KY (%)	Diagnostic			43.33%	30				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.7	O-7	Line Sharing/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/KY (%)	Diagnostic			75.00%	4				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.1.3.14	O-7	Other Design/KY (%)	Diagnostic			27.27%	11				Diagnostic
B.1.3.15	O-7	Other Non-Design/KY (%)	Diagnostic			42.11%	133				Diagnostic
B.1.3.16	O-7	INP Standalone/KY (%)	Diagnostic			50.00%	4				Diagnostic
B.1.3.17	O-13	LNP Standalone/KY (%)	Diagnostic			27.12%	118				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/KY (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/KY (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/KY (%)	>= 97% w in 1 hr			95.71%	1,306				NO
B.1.4.4	O-8	Combo Other/KY (%)	>= 97% w in 1 hr			0.00%	1				NO
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 97% w in 1 hr			100.00%	13				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 97% w in 1 hr			100.00%	4				YES
B.1.4.7	O-8	Line Sharing/KY (%)	>= 97% w in 1 hr			87.50%	8				NO
B.1.4.8	O-8	2W Analog Loop Design/KY (%)	>= 97% w in 1 hr			66.67%	24				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 97% w in 1 hr								
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/KY (%)	>= 97% w in 1 hr			54.55%	11				NO
B.1.4.15	O-8	Other Non-Design/KY (%)	>= 97% w in 1 hr			79.33%	179				NO
B.1.4.16	O-8	INP Standalone/KY (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/KY (%)	>= 97% w in 1 hr			100.00%	42				YES
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			96.55%	580				YES
B.1.7.4	O-8	Combo Other/KY (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs								
B.1.7.7	O-8	Line Sharing/KY (%)	>= 85% w in 10 hrs			100.00%	10				YES
B.1.7.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/KY (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.7.15	O-8	Other Non-Design/KY (%)	>= 85% w in 10 hrs			92.98%	57				YES
B.1.7.16	O-8	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/KY (%)	>= 85% w in 10 hrs			92.86%	84				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/KY (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/KY (%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/KY (%)	>= 85% w in 24 hrs			97.73%	44				YES
B.1.8.4	O-8	Combo Other/KY (%)	>= 85% w in 24 hrs			100.00%	13				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 24 hrs								
B.1.8.7	O-8	Line Sharing/KY (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.8	O-8	2W Analog Loop Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.9	O-8	2W Analog Loop Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 24 hrs								
B.1.8.14	O-8	Other Design/KY (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.15	O-8	Other Non-Design/KY (%)	>= 85% w in 24 hrs			100.00%	56				YES
B.1.8.16	O-8	INP Standalone/KY (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.17	O-14	LNP Standalone/KY (%)	>= 85% w in 24 hrs			100.00%	32				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/KY (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/KY (%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/KY (%)	>= 95% w in 3 hrs			97.46%	4,519				YES
B.1.9.4	O-9	Combo Other/KY (%)	>= 95% w in 3 hrs			0.00%	1				NO
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 3 hrs			98.15%	54				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)/KY (%)	>= 95% w in 3 hrs			100.00%	7				YES
B.1.9.7	O-9	Line Sharing/KY (%)	>= 95% w in 3 hrs			97.44%	39				YES
B.1.9.8	O-9	2W Analog Loop Design/KY (%)	>= 95% w in 3 hrs			100.00%	20				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 95% w in 3 hrs			100.00%	8				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/KY (%)	>= 95% w in 3 hrs			100.00%	31				YES
B.1.9.15	O-9	Other Non-Design/KY (%)	>= 95% w in 3 hrs			97.95%	880				YES
B.1.9.16	O-9	INP Standalone/KY (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/KY (%)	>= 95% w in 3 hrs			93.71%	1,017				NO
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/KY (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 10 hrs			89.59%	1,220				YES
B.1.12.4	O-9	Combo Other/KY (%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 10 hrs								
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 10 hrs								
B.1.12.7	O-9	Line Sharing/KY (%)	>= 85% w in 10 hrs			100.00%	9				YES
B.1.12.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 10 hrs			100.00%	3				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/KY (%)	>= 85% w in 10 hrs			100.00%	10				YES
B.1.12.15	O-9	Other Non-Design/KY (%)	>= 85% w in 10 hrs			92.28%	272				YES
B.1.12.16	O-9	INP Standalone/KY (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/KY (%)	>= 85% w in 10 hrs			91.88%	936				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/KY (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/KY (%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/KY (%)	>= 85% w in 36 hrs			97.83%	46				YES
B.1.13.4	O-9	Combo Other/KY (%)	>= 85% w in 36 hrs			100.00%	18				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.7	O-9	Line Sharing/KY (%)	>= 85% w in 36 hrs								
B.1.13.8	O-9	2W Analog Loop Design/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/KY (%)	>= 85% w in 36 hrs								
B.1.13.14	O-9	Other Design/KY (%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.15	O-9	Other Non-Design/KY (%)	>= 85% w in 36 hrs			98.63%	73				YES
B.1.13.16	O-9	INP Standalone/KY (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.17	O-15	LNP Standalone/KY (%)	>= 85% w in 36 hrs			100.00%	86				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.77%	1,333				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.84%	4,489				YES
B.1.14.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			50.00%	2				NO
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			95.56%	45				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			75.00%	32				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/KY (%)	>= 95%			100.00%	10				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.14.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	40				YES
B.1.14.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	6				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%			100.00%	2				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	41				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	8				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	13				YES
B.1.14.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	27				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			98.34%	1,025				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			90.00%	30				NO
B.1.14.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			100.00%	1,008				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			99.63%	268				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.92%	1,290				YES
B.1.15.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%								
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%								
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%								
B.1.15.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			100.00%	14				YES
B.1.15.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			66.67%	3				NO
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%			100.00%	1				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			100.00%	4				YES
B.1.15.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	9				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			99.37%	316				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			85.71%	14				NO
B.1.15.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			99.38%	967				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 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 - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/KY (%)	>= 95%								
B.1.16.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			92.78%	97				NO
B.1.16.4	O-11	Combo Other/KY (%)	>= 95%			100.00%	30				YES
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	2				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	1				YES
B.1.16.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	1				YES
B.1.16.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	1				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	4				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.16.14	O-11	Other Design/KY (%)	>= 95%			90.91%	11				NO
B.1.16.15	O-11	Other Non-Design/KY (%)	>= 95%			99.25%	133				YES
B.1.16.16	O-11	INP Standalone/KY (%)	>= 95%			100.00%	4				YES
B.1.16.17	O-11	LNP Standalone/KY (%)	>= 95%			98.31%	118				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			98.35%	1,330				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/KY (%)	>= 95%			99.64%	4,482				YES
B.1.17.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%			0.00%	1				NO
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%			100.00%	43				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%			95.83%	24				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%			100.00%	10				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%			100.00%	1				YES
B.1.17.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			97.50%	40				YES
B.1.17.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			100.00%	6				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%			100.00%	2				YES
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			97.56%	41				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	8				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			92.31%	13				NO
B.1.17.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			96.30%	27				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			97.12%	1,008				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			100.00%	27				YES
B.1.17.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			60.32%	1,008				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/KY (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/KY (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/KY (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/KY (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/KY (%)	>= 95%			94.38%	267				NO

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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/KY (%)	>= 95%			88.36%	1,289				NO
B.1.18.4.1	O-11	Combo Other/EDI/KY (%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/KY (%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/KY (%)	>= 95%								
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/KY (%)	>= 95%								
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/KY (%)	>= 95%								
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/KY (%)	>= 95%								
B.1.18.7.1	O-11	Line Sharing/EDI/KY (%)	>= 95%			85.71%	14				NO
B.1.18.7.2	O-11	Line Sharing/TAG/KY (%)	>= 95%			50.00%	2				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/KY (%)	>= 95%			100.00%	1				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/KY (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/KY (%)	>= 95%			100.00%	2				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/KY (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/KY (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/KY (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/KY (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/KY (%)	>= 95%								
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/KY (%)	>= 95%								
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/KY (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/KY (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/KY (%)	>= 95%			50.00%	4				NO
B.1.18.14.2	O-11	Other Design/TAG/KY (%)	>= 95%			100.00%	9				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/KY (%)	>= 95%			93.63%	314				NO
B.1.18.15.2	O-11	Other Non-Design/TAG/KY (%)	>= 95%			83.33%	12				NO
B.1.18.16.1	O-11	INP Standalone/EDI/KY (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/KY (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/KY (%)	>= 95%			59.94%	961				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/KY (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/KY (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/KY (%)	>= 95%								
B.1.19.3	O-11	Loop + Port Combinations/KY (%)	>= 95%			91.11%	90				NO
B.1.19.4	O-11	Combo Other/KY (%)	>= 95%			76.67%	30				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95%			100.00%	2				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/KY (%)	>= 95%			100.00%	1				YES
B.1.19.7	O-11	Line Sharing/KY (%)	>= 95%			100.00%	1				YES
B.1.19.8	O-11	2W Analog Loop Design/KY (%)	>= 95%			100.00%	1				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/KY (%)	>= 95%			100.00%	4				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/KY (%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/KY (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/KY (%)	>= 95%								
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/KY (%)	>= 95%								
B.1.19.14	O-11	Other Design/KY (%)	>= 95%			80.00%	10				NO
B.1.19.15	O-11	Other Non-Design/KY (%)	>= 95%			95.45%	132				YES
B.1.19.16	O-11	INP Standalone/KY (%)	>= 95%			100.00%	4				YES
B.1.19.17	O-11	LNP Standalone/KY (%)	>= 95%			96.55%	116				YES
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.03	6,280			6.886			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.91	113,610			1.146			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	10.37	27			12.665			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	1			0.000			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	DS1/DS3	16.18	345	19.00	1	13.052	13.07137	-0.2160	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	R&B	6.03	6,403	3.11	111	6.937	0.66409	4.3971	YES

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	R&B	0.91	114,147	0.68	3,401	1.159	0.02017	11.6061	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (days)	R&B	0.33	56,864	0.33	2,054	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/KY (days)	R&B	1.49	57,283	1.21	1,347	1.417	0.03907	7.2145	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	R&B	10.02	41	1.67	2	10.987	7.95655	1.0504	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	R&B	1.40	199			3.216			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (days)	R&B	0.33	2			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (days)	R&B	1.41	197			3.231			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/KY (days)	R&B&D - Disp	7.09	6,987	13.92	12	9.051	2.61513	-2.6121	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/KY (days)	R&B&D - Disp	7.09	6,987			9.051			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/KY (days)	R&B&D - Disp	10.02	41			10.987			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/KY (days)	R&B&D - Disp	10.02	41			10.987			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/KY (days)	ISDN - BRI	13.39	33	8.46	13	12.940	4.23713	1.1641	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/KY (days)	ISDN - BRI	1.99	26			3.999			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/KY (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/KY (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/KY (days)	ADSL to Retail			4.00	3				
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/KY (days)	ADSL to Retail			3.85	26				
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/KY (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/KY (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.03	6,403	5.50	2	6.937	4.90577	0.1089	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.03	6,403			6.937			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.02	41			10.987			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.02	41			10.987			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.03	6,280	3.60	5	6.886	3.08083	0.7888	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.49	56,829			1.399			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	10.37	27			12.665			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.03	6,403			6.937			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.03	6,403			6.937			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.02	41			10.987			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.02	41			10.987			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.03	6,280			6.886			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.49	56,829			1.399			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	10.37	27			12.665			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	R&B - Disp	6.03	6,403			6.937			
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	R&B - Disp	6.03	6,403			6.937			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	R&B - Disp	10.02	41			10.987			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	R&B - Disp	10.02	41			10.987			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	6.03	6,280			6.886			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or	1.49	56,829			1.399			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	R&B (POTS) excl SB Or	10.37	27			12.665			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (days)	R&B (POTS) excl SB Or								
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/KY (days)	Design	18.61	584			17.551			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/KY (days)	Design	9.63	253			10.735			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/KY (days)	Design								
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/KY (days)	R&B	6.03	6,403			6.937			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	R&B	0.91	114,147			1.159			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/KY (days)	R&B	10.02	41			10.987			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	R&B	1.40	199			3.216			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.03	6,280			6.886			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.91	113,610			1.146			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	R&B (POTS)	10.37	27			12.665			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	1			0.000			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	R&B (POTS)	6.03	6,280			6.886			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.91	113,610	0.87	1,495	1.146	0.02983	1.5132	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/KY (days)	R&B (POTS)	10.37	27			12.665			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	R&B (POTS)	0.33	1	7.00	1	0.000	0.00000		NO
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Digital Loop < DS1	16.13	106	6.25	28	16.995	3.61109	2.7348	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1	6.21	208			9.160			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Digital Loop >= DS1	14.85	57	6.06	16	10.353	2.92894	2.9995	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	3.73	427			7.445			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Digital Loop >= DS1	6.07	5			9.029			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/KY (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/KY (days)	7 days			4.33	15				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/KY (days)	R&B (POTS)	30.13	134			43.230			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/KY (days)	R&B (POTS)	13.92	12			18.822			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/KY (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/KY (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/KY (days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/KY (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/KY (days)	R&B	30.24	135	0.00	0	43.087			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/KY (days)	R&B	13.92	12	2.00	1	18.822	19.59049	0.6083	YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/KY (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/KY (days)	R&B&D - Disp	30.11	136	0.00	0	42.956			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/KY (days)	R&B&D - Disp	8.58	12	0.00	0	6.557			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/KY (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/KY (days)	ADSL to Retail			0.00	0				
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/KY (days)	ADSL to Retail			0.00	0				
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/KY (days)	ADSL to Retail			0.00	0				
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/KY (days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/KY (days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/KY (days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/KY (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/KY (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/KY (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/KY (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/KY (days)	ADSL to Retail			0.00	0				
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/KY (days)	ADSL to Retail			0.00	0				
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/KY (days)	ADSL to Retail			0.00	0				
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/KY (days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/KY (days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/KY (days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/KY (days)	R&B - Disp	30.24	135	0.00	0	43.087			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/KY (days)	R&B - Disp	13.92	12	0.00	0	18.822			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/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	30.13	134	0.00	0	43.230			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	13.92	12	0.00	0	18.822			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/KY (days)	R&B - Disp	30.24	135			43.087			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/KY (days)	R&B - Disp	13.92	12			18.822			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/KY (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/KY (days)	R&B (POTS) excl SB Or	30.13	134			43.230			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	13.92	12			18.822			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/KY (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/KY (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/KY (days)	R&B - Disp	30.24	135			43.087			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/KY (days)	R&B - Disp	13.92	12			18.822			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/KY (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/KY (days)	R&B - Disp	0.00	0						
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	30.13	134			43.230			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	13.92	12			18.822			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/KY (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/KY (days)	Design	12.00	1			0.000			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/KY (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/KY (days)	Design	6.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/KY (days)	Design								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/KY (days)	Design								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/KY (days)	Design								
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/KY (days)	R&B	30.24	135			43.087			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/KY (days)	R&B	13.92	12			18.822			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/KY (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/KY (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/KY (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	30.13	134			43.230			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	13.92	12			18.822			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/KY (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/KY (days)	R&B (POTS)	30.13	134	0.00	0	43.230			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/KY (days)	R&B (POTS)	13.92	12	0.00	0	18.822			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/KY (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/KY (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/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/KY (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/KY (days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/KY (days)	Digital Loop < DS1								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/KY (days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/KY (days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/KY (days)	Digital Loop >= DS1	12.00	1	0.00	0	0.000			YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/KY (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/KY (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/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/KY (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/KY (days)	Digital Loop >= DS1	0.00	0						
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/KY (%)	R&B (POTS)	0.47%	124,647						
B.2.5.2	P-2	Local Interoffice Transport/KY (%)	DS1/ DS3 - Interoffice	38.07%	352						
B.2.5.3	P-2	Loop + Port Combinations/KY (%)	R&B	0.47%	125,519	0.06%	5,080		0.00098	4.1894	YES
B.2.5.4	P-2	Combo Other/KY (%)	R&B&D - Disp	8.85%	8,161						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	ADSL to Retail			0.00%	8				
B.2.5.6	P-2	UNE ISDN/KY (%)	ISDN - BRI	8.96%	67	11.11%	9		0.10137	-0.2127	YES
B.2.5.7	P-2	Line Sharing/KY (%)	ADSL to Retail			0.00%	1				
B.2.5.8	P-2	2W Analog Loop Design/KY (%)	R&B - Disp	0.47%	125,519	0.00%	2		0.04828	0.0970	YES
B.2.5.9	P-2	2W Analog Loop Non-Design/KY (%)	R&B (POTS) excl SB Or	0.86%	67,919	0.00%	7		0.03487	0.2462	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/KY (%)	R&B - Disp	0.47%	125,519						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	R&B (POTS) excl SB Or	0.86%	67,919						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/KY (%)	R&B - Disp	0.47%	125,519						
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	R&B (POTS) excl SB Or	0.86%	67,919						
B.2.5.14	P-2	Other Design/KY (%)	Design	13.71%	992						
B.2.5.15	P-2	Other Non-Design/KY (%)	R&B	0.47%	125,519						
B.2.5.16	P-2	INP (Standalone)/KY (%)	R&B (POTS)	0.47%	124,647						
B.2.5.17	P-2	LNP (Standalone)/KY (%)	R&B (POTS)	0.47%	124,647	0.00%	1,418		0.00182	2.5668	YES
B.2.5.18	P-2	Digital Loop < DS1/KY (%)	Digital Loop < DS1	6.95%	331	5.88%	17		0.06324	0.1686	YES
B.2.5.19	P-2	Digital Loop >= DS1/KY (%)	Digital Loop >= DS1	5.54%	505	60.87%	23		0.04879	-11.3388	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			0.51%	196				Diagnostic
B.2.6.4	P-2	Combo Other/KY (%)	Diagnostic			61.54%	13				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic			0.00%	8				Diagnostic
B.2.6.6	P-2	UNE ISDN/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.2.6.7	P-2	Line Sharing/KY (%)	Diagnostic			0.00%	30				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/KY (%)	Diagnostic			0.00%	75				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic			11.11%	9				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic			40.00%	5				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/KY (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/KY (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/KY (hours)	>= 48 hrs			103.39	3				YES
B.2.8.4	P-2	Combo Other/KY (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	>= 48 hrs								
B.2.8.6	P-2	UNE ISDN/KY (hours)	>= 48 hrs			342.68	1				YES
B.2.8.7	P-2	Line Sharing/KY (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/KY (hours)	>= 48 hrs								
B.2.8.9	P-2	2W Analog Loop Non-Design/KY (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/KY (hours)	>= 48 hrs								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/KY (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/KY (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/KY (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/KY (hours)	>= 48 hrs			342.68	1				YES
B.2.8.19	P-2	Digital Loop >= DS1/KY (hours)	>= 48 hrs			190.94	13				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/KY (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/KY (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/KY (hours)	Diagnostic			40.13	1				Diagnostic
B.2.9.4	P-2	Combo Other/KY (hours)	Diagnostic			375.09	8				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (hours)	Diagnostic								Diagnostic
B.2.9.6	P-2	UNE ISDN/KY (hours)	Diagnostic			304.20	1				Diagnostic
B.2.9.7	P-2	Line Sharing/KY (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/KY (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/KY (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/KY (hours)	Diagnostic			304.20	1				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/KY (hours)	Diagnostic			272.73	2				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/KY (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/KY (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/KY (%)	95% >= 48 hrs			100.00%	3				YES
B.2.10.4	P-2	Combo Other/KY (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	95% >= 48 hrs								
B.2.10.6	P-2	UNE ISDN/KY (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.7	P-2	Line Sharing/KY (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/KY (%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/KY (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/KY (%)	95% >= 48 hrs								
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/KY (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/KY (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/KY (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/KY (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.19	P-2	Digital Loop >= DS1/KY (%)	95% >= 48 hrs			100.00%	13				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/KY (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/KY (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.11.4	P-2	Combo Other/KY (%)	Diagnostic			100.00%	8				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/KY (%)	Diagnostic								Diagnostic
B.2.11.6	P-2	UNE ISDN/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.7	P-2	Line Sharing/KY (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/KY (%)	Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/KY (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.11.10	P-2	2W Analog Loop w/INP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/KY (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/KY (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/KY (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/KY (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/KY (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/KY (%)	Diagnostic			100.00%	2				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/KY (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/KY (%)	>= 95% w in 15 min								
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/KY (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.13.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/KY (%)	>= 95% w in 15 min								
B.2.14.3	P-7A	Non-Time Specific SL1/KY (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/KY (%)	>= 95% w in 15 min								
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/KY (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/KY (%)	<= 5%								
B.2.15.3	P-7A	Non-Time Specific SL1/KY (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/KY (%)	<= 5%								
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/KY (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/KY (minutes)	Diagnostic								Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/KY (%)	<= 5%								
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/KY (%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/KY (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/KY (%)	<= 5%								
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	12.24%	7,189						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	117,678						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	9.68%	31						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	2.61%	345	0.00%	2		0.11303	0.2308	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	12.09%	7,314	7.75%	142		0.02762	1.5714	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	0.03%	118,217	0.08%	5,143		0.00027	-1.6248	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	56,892	0.00%	2,064		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	0.07%	61,325	0.13%	3,079		0.00048	-1.3209	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	6.67%	45	0.00%	3		0.14874	0.4482	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	199						
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	2						
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	0.00%	197						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	11.61%	7,931	7.69%	13		0.08893	0.4408	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	11.61%	7,931						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	6.67%	45						

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B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	6.67%	45						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail			0.00%	16				
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	4.88%	41	0.00%	13		0.06856	0.7115	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	29						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail			0.00%	3				
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail			0.00%	28				
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	12.09%	7,314	0.00%	3		0.18824	0.6421	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	12.09%	7,314						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	6.67%	45						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	6.67%	45						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	12.24%	7,189	0.00%	7		0.12394	0.9876	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.07%	60,870						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	9.68%	31						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	12.09%	7,314						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	12.09%	7,314						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	6.67%	45						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	6.67%	45						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	12.24%	7,189						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.07%	60,870						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	9.68%	31						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	12.09%	7,314						
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	12.09%	7,314						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	6.67%	45						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	6.67%	45						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	12.24%	7,189						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.07%	60,870						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	9.68%	31						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or								
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/KY (%)	Design	6.00%	617						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	0.40%	253						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/KY (%)	Design								
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	12.09%	7,314						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	0.03%	118,217						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	6.67%	45						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	0.00%	199						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	12.24%	7,189						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	117,678						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	9.68%	31						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	12.24%	7,189						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.03%	117,678	0.13%	1,495		0.00048	-2.0799	NO
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	9.68%	31						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	1	0.00%	1		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	12.17%	115	0.00%	29		0.06795	1.7917	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.00%	208						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	8.20%	61	3.70%	27		0.06341	0.7086	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	428						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1								

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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/KY (%)	Digital Loop >= DS1	0.00%	5						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.71%	9,310						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.40%	127,594						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	8.33%	48						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	3						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/KY (%)	DS1/DS3	7.97%	276	0.00%	4		0.13640	0.5844	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/KY (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/KY (%)	R&B	11.77%	9,466	16.00%	150		0.02652	-1.5957	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (%)	R&B	3.40%	127,842	3.61%	5,567		0.00248	-0.8474	YES
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (%)	R&B	3.20%	61,401	3.36%	2,622		0.00351	-0.4443	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/KY (%)	R&B	3.59%	66,441	3.84%	2,945		0.00350	-0.7194	YES
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/KY (%)	R&B	10.34%	58	0.00%	1		0.30716	0.3368	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (%)	R&B	15.15%	33						
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (%)	R&B	0.00%	1						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (%)	R&B	15.63%	32						
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/KY (%)	R&B&D - Disp	11.28%	10,108	13.64%	22		0.06751	-0.3493	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/KY (%)	R&B&D - Disp	11.28%	10,108						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/KY (%)	R&B&D - Disp	10.34%	58						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/KY (%)	R&B&D - Disp	10.34%	58						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (%)	ADSL to Retail			0.00%	5				
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.00%	1						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/KY (%)	ISDN - BRI	7.32%	41	5.88%	17		0.07512	0.1910	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	43						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/KY (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/KY (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/KY (%)	ADSL to Retail			0.00%	1				
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/KY (%)	ADSL to Retail	0.00%	1	10.34%	29		0.00000		NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/KY (%)	ADSL to Retail								
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/KY (%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.77%	9,466	0.00%	1		0.32225	0.3652	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.77%	9,466						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	10.34%	58						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	10.34%	58						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.71%	9,310	0.00%	2		0.22737	0.5149	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	3.58%	66,271						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	8.33%	48						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	3						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.77%	9,466						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.77%	9,466						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	10.34%	58						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	10.34%	58						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.71%	9,310						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	3.58%	66,271						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	8.33%	48						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	3						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (%)	R&B - Disp	11.77%	9,466						
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (%)	R&B - Disp	11.77%	9,466						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (%)	R&B - Disp	10.34%	58						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (%)	R&B - Disp	10.34%	58						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	11.71%	9,310						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	3.58%	66,271						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (%)	R&B (POTS) excl SB Or	8.33%	48						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (%)	R&B (POTS) excl SB Or	0.00%	3						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/KY (%)	Design	4.05%	642						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/KY (%)	Design	2.52%	119						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/KY (%)	Design								
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/KY (%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/KY (%)	R&B	11.77%	9,466	0.00%	5		0.14415	0.8164	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/KY (%)	R&B	3.40%	127,842						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/KY (%)	R&B	10.34%	58						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/KY (%)	R&B	15.15%	33						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.71%	9,310	0.00%	1		0.32153	0.3641	YES
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.40%	127,594	0.00%	1		0.18119	0.1876	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	8.33%	48						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	3						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/KY (%)	R&B (POTS)	11.71%	9,310						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	3.40%	127,594	0.00%	2,056		0.00403	8.4368	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/KY (%)	R&B (POTS)	8.33%	48						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (%)	R&B (POTS)	0.00%	3						
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/KY (%)	Digital Loop < DS1	6.67%	90	4.55%	22		0.05933	0.3575	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1	0.00%	122						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop < DS1								
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/KY (%)	Digital Loop >= DS1	1.50%	133	14.29%	35		0.02312	-5.5285	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	4.08%	49						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (%)	Digital Loop >= DS1	0.00%	3						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.89	7,130			11.545			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.53	117,354			4.110			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.02	30			0.003			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.13	1			0.000			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice	124.24	333			288.550			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	R&B	1.89	7,255	0.08	117	11.511	1.07270	1.6862	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.53	117,892	0.38	4,969	4.154	0.06016	2.5155	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	R&B	0.66	56,677	0.36	1,934	4.976	0.11506	2.5384	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	R&B	0.42	61,215	0.39	3,035	3.207	0.05964	0.4335	YES
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	R&B	0.36	44	0.02	3	2.274	1.35682	0.2529	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	R&B	0.29	199			0.100			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)	R&B	0.22	2			0.118			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)	R&B	0.29	197			0.100			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	R&B&D - Disp	16.92	7,841			122.634			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	16.92	7,841			122.634			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	R&B&D - Disp	0.36	44			2.274			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	R&B&D - Disp	0.36	44			2.274			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	ADSL to Retail			0.57	7	1.417			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	ISDN - BRI	38.49	38	0.44	12	40.115	13.28344	2.8649	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI	7.13	29			17.905			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail			0.53	1	0.000			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	ADSL to Retail								
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	1.89	7,255	12.36	2	17.242	12.19335	-0.8585	YES
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	1.89	7,255			11.511			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.36	44			2.274			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.36	44			2.274			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	1.89	7,130	0.02	7	11.545	4.36588	0.4289	YES

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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/KY (hours)	R&B (POTS) excl SB Or	0.42	60,761			3.211			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.02	30			0.003			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	1.89	7,255			11.511			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	1.89	7,255			11.511			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.36	44			2.274			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.36	44			2.274			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	1.89	7,130			11.545			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.42	60,761			3.211			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.02	30			0.003			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	R&B - Disp	1.89	7,255			11.511			
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	1.89	7,255			11.511			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	R&B - Disp	0.36	44			2.274			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B - Disp	0.36	44			2.274			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	1.89	7,130			11.545			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or	0.42	60,761			3.211			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B (POTS) excl SB Or	0.02	30			0.003			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)	R&B (POTS) excl SB Or								
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Design	203.01	586			403.012			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Design	18.36	249			68.993			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Design								
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	R&B	1.89	7,255			11.511			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	R&B	0.53	117,892			4.154			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	R&B	0.36	44			2.274			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	R&B	0.29	199			0.100			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.89	7,130			11.545			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.53	117,354			4.110			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.02	30			0.003			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.13	1			0.000			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	R&B (POTS)	1.89	7,130			11.545			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.53	117,354	0.27	1,419	4.110	0.10977	2.3479	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	R&B (POTS)	0.02	30			0.003			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	R&B (POTS)	0.13	1			0.000			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop < DS1	177.90	109	0.49	19	408.323	101.51223	1.7477	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1	2.48	206			12.588			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop < DS1								
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1	95.60	55	25.84	22	162.333	40.95051	1.7036	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	10.18	426			53.666			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Digital Loop >= DS1	0.32	5			0.082			
	Average Completion Notice Interval - Non-Mechanized										
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/KY (hours)	Diagnostic			27.26	2				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/KY (hours)	Diagnostic			11.19	24				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			9.26	173				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/KY (hours)	Diagnostic			8.53	129				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/KY (hours)	Diagnostic			11.39	44				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/KY (hours)	Diagnostic								Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic

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B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/KY (hours)	Diagnostic			47.99	12				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (hours)	Diagnostic			7.61	8				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/KY (hours)	Diagnostic			19.32	1				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/KY (hours)	Diagnostic			0.02	3				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.28	27				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/KY (hours)	Diagnostic			111.05	1				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic			1.75	75				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic			0.28	1				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic			8.91	9				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/KY (hours)	Diagnostic			45.05	5				Diagnostic

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B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.10	57				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.81	2,510				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic			3.09	1				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.40	6				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			8.12	8				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic			5.74	1				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.42	4				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.79	729				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.52	14				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			5.76	6				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			5.52	27				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.49	679				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.09	1				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.16	1				Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (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/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.02	671				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			6.24	5				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.71	7				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			10.63	5				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.42	2				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			8.21	1				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.66	71				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			5.68	3				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.96	1				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.12	55				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.91	1,761				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic			3.09	1				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic			4.98	2				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic			4.91	1				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic			5.74	1				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			4.42	4				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.79	729				Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			4.96	3				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			5.83	4				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			3.74	23				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.47	631				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic			5.09	1				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic			3.16	1				Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.02	656				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/KY (days)	Diagnostic			6.24	5				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			1.93	6				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/KY (days)	Diagnostic			10.63	5				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic

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B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/KY (days)	Diagnostic			0.66	71				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/KY (days)	Diagnostic			6.96	1				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/KY (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/KY (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/KY (%)	>= 95% w in 15 min			74.23%	1,498				NO
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/KY (%)	Diagnostic			12.39%	113				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/KY (%)	Diagnostic			15.09%	3,426				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/KY (%)	Diagnostic			0.00%	10				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	Diagnostic			0.00%	14				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/KY (%)	Diagnostic			0.00%	13				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/KY (%)	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/KY (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/KY (%)	Diagnostic			0.00%	25				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/KY (%)	Diagnostic			0.00%	2				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/KY (%)	Diagnostic			16.67%	6				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/KY (%)	Diagnostic			31.42%	1,496				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/KY (%)	Diagnostic			0.00%	27				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/KY (%)	Diagnostic			22.22%	18				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/KY (%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% of requests			100.00%	13				YES
B.2.33.2	P-8	xDSL Other/KY (%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/KY (%)	>= 95%			69.33%	75				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	25				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/KY (%)	>= 95%			90.91%	11				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/KY (%)	>= 95%			96.33%	300				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/KY (%)	>= 95%			98.02%	405				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/KY (%)	>= 95%			97.73%	132				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/KY (%)	>= 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/KY (%)	R&B (POTS)	14.63%	23,726						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	2.20%	10,003						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	1.33%	150	0.00%	0				YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	132	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/KY (%)	R&B	14.68%	23,948	10.96%	584		0.01482	2.5091	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	2.31%	10,129	1.19%	168		0.01169	0.9582	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/KY (%)	R&B&D - Disp	14.34%	24,638	0.00%	11		0.10571	1.3569	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	14.34%	24,638	0.00%	5		0.15677	0.9149	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	52.22%	383	0.00%	2		0.35413	1.4746	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	2.17%	783	0.00%	2		0.10318	0.2104	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	3.03%	33	0.00%	7		0.07133	0.4248	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	26	0.00%	1		0.00000		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/KY (%)	ADSL to Retail	52.22%	383	0.00%	3		0.28952	1.8037	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	2.17%	783	0.00%	8		0.05179	0.4192	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	14.68%	23,948	0.00%	10		0.11193	1.3113	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	14.68%	23,948	0.00%	19		0.08122	1.8072	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	14.59%	23,670	0.00%	0				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/KY (%)	R&B (POTS) excl SB FT	2.18%	9,248	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/KY (%)	Design	2.75%	690	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/KY (%)	Design	0.53%	760	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/KY (%)	R&B	14.68%	23,948	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/KY (%)	R&B	2.31%	10,129	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	14.63%	23,726						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	2.20%	10,003						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/KY (%)	R&B (POTS)	2.27%	1,045,470						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	0.96%	1,045,470						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	1.73%	8,690	0.00%	50		0.01863	0.9263	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	1.52%	8,690	0.00%	50		0.01748	0.8690	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/KY (%)	R&B	2.13%	1,121,894	1.50%	39,062		0.00075	8.5047	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	0.90%	1,121,894	0.43%	39,062		0.00049	9.6668	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/KY (%)	R&B&D - Disp	1.88%	1,312,548	6.04%	182		0.01016	-4.1027	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	1.88%	1,312,548	2.75%	182		0.01016	-0.8567	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	1.43%	26,796	0.54%	370		0.00626	1.4202	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	2.92%	26,796	0.54%	370		0.00895	2.6615	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	0.86%	3,840	1.35%	520		0.00433	-1.1237	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.68%	3,840	0.19%	520		0.00385	1.2608	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/KY (%)	ADSL to Retail	1.43%	26,796	0.63%	476		0.00553	1.4454	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	2.92%	26,796	1.68%	476		0.00790	1.5705	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	2.13%	1,121,894	0.44%	2,287		0.00306	5.5501	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	2.13%	1,121,894	0.83%	2,287		0.00306	4.2633	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	2.26%	1,045,470	0.00%	23		0.03138	0.7216	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	0.88%	1,045,470	0.00%	23		0.01961	0.4511	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/KY (%)	Design	0.36%	190,654	0.00%	15		0.01553	0.2330	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/KY (%)	Design	0.40%	190,654	0.00%	15		0.01630	0.2445	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/KY (%)	R&B	2.13%	1,121,894	0.00%	117		0.01351	1.5803	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/KY (%)	R&B	0.90%	1,121,894	0.00%	117		0.00878	1.0277	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	2.27%	1,045,470						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	0.96%	1,045,470						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/KY (hours)	R&B (POTS)	30.83	23,726			42.391			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/KY (hours)	R&B (POTS)	12.00	10,003			27.858			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/KY (hours)	DS1/DS3	4.76	150	0.00	0	4.194			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/KY (hours)	DS1/DS3	2.21	132	0.00	0	2.734			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/KY (hours)	R&B	30.68	23,948	17.16	584	42.248	1.76941	7.6423	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/KY (hours)	R&B	11.92	10,129	4.97	168	27.712	2.15568	3.2222	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/KY (hours)	R&B&D - Disp	29.97	24,638	5.70	11	41.873	12.62806	1.9218	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/KY (hours)	R&B&D - Disp	29.97	24,638	1.19	5	41.873	18.72815	1.5365	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (hours)	ADSL to Retail	44.50	383	3.68	2	55.047	39.02555	1.0459	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (hours)	ADSL to Retail	2.05	783	1.88	2	10.982	7.77562	0.0230	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/KY (hours)	ISDN - BRI	6.65	33	4.52	7	6.165	2.56555	0.8289	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/KY (hours)	ISDN - BRI	1.84	26	1.90	1	2.180	2.22182	-0.0277	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/KY (hours)	ADSL to Retail	44.50	383	49.33	3	55.047	31.90559	-0.1515	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/KY (hours)	ADSL to Retail	2.05	783	11.38	8	10.982	3.90264	-2.3884	NO
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/KY (hours)	R&B - Disp	30.68	23,948	5.45	10	42.248	13.36270	1.8879	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/KY (hours)	R&B - Disp	30.68	23,948	3.61	19	42.248	9.69614	2.7917	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/KY (hours)	R&B (POTS) excl SB FT	30.80	23,670	0.00	0	42.372			YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/KY (hours)	R&B (POTS) excl SB FT	12.66	9,248	0.00	0	28.768			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/KY (hours)	Design	5.31	690	0.00	0	5.855			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/KY (hours)	Design	2.88	760	0.00	0	4.737			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/KY (hours)	R&B	30.68	23,948	0.00	0	42.248			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/KY (hours)	R&B	11.92	10,129	0.00	0	27.712			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/KY (hours)	R&B (POTS)	30.83	23,726			42.391			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/KY (hours)	R&B (POTS)	12.00	10,003			27.858			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/KY (%)	R&B (POTS)	19.66%	23,726						

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B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	15.01%	10,003						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	25.33%	150	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	18.18%	132	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/KY (%)	R&B	19.58%	23,948	17.29%	584		0.01662	1.3751	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	14.99%	10,129	17.26%	168		0.02777	-0.8194	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/KY (%)	R&B&D - Disp	19.71%	24,638	45.45%	11		0.11997	-2.1460	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	19.71%	24,638	0.00%	5		0.17792	1.1078	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	27.42%	383	0.00%	2		0.31625	0.8669	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	30.14%	783	0.00%	2		0.32488	0.9277	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	18.18%	33	14.29%	7		0.16050	0.2428	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	11.54%	26	0.00%	1		0.32557	0.3544	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/KY (%)	ADSL to Retail	27.42%	383	66.67%	3		0.25855	-1.5181	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	30.14%	783	25.00%	8		0.16306	0.3152	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	19.58%	23,948	10.00%	10		0.12551	0.7633	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	19.58%	23,948	0.00%	19		0.09107	2.1499	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	19.64%	23,670	0.00%	0				YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	15.26%	9,248	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/KY (%)	Design	24.20%	690	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/KY (%)	Design	17.37%	760	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/KY (%)	R&B	19.58%	23,948	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/KY (%)	R&B	14.99%	10,129	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	19.66%	23,726						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	15.01%	10,003						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/KY (%)	R&B (POTS)	15.96%	15,332						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/KY (%)	R&B (POTS)	6.89%	3,078						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/KY (%)	DS1/DS3	1.33%	150	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/KY (%)	DS1/DS3	0.00%	132	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/KY (%)	R&B	15.94%	15,456	8.40%	393		0.01870	4.0350	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/KY (%)	R&B	6.86%	3,121	2.25%	89		0.02717	1.6967	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/KY (%)	R&B&D - Disp	15.38%	16,146	0.00%	11		0.10880	1.4134	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/KY (%)	R&B&D - Disp	15.38%	16,146	0.00%	5		0.16135	0.9531	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/KY (%)	ADSL to Retail	52.22%	383	0.00%	2		0.35413	1.4746	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/KY (%)	ADSL to Retail	2.17%	783	0.00%	2		0.10318	0.2104	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/KY (%)	ISDN - BRI	3.03%	33	0.00%	7		0.07133	0.4248	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/KY (%)	ISDN - BRI	0.00%	25	0.00%	1		0.00000		YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/KY (%)	ADSL to Retail	52.22%	383	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/KY (%)	ADSL to Retail	2.17%	783	0.00%	1		0.14583	0.1489	YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/KY (%)	R&B - Disp	15.94%	15,456	0.00%	10		0.11580	1.3767	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/KY (%)	R&B - Disp	15.94%	15,456	0.00%	19		0.08403	1.8971	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/KY (%)	R&B (POTS) excl SB FT	15.95%	15,329	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/KY (%)	R&B (POTS) excl SB FT	6.76%	3,060	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/KY (%)	Design	2.75%	690	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/KY (%)	Design	0.53%	760	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/KY (%)	R&B	15.94%	15,456	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/KY (%)	R&B	6.86%	3,121	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/KY (%)	R&B (POTS)	15.96%	15,332						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/KY (%)	R&B (POTS)	6.89%	3,078						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	KY (%)	BST - State	98.38%	$98,884,322	99.95%	$1,785,655		0.00010	-164.1164	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/KY (%)	Diagnostic			74.29%	35				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/KY (%)	>= 85% w in 4 days			100.00%	26				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/KY (%)	>= 95% w in 10 days			100.00%	30				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/KY (%)	>= 95%			100.00%	29				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/KY (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/KY (days)	Parity w Retail	25.53	15	16.77	20	18.462	6.30591	1.3902	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/KY (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	14	0.00%	22		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/KY (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	15	0.00%	25		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/KY (%)	Parity w Retail	0.00%	1,024	0.00%	1,609		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/KY (hours)	Parity w Retail	283.57	13	16.49	24	372.814	128.38558	2.0803	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/KY (days)	Diagnostic			17.34	18				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/KY (%)	Diagnostic			0.00%	19				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/KY (%)	Diagnostic			0.00%	1				Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/KY (%)	>= 95%			100.00%	71				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/KY (%)	>= 95%			100.00%	29				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/KY (%)	>= 95%			100.00%	1				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/KY (%)	>= 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/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	40	0.00%	1		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	87,399	0.00%	18,759		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.05%	87,399	0.01%	18,759		0.00017	2.3490	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/KY (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/KY (hours)	Parity w Retail	0.08	40	3.35	1	0.220	0.22290	-14.6852	NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	40	0.00%	1		0.00000		YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/KY (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/KY (%)	Parity w Retail	0.00%	40	0.00%	1		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	KY (%)	BST - State	98.38%	$98,884,322	99.74%	$393,531		0.00020	-67.3525	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/KY (%)	>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/KY (calendar days)	<= 20 days								
E.1.1.2	C-1	Physical Caged/KY (calendar days)	<= 30 days			8	3				YES
E.1.1.3	C-1	Physical Cageless/KY (calendar days)	<= 30 days								
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/KY (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/KY (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/KY (calendar days)	<= 90 days			33	1				YES
E.1.2.4	C-2	Physical Cageless/KY (calendar days)	<= 60 days			58	1				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/KY (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/KY (%)	< 5% missed								
E.1.3.2	C-3	Physical/KY (%)	< 5% missed			0.00%	2				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/KY (%)	>= 95% w in 3 bus days			50.00%	2				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/KY (%)	>= 95% w in 1 min			75.88%	170				NO
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/KY (%)	>= 95% w in 5 bus days								
F.3.1.2	O-10	Local Interoffice Transport/KY (%)	>= 95% w in 5 bus days								
	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	KY (seconds)	PBD			5.53					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	KY (%)	PBD			78.80%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	KY (seconds)	PBD			4.54					PBD
	% Answered in 12 seconds										
F.7.2	DA-2	KY (%)	PBD			90.10%					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	KY (hours)	PBD			0.74	1,768				PBD
	% Accuracy										
F.8.2	E-2	KY (%)	PBD			97.89%	95,537				PBD
	% Timeliness										
F.8.3	E-1	KY (%)	PBD			100.00%	1,768				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/KY (%)	Parity w Retail	87.09%	$3,288,193	99.14%	$121,327		0.00273	-44.1965	YES
F.9.5.2	B-7	UNE/KY (%)	>= 90%			99.76%	$104,099				YES
F.9.5.3	B-7	Interconnection/KY (%)	>= 90%			94.48%	$1,863				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/KY (%)	Parity w Retail	82.23%	$4,318,744	98.60%	$149,757		0.00238	-68.6980	YES
F.9.6.2	B-8	UNE/KY (%)	>= 90%			98.65%	$144,575				YES
F.9.6.3	B-8	Interconnection/KY (%)	>= 90%			96.71%	$34,323				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	KY (%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	KY (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	KY (%)	>= 95% w in 30 days			100.00%	1				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	KY (%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	KY (average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	KY (%)	>= 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/KY (hours)	PBD	0.28	19	0.28	19				PBD
F.13.1.2	D-1	Directory Listings/KY (hours)	PBD	0.11	25	0.11	25				PBD
F.13.1.3	D-1	Directory Assistance/KY (hours)	PBD	6.30	23	6.30	23				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/KY (%)	>= 95%			93.48%	660				NO
F.13.2.2	D-2	Directory Listings/KY (%)	>= 95%			99.35%	1,072				YES
F.13.2.3	D-2	Directory Assistance/KY (%)	>= 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