BellSouth Monthly State Summary

Alabama, 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/AL (%)	Diagnostic			7.50%	12,821				Diagnostic
A.1.1.2	O-7	Business/AL (%)	Diagnostic			28.24%	170				Diagnostic
A.1.1.3	O-7	Design (Specials)/AL (%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/AL (%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/AL (%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/AL (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/AL (%)	Diagnostic			29.48%	1,784				Diagnostic
A.1.2.2	O-7	Business/AL (%)	Diagnostic			49.41%	170				Diagnostic
A.1.2.3	O-7	Design (Specials)/AL (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/AL (%)	Diagnostic			0.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/AL (%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/AL (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/AL (%)	Diagnostic			39.05%	105				Diagnostic
A.1.3.2	O-7	Business/AL (%)	Diagnostic			60.11%	178				Diagnostic
A.1.3.3	O-7	Design (Specials)/AL (%)	Diagnostic			29.41%	51				Diagnostic
A.1.3.4	O-7	PBX/AL (%)	Diagnostic			70.00%	20				Diagnostic
A.1.3.5	O-7	Centrex/AL (%)	Diagnostic			56.25%	16				Diagnostic
A.1.3.6	O-7	ISDN/AL (%)	Diagnostic			38.46%	13				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/AL (%)	>= 97% w in 1 hr			98.13%	961				YES
A.1.4.2	O-8	Business/AL (%)	>= 97% w in 1 hr			95.83%	48				NO
A.1.4.3	O-8	Design (Specials)/AL (%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/AL (%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/AL (%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/AL (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/AL (%)	>= 85% w in 10 hrs			94.22%	536				YES
A.1.7.2	O-8	Business/AL (%)	>= 85% w in 10 hrs			98.85%	87				YES
A.1.7.3	O-8	Design (Specials)/AL (%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/AL (%)	>= 85% w in 10 hrs								
A.1.7.5	O-8	Centrex/AL (%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/AL (%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/AL (%)	>= 85% w in 24 hrs			100.00%	45				YES
A.1.8.2	O-8	Business/AL (%)	>= 85% w in 24 hrs			97.27%	110				YES
A.1.8.3	O-8	Design (Specials)/AL (%)	>= 85% w in 24 hrs			100.00%	15				YES
A.1.8.4	O-8	PBX/AL (%)	>= 85% w in 24 hrs			100.00%	14				YES
A.1.8.5	O-8	Centrex/AL (%)	>= 85% w in 24 hrs			100.00%	9				YES
A.1.8.6	O-8	ISDN/AL (%)	>= 85% w in 24 hrs			100.00%	5				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/AL (%)	>= 95% w in 3 hrs			99.84%	11,884				YES
A.1.9.2	O-9	Business/AL (%)	>= 95% w in 3 hrs			100.00%	123				YES
A.1.9.3	O-9	Design (Specials)/AL (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/AL (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/AL (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/AL (%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/AL (%)	>= 85% w in 10 hrs			90.11%	1,496				YES
A.1.12.2	O-9	Business/AL (%)	>= 85% w in 10 hrs			94.50%	109				YES

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A.1.12.3	O-9	Design (Specials)/AL (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/AL (%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.12.5	O-9	Centrex/AL (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/AL (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/AL (%)	>= 85% w in 36 hrs			100.00%	66				YES
A.1.13.2	O-9	Business/AL (%)	>= 85% w in 36 hrs			98.48%	66				YES
A.1.13.3	O-9	Design (Specials)/AL (%)	>= 85% w in 36 hrs			100.00%	38				YES
A.1.13.4	O-9	PBX/AL (%)	>= 85% w in 36 hrs			100.00%	7				YES
A.1.13.5	O-9	Centrex/AL (%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.6	O-9	ISDN/AL (%)	>= 85% w in 36 hrs			100.00%	7				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/AL (%)	>= 95%			100.00%	25				YES
A.1.14.1.2	O-11	Residence/TAG/AL (%)	>= 95%			99.99%	12,796				YES
A.1.14.2.1	O-11	Business/EDI/AL (%)	>= 95%			100.00%	54				YES
A.1.14.2.2	O-11	Business/TAG/AL (%)	>= 95%			100.00%	116				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/AL (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/AL (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/AL (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/AL (%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/AL (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/AL (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/AL (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/AL (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/AL (%)	>= 95%			100.00%	3				YES
A.1.15.1.2	O-11	Residence/TAG/AL (%)	>= 95%			99.89%	1,781				YES
A.1.15.2.1	O-11	Business/EDI/AL (%)	>= 95%			100.00%	55				YES
A.1.15.2.2	O-11	Business/TAG/AL (%)	>= 95%			100.00%	115				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/AL (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/AL (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/AL (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/AL (%)	>= 95%			100.00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/AL (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/AL (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/AL (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/AL (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/AL (%)	>= 95%			98.10%	105				YES
A.1.16.2	O-11	Business/AL (%)	>= 95%			96.63%	178				YES
A.1.16.3	O-11	Design (Specials)/AL (%)	>= 95%			100.00%	51				YES
A.1.16.4	O-11	PBX/AL (%)	>= 95%			100.00%	20				YES
A.1.16.5	O-11	Centrex/AL (%)	>= 95%			87.50%	16				NO
A.1.16.6	O-11	ISDN/AL (%)	>= 95%			92.31%	13				NO
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/AL (%)	>= 95%			100.00%	25				YES
A.1.17.1.2	O-11	Residence/TAG/AL (%)	>= 95%			99.85%	12,795				YES
A.1.17.2.1	O-11	Business/EDI/AL (%)	>= 95%			90.74%	54				NO
A.1.17.2.2	O-11	Business/TAG/AL (%)	>= 95%			99.14%	116				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/AL (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/AL (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/AL (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/AL (%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/AL (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/AL (%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/AL (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/AL (%)	>= 95%								

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
A.1.18.1.1	O-11	Residence/EDI/AL (%)	>= 95%			100.00%	3				YES
A.1.18.1.2	O-11	Residence/TAG/AL (%)	>= 95%			88.36%	1,779				NO
A.1.18.2.1	O-11	Business/EDI/AL (%)	>= 95%			83.64%	55				NO
A.1.18.2.2	O-11	Business/TAG/AL (%)	>= 95%			88.70%	115				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/AL (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/AL (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/AL (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/AL (%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/AL (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/AL (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/AL (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/AL (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/AL (%)	>= 95%			95.15%	103				YES
A.1.19.2	O-11	Business/AL (%)	>= 95%			92.44%	172				NO
A.1.19.3	O-11	Design (Specials)/AL (%)	>= 95%			96.08%	51				YES
A.1.19.4	O-11	PBX/AL (%)	>= 95%			90.00%	20				NO
A.1.19.5	O-11	Centrex/AL (%)	>= 95%			92.86%	14				NO
A.1.19.6	O-11	ISDN/AL (%)	>= 95%			100.00%	12				YES
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/AL (days)	Res	4.38	8,253	3.72	437	3.553	0.17439	3.7914	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/AL (days)	Res	0.79	184,073	0.54	8,713	1.474	0.01616	15.4006	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/AL (days)	Res	3.45	17	4.00	3	1.409	0.88235	-0.6222	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/AL (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/AL (days)	Bus	4.74	2,730	3.04	44	9.576	1.45517	1.1707	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/AL (days)	Bus	1.31	11,946	0.64	161	4.424	0.35102	1.8915	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/AL (days)	Bus	6.83	40	6.00	1	6.263	6.34079	0.1301	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/AL (days)	Bus	0.89	6			1.068			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/AL (days)	Design	16.31	664	13.00	1	16.332	16.34391	0.2028	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/AL (days)	Design	12.43	205	4.57	7	16.927	6.50610	1.2075	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/AL (days)	Design	21.00	1			0.000			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/AL (days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/AL (days)	PBX	13.19	18			16.424			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/AL (days)	PBX	3.15	50	4.05	7	5.039	2.03340	-0.4431	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/AL (days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/AL (days)	PBX	1.44	3	0.33	2	0.962	0.87841	1.2649	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/AL (days)	Centrex	8.22	305			13.626			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/AL (days)	Centrex	1.54	530	7.00	6	2.192	0.89974	-6.0661	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/AL (days)	Centrex	26.02	15			28.070			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/AL (days)	Centrex	4.58	55			6.179			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/AL (days)	ISDN	22.88	188	13.00	2	30.605	21.75569	0.4539	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/AL (days)	ISDN	3.86	180	5.00	1	6.979	6.99842	-0.1622	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/AL (days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/AL (days)	ISDN	12.25	4			7.588			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/AL (days)	Res	81.92	36	11.00	2	263.685	191.56289	0.3702	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/AL (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/AL (days)	Res	5.25	8	0.00	0	5.800			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/AL (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/AL (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/AL (days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/AL (days)	Bus	17.67	6	0.00	0	18.283			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/AL (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/AL (days)	Bus	6.50	2	0.00	0	4.950			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/AL (days)	Bus	0.00	0	0.00	0				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/AL (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/AL (days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/AL (days)	Design	16.50	2	0.00	0	4.950			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/AL (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/AL (days)	Design	15.00	1	0.00	0	0.000			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/AL (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/AL (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/AL (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/AL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/AL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/AL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/AL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/AL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/AL (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/AL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/AL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/AL (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/AL (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/AL (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/AL (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/AL (days)	ISDN	12.25	4	0.00	0	12.580			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/AL (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/AL (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/AL (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/AL (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/AL (days)	ISDN	0.00	0						
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/AL (%)	Res	0.31%	202,371	0.31%	9,612		0.00058	-0.0223	YES
A.2.4.2	P-2	Business/AL (%)	Bus	1.37%	15,030	0.50%	202		0.00824	1.0632	YES
A.2.4.3	P-2	Design (Specials)/AL (%)	Design	13.40%	940						
A.2.4.4	P-2	PBX/AL (%)	PBX	7.25%	69	50.00%	2		0.18596	-2.2991	NO
A.2.4.5	P-2	Centrex/AL (%)	Centrex	1.64%	917	0.00%	6		0.05195	0.3148	YES
A.2.4.6	P-2	ISDN/AL (%)	ISDN	10.06%	358						
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/AL (%)	Diagnostic			0.46%	218				Diagnostic
A.2.5.2	P-2	Business/AL (%)	Diagnostic			0.00%	77				Diagnostic
A.2.5.3	P-2	Design (Specials)/AL (%)	Diagnostic			5.88%	17				Diagnostic
A.2.5.4	P-2	PBX/AL (%)	Diagnostic			0.00%	10				Diagnostic
A.2.5.5	P-2	Centrex/AL (%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.6	P-2	ISDN/AL (%)	Diagnostic			0.00%	4				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/AL (hours)	>= 48 hrs			113.42	25				YES
A.2.7.2	P-2	Business/AL (hours)	>= 48 hrs			49.25	1				YES
A.2.7.3	P-2	Design (Specials)/AL (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/AL (hours)	>= 48 hrs			173.20	1				YES
A.2.7.5	P-2	Centrex/AL (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/AL (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/AL (hours)	Diagnostic			149.83	1				Diagnostic
A.2.8.2	P-2	Business/AL (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/AL (hours)	Diagnostic			304.42	1				Diagnostic
A.2.8.4	P-2	PBX/AL (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/AL (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/AL (hours)	Diagnostic								Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/AL (%)	95% >= 48 hrs			100.00%	25				YES
A.2.9.2	P-2	Business/AL (%)	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)/AL (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/AL (%)	95% >= 48 hrs			100.00%	1				YES
A.2.9.5	P-2	Centrex/AL (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/AL (%)	95% >= 48 hrs								
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A.2.10.1	P-2	Residence/AL (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.2	P-2	Business/AL (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/AL (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.4	P-2	PBX/AL (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/AL (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/AL (%)	Diagnostic								Diagnostic
		% Missed Installation Appointments									
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/AL (%)	Res	6.49%	9,720	3.85%	467		0.01167	2.2596	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/AL (%)	Res	0.01%	192,915	0.06%	9,382		0.00012	-4.5075	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/AL (%)	Res	0.00%	21	0.00%	3		0.00000		YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/AL (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/AL (%)	Bus	4.51%	2,905	0.00%	64		0.02622	1.7197	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/AL (%)	Bus	0.06%	12,120	0.94%	213		0.00166	-5.3066	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/AL (%)	Bus	2.33%	43	0.00%	2		0.10902	0.2133	YES
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/AL (%)	Bus	0.00%	6						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/AL (%)	Design	4.66%	687	14.29%	7		0.08006	-1.2026	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/AL (%)	Design	0.00%	208	0.00%	14		0.00000		YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/AL (%)	Design	0.00%	1						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/AL (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/AL (%)	PBX	0.00%	19						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/AL (%)	PBX	0.00%	51	0.00%	9		0.00000		YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/AL (%)	PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/AL (%)	PBX	0.00%	3	0.00%	2		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/AL (%)	Centrex	2.10%	333						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/AL (%)	Centrex	0.19%	538	0.00%	10		0.01375	0.1352	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/AL (%)	Centrex	13.33%	15						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/AL (%)	Centrex	1.75%	57						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/AL (%)	ISDN	4.23%	189	100.00%	2		0.14312	-6.6915	NO
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/AL (%)	ISDN	3.33%	180	0.00%	2		0.12763	0.2612	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/AL (%)	ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/AL (%)	ISDN	0.00%	4						
		% Provisioning Troubles within 30 Days									
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/AL (%)	Res	10.82%	10,346	11.36%	493		0.01432	-0.3794	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/AL (%)	Res	2.51%	207,287	2.52%	10,793		0.00154	-0.0936	YES
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/AL (%)	Res	4.17%	24	0.00%	2		0.14707	0.2833	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/AL (%)	Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/AL (%)	Bus	10.78%	5,008	11.11%	54		0.04243	-0.0774	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/AL (%)	Bus	6.68%	8,760	4.85%	206		0.01760	1.0364	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/AL (%)	Bus	23.40%	47	0.00%	1		0.42788	0.5470	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/AL (%)	Bus	0.00%	4	50.00%	2		0.00000		NO
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/AL (%)	Design	7.28%	659	7.69%	13		0.07278	-0.0561	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/AL (%)	Design	3.14%	191	0.00%	4		0.08812	0.3565	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/AL (%)	Design								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/AL (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/AL (%)	PBX	0.00%	13						
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/AL (%)	PBX	0.00%	45	0.00%	3		0.00000		YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/AL (%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/AL (%)	PBX	0.00%	4						
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/AL (%)	Centrex	5.43%	368						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/AL (%)	Centrex	2.99%	1,139	0.00%	12		0.04938	0.6045	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/AL (%)	Centrex	19.05%	21	0.00%	1		0.40192	0.4739	YES
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/AL (%)	Centrex	12.90%	31	0.00%	1		0.34060	0.3788	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/AL (%)	ISDN	3.37%	178	100.00%	1		0.18098	-5.3391	NO
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/AL (%)	ISDN	0.00%	169						

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A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/AL (%)	ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/AL (%)	ISDN	0.00%	24						
	Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL (hours)	Res	1.10	9,658	0.13	438	8.283	0.40465	2.4041	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/AL (hours)	Res	0.58	192,563	0.60	9,186	2.502	0.02672	-0.4419	YES
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/AL (hours)	Res	0.72	21	0.02	3	3.237	1.99786	0.3536	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/AL (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/AL (hours)	Bus	2.44	2,863	0.22	35	14.619	2.48615	0.8953	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL (hours)	Bus	1.26	12,055	0.53	165	10.744	0.84212	0.8651	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/AL (hours)	Bus	3.93	43			14.481			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/AL (hours)	Bus	0.53	6			0.279			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL (hours)	Design	144.96	663			396.501			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL (hours)	Design	37.37	207			318.418			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/AL (hours)	Design	0.02	1			0.000			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/AL (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/AL (hours)	PBX	44.38	18			74.361			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL (hours)	PBX	15.32	46	0.34	2	68.567	49.52685	0.3024	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/AL (hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/AL (hours)	PBX	0.46	3			0.230			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/AL (hours)	Centrex	3.57	315			13.569			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/AL (hours)	Centrex	3.62	538	0.43	7	32.310	12.29138	0.2599	YES
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/AL (hours)	Centrex	8.90	15			16.757			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/AL (hours)	Centrex	0.47	57			0.195			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL (hours)	ISDN	162.15	174			449.213			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/AL (hours)	ISDN	12.87	172			43.967			
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/AL (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/AL (hours)	ISDN	0.27	4			0.227			
	Average Completion Notice Interval - Non-Mechanized										
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/AL (hours)	Diagnostic			14.60	28				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			6.56	198				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/AL (hours)	Diagnostic			26.66	28				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			11.19	45				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/AL (hours)	Diagnostic			14.90	1				Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/AL (hours)	Diagnostic			511.30	7				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			23.61	14				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			24.29	7				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic			14.00	2				Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			13.19	3				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/AL (hours)	Diagnostic			16.43	2				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			14.00	1				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL (days)	Diagnostic			3.65	318				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.54	7,348				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL (days)	Diagnostic			3.91	3				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/AL (days)	Diagnostic			1.99	10				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.71	51				Diagnostic

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A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL (days)	Diagnostic			2.95	26				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.06	993				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/AL (days)	Diagnostic			2.88	12				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			2.18	56				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			4.64	2				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			29.35	1				Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL (days)	Diagnostic			2.37	18				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.72	34				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/AL (days)	Diagnostic			5.33	7				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.96	18				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL (days)	Diagnostic			0.33	1				Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			4.47	4				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			7.93	3				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			2.14	2				Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic			14.09	2				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			5.28	1				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL (days)	Diagnostic			3.68	314				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.81	2,836				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL (days)	Diagnostic			3.91	3				Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/AL (days)	Diagnostic			1.99	10				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.75	45				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/AL (days)	Diagnostic			2.95	26				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.06	882				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/AL (days)	Diagnostic			2.88	12				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.51	51				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			8.13	1				Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL (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/AL (days)	Diagnostic			2.36	17				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.61	32				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/AL (days)	Diagnostic			5.33	7				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.96	18				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			4.38	3				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			7.93	3				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			2.14	2				Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic			14.09	2				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			5.28	1				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
		% Completions w/o Notice or < 24 hours									
A.2.24.1.1	P-6	Residence/Dispatch/AL (%)	Diagnostic			4.69%	448				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/AL (%)	Diagnostic			6.28%	8,764				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/AL (%)	Diagnostic			4.44%	45				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/AL (%)	Diagnostic			4.35%	161				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/AL (%)	Diagnostic			83.33%	6				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/AL (%)	Diagnostic			0.00%	7				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/AL (%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/AL (%)	Diagnostic			0.00%	9				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/AL (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/AL (%)	Diagnostic			33.33%	9				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/AL (%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/AL (%)	Diagnostic			0.00%	1				Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/AL (%)	>= 95%			98.86%	525				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/AL (%)	>= 95%			98.56%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/AL (%)	>= 95%			100.00%	6				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/AL (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/AL (%)	>= 95%			94.44%	180				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/AL (%)	>= 95%			97.22%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/AL (%)	>= 95%			76.92%	13				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/AL (%)	>= 95%			91.89%	37				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/AL (%)	>= 95%			96.47%	85				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/AL (%)	>= 95%			91.36%	81				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/AL (%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/AL (%)	>= 95%			88.89%	9				NO
		Resale - Maintenance and Repair									
		Missed Repair Appointments									
A.3.1.1.1	M&R-1	Residence/Dispatch/AL (%)	Res	6.13%	26,677	1.73%	695		0.00922	4.7794	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/AL (%)	Res	1.44%	16,066	0.53%	188		0.00873	1.0374	YES
A.3.1.2.1	M&R-1	Business/Dispatch/AL (%)	Bus	11.09%	3,310	19.05%	84		0.03469	-2.2946	NO
A.3.1.2.2	M&R-1	Business/Non-Dispatch/AL (%)	Bus	3.23%	2,043	0.00%	41		0.02789	1.1584	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/AL (%)	Design	0.86%	581	0.00%	19		0.02153	0.3996	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/AL (%)	Design	0.51%	785	3.57%	28		0.01369	-2.2360	NO
A.3.1.4.1	M&R-1	PBX/Dispatch/AL (%)	PBX	13.64%	66	91.67%	12		0.10770	-7.2454	NO
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/AL (%)	PBX	1.64%	61	0.00%	3		0.07509	0.2183	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/AL (%)	Centrex	15.96%	307	0.00%	0				YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/AL (%)	Centrex	2.88%	278	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/AL (%)	ISDN	3.51%	57	0.00%	3		0.10899	0.3219	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/AL (%)	ISDN	0.00%	115	33.33%	3		0.00000		NO
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/AL (%)	Res	2.01%	1,323,926	2.03%	34,235		0.00078	-0.1943	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/AL (%)	Res	1.21%	1,323,926	0.55%	34,235		0.00060	11.0173	YES
A.3.2.2.1	M&R-2	Business/Dispatch/AL (%)	Bus	1.14%	290,335	1.34%	6,281		0.00136	-1.4489	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/AL (%)	Bus	0.70%	290,335	0.65%	6,281		0.00107	0.4758	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/AL (%)	Design	0.90%	64,742	0.93%	2,051		0.00212	-0.1363	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/AL (%)	Design	1.21%	64,742	1.37%	2,051		0.00247	-0.6182	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/AL (%)	PBX	0.12%	56,904	1.22%	984		0.00110	-10.0776	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/AL (%)	PBX	0.11%	56,904	0.30%	984		0.00105	-1.8778	NO
A.3.2.5.1	M&R-2	Centrex/Dispatch/AL (%)	Centrex	0.32%	97,459	0.00%	570		0.00236	1.3361	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/AL (%)	Centrex	0.29%	97,459	0.00%	570		0.00224	1.2714	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/AL (%)	ISDN	0.04%	140,825	0.34%	878		0.00068	-4.4225	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/AL (%)	ISDN	0.08%	140,825	0.34%	878		0.00097	-2.6878	NO
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/AL (hours)	Res	25.01	26,677	20.63	695	22.385	0.86011	5.0985	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/AL (hours)	Res	10.65	16,066	6.12	188	17.899	1.31304	3.4489	YES
A.3.3.2.1	M&R-3	Business/Dispatch/AL (hours)	Bus	12.04	3,310	17.65	84	15.074	1.66550	-3.3698	NO
A.3.3.2.2	M&R-3	Business/Non-Dispatch/AL (hours)	Bus	3.92	2,043	7.27	41	10.576	1.66820	-2.0079	NO
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/AL (hours)	Design	5.11	581	4.76	19	4.987	1.16272	0.2994	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/AL (hours)	Design	2.33	785	2.56	28	4.453	0.85647	-0.2604	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/AL (hours)	PBX	8.17	66	49.92	12	8.145	2.55603	-16.3332	NO
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/AL (hours)	PBX	4.79	61	3.96	3	5.712	3.37802	0.2467	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/AL (hours)	Centrex	12.21	307	0.00	0	27.973			YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/AL (hours)	Centrex	3.71	278	0.00	0	6.804			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/AL (hours)	ISDN	8.61	57	2.89	3	10.885	6.44761	0.8877	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/AL (hours)	ISDN	2.46	115	11.48	3	3.209	1.87657	-4.8048	NO
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/AL (%)	Res	18.04%	26,677	11.08%	695		0.01477	4.7103	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/AL (%)	Res	16.49%	16,066	13.83%	188		0.02723	0.9787	YES
A.3.4.2.1	M&R-4	Business/Dispatch/AL (%)	Bus	12.18%	3,310	9.52%	84		0.03613	0.7339	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/AL (%)	Bus	12.97%	2,043	12.20%	41		0.05300	0.1464	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/AL (%)	Design	22.72%	581	15.79%	19		0.09769	0.7094	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/AL (%)	Design	15.54%	785	10.71%	28		0.06968	0.6928	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/AL (%)	PBX	3.03%	66	0.00%	12		0.05380	0.5633	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/AL (%)	PBX	4.92%	61	0.00%	3		0.12788	0.3846	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/AL (%)	Centrex	13.03%	307	0.00%	0				YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/AL (%)	Centrex	11.51%	278	0.00%	0				YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/AL (%)	ISDN	5.26%	57	0.00%	3		0.13227	0.3979	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/AL (%)	ISDN	10.43%	115	0.00%	3		0.17879	0.5836	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/AL (%)	Res	35.12%	17,852	33.93%	563		0.02043	0.5830	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/AL (%)	Res	19.89%	5,305	10.75%	93		0.04175	2.1878	YES
A.3.5.2.1	M&R-5	Business/Dispatch/AL (%)	Bus	12.80%	2,015	20.00%	55		0.04567	-1.5758	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/AL (%)	Bus	3.40%	794	0.00%	38		0.03010	1.1299	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/AL (%)	Design	0.86%	581	0.00%	19		0.02153	0.3996	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/AL (%)	Design	0.51%	785	3.57%	28		0.01369	-2.2360	NO
A.3.5.4.1	M&R-5	PBX/Dispatch/AL (%)	PBX	6.67%	60	100.00%	9		0.08917	-10.4673	NO
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/AL (%)	PBX	1.85%	54	0.00%	3		0.07997	0.2316	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/AL (%)	Centrex	17.68%	198	0.00%	0				YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/AL (%)	Centrex	2.17%	138	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/AL (%)	ISDN	3.51%	57	0.00%	3		0.10899	0.3219	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/AL (%)	ISDN	0.00%	114	33.33%	3		0.00000		NO
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	AL (%)	BST - State	98.33%	$154,513,234	97.31%	$2,213,555		0.00009	118.6818	NO
	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/AL (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/AL (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/AL (%)	Diagnostic			17.65%	6,153				Diagnostic
B.1.1.4	O-7	Combo Other/AL (%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/AL (%)	Diagnostic			11.02%	118				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/AL (%)	Diagnostic			19.44%	36				Diagnostic
B.1.1.7	O-7	Line Sharing/AL (%)	Diagnostic			22.73%	44				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/AL (%)	Diagnostic			43.24%	37				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/AL (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/AL (%)	Diagnostic			75.00%	8				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/AL (%)	Diagnostic			20.45%	44				Diagnostic
B.1.1.15	O-7	Other Non-Design/AL (%)	Diagnostic			28.36%	1,516				Diagnostic
B.1.1.16	O-7	INP Standalone/AL (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/AL (%)	Diagnostic			7.09%	621				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/AL (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/AL (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/AL (%)	Diagnostic			35.56%	2,115				Diagnostic
B.1.2.4	O-7	Combo Other/AL (%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/AL (%)	Diagnostic								Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/AL (%)	Diagnostic			20.00%	5				Diagnostic
B.1.2.7	O-7	Line Sharing/AL (%)	Diagnostic			12.50%	8				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/AL (%)	Diagnostic			42.86%	14				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/AL (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/AL (%)	Diagnostic			34.29%	35				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/AL (%)	Diagnostic			14.29%	35				Diagnostic
B.1.2.15	O-7	Other Non-Design/AL (%)	Diagnostic			25.71%	529				Diagnostic
B.1.2.16	O-7	INP Standalone/AL (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/AL (%)	Diagnostic			16.76%	543				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/AL (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/AL (%)	Diagnostic			33.33%	6				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/AL (%)	Diagnostic			51.30%	269				Diagnostic
B.1.3.4	O-7	Combo Other/AL (%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/AL (%)	Diagnostic			20.00%	10				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/AL (%)	Diagnostic			50.00%	2				Diagnostic
B.1.3.7	O-7	Line Sharing/AL (%)	Diagnostic			33.33%	15				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/AL (%)	Diagnostic			32.81%	64				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/AL (%)	Diagnostic			41.46%	41				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/AL (%)	Diagnostic								Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/AL (%)	Diagnostic			66.67%	3				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/AL (%)	Diagnostic								Diagnostic
B.1.3.14	O-7	Other Design/AL (%)	Diagnostic			30.43%	23				Diagnostic
B.1.3.15	O-7	Other Non-Design/AL (%)	Diagnostic			31.51%	238				Diagnostic
B.1.3.16	O-7	INP Standalone/AL (%)	Diagnostic			58.82%	17				Diagnostic
B.1.3.17	O-13	LNP Standalone/AL (%)	Diagnostic			24.55%	277				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/AL (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/AL (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/AL (%)	>= 97% w in 1 hr			94.31%	1,089				NO
B.1.4.4	O-8	Combo Other/AL (%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 97% w in 1 hr			100.00%	13				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/AL (%)	>= 97% w in 1 hr			100.00%	7				YES
B.1.4.7	O-8	Line Sharing/AL (%)	>= 97% w in 1 hr			54.55%	11				NO
B.1.4.8	O-8	2W Analog Loop Design/AL (%)	>= 97% w in 1 hr			93.75%	16				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/AL (%)	>= 97% w in 1 hr								
B.1.4.10	O-8	2W Analog Loop w/INP Design/AL (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/AL (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/AL (%)	>= 97% w in 1 hr			100.00%	6				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/AL (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/AL (%)	>= 97% w in 1 hr			66.67%	9				NO
B.1.4.15	O-8	Other Non-Design/AL (%)	>= 97% w in 1 hr			61.90%	441				NO
B.1.4.16	O-8	INP Standalone/AL (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/AL (%)	>= 97% w in 1 hr			88.64%	44				NO
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/AL (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/AL (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/AL (%)	>= 85% w in 10 hrs			96.96%	789				YES
B.1.7.4	O-8	Combo Other/AL (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/AL (%)	>= 85% w in 10 hrs			50.00%	2				NO
B.1.7.7	O-8	Line Sharing/AL (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.8	O-8	2W Analog Loop Design/AL (%)	>= 85% w in 10 hrs			83.33%	6				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/AL (%)	>= 85% w in 10 hrs								
B.1.7.10	O-8	2W Analog Loop w/INP Design/AL (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/AL (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/AL (%)	>= 85% w in 10 hrs			83.33%	12				NO
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/AL (%)	>= 85% w in 10 hrs								
B.1.7.14	O-8	Other Design/AL (%)	>= 85% w in 10 hrs			60.00%	5				NO
B.1.7.15	O-8	Other Non-Design/AL (%)	>= 85% w in 10 hrs			93.53%	139				YES
B.1.7.16	O-8	INP Standalone/AL (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/AL (%)	>= 85% w in 10 hrs			87.50%	96				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/AL (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/AL (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.3	O-8	Loop + Port Combinations/AL (%)	>= 85% w in 24 hrs			99.29%	140				YES
B.1.8.4	O-8	Combo Other/AL (%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/AL (%)	>= 85% w in 24 hrs			0.00%	1				NO
B.1.8.7	O-8	Line Sharing/AL (%)	>= 85% w in 24 hrs			100.00%	5				YES
B.1.8.8	O-8	2W Analog Loop Design/AL (%)	>= 85% w in 24 hrs			100.00%	21				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/AL (%)	>= 85% w in 24 hrs			100.00%	17				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/AL (%)	>= 85% w in 24 hrs								
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/AL (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/AL (%)	>= 85% w in 24 hrs			100.00%	2				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/AL (%)	>= 85% w in 24 hrs								
B.1.8.14	O-8	Other Design/AL (%)	>= 85% w in 24 hrs			100.00%	7				YES
B.1.8.15	O-8	Other Non-Design/AL (%)	>= 85% w in 24 hrs			100.00%	76				YES
B.1.8.16	O-8	INP Standalone/AL (%)	>= 85% w in 24 hrs			100.00%	10				YES
B.1.8.17	O-14	LNP Standalone/AL (%)	>= 85% w in 24 hrs			100.00%	70				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/AL (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/AL (%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/AL (%)	>= 95% w in 3 hrs			97.58%	5,076				YES
B.1.9.4	O-9	Combo Other/AL (%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 95% w in 3 hrs			99.04%	104				YES

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B.1.9.6	O-9	ISDN Loop (UDN, UDC)/AL (%)	>= 95% w in 3 hrs			100.00%	29				YES
B.1.9.7	O-9	Line Sharing/AL (%)	>= 95% w in 3 hrs			100.00%	35				YES
B.1.9.8	O-9	2W Analog Loop Design/AL (%)	>= 95% w in 3 hrs			95.24%	21				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/AL (%)	>= 95% w in 3 hrs								
B.1.9.10	O-9	2W Analog Loop w/INP Design/AL (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/AL (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/AL (%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/AL (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/AL (%)	>= 95% w in 3 hrs			91.43%	35				NO
B.1.9.15	O-9	Other Non-Design/AL (%)	>= 95% w in 3 hrs			92.53%	1,164				NO
B.1.9.16	O-9	INP Standalone/AL (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/AL (%)	>= 95% w in 3 hrs			93.13%	553				NO
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/AL (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/AL (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/AL (%)	>= 85% w in 10 hrs			90.50%	1,736				YES
B.1.12.4	O-9	Combo Other/AL (%)	>= 85% w in 10 hrs								
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 85% w in 10 hrs								
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/AL (%)	>= 85% w in 10 hrs			100.00%	4				YES
B.1.12.7	O-9	Line Sharing/AL (%)	>= 85% w in 10 hrs			100.00%	5				YES
B.1.12.8	O-9	2W Analog Loop Design/AL (%)	>= 85% w in 10 hrs			88.89%	9				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/AL (%)	>= 85% w in 10 hrs								
B.1.12.10	O-9	2W Analog Loop w/INP Design/AL (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/AL (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/AL (%)	>= 85% w in 10 hrs			100.00%	23				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/AL (%)	>= 85% w in 10 hrs								
B.1.12.14	O-9	Other Design/AL (%)	>= 85% w in 10 hrs			91.43%	35				YES
B.1.12.15	O-9	Other Non-Design/AL (%)	>= 85% w in 10 hrs			91.88%	394				YES
B.1.12.16	O-9	INP Standalone/AL (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/AL (%)	>= 85% w in 10 hrs			93.56%	435				YES
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/AL (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/AL (%)	>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.3	O-9	Loop + Port Combinations/AL (%)	>= 85% w in 36 hrs			99.20%	125				YES
B.1.13.4	O-9	Combo Other/AL (%)	>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/AL (%)	>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.7	O-9	Line Sharing/AL (%)	>= 85% w in 36 hrs			100.00%	10				YES
B.1.13.8	O-9	2W Analog Loop Design/AL (%)	>= 85% w in 36 hrs			100.00%	45				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/AL (%)	>= 85% w in 36 hrs			100.00%	24				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/AL (%)	>= 85% w in 36 hrs								
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/AL (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/AL (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/AL (%)	>= 85% w in 36 hrs								
B.1.13.14	O-9	Other Design/AL (%)	>= 85% w in 36 hrs			83.33%	18				NO
B.1.13.15	O-9	Other Non-Design/AL (%)	>= 85% w in 36 hrs			100.00%	166				YES
B.1.13.16	O-9	INP Standalone/AL (%)	>= 85% w in 36 hrs			100.00%	8				YES
B.1.13.17	O-15	LNP Standalone/AL (%)	>= 85% w in 36 hrs			100.00%	216				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/AL (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/AL (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/AL (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/AL (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/AL (%)	>= 95%			99.92%	2,416				YES
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/AL (%)	>= 95%			99.89%	3,737				YES
B.1.14.4.1	O-11	Combo Other/EDI/AL (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/AL (%)	>= 95%								
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL (%)	>= 95%			98.99%	99				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL (%)	>= 95%			100.00%	19				YES

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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/AL (%)	>= 95%			100.00%	33				YES
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL (%)	>= 95%			100.00%	3				YES
B.1.14.7.1	O-11	Line Sharing/EDI/AL (%)	>= 95%			97.44%	39				YES
B.1.14.7.2	O-11	Line Sharing/TAG/AL (%)	>= 95%			100.00%	5				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/AL (%)	>= 95%			100.00%	12				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/AL (%)	>= 95%			100.00%	25				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/AL (%)	>= 95%								
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/AL (%)	>= 95%								
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL (%)	>= 95%								
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL (%)	>= 95%			87.50%	8				NO
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/AL (%)	>= 95%			100.00%	23				YES
B.1.14.14.2	O-11	Other Design/TAG/AL (%)	>= 95%			100.00%	21				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/AL (%)	>= 95%			100.00%	40				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/AL (%)	>= 95%			99.53%	1,476				YES
B.1.14.16.1	O-11	INP Standalone/EDI/AL (%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/AL (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/AL (%)	>= 95%			100.00%	52				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/AL (%)	>= 95%			95.61%	569				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/AL (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/AL (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/AL (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/AL (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/AL (%)	>= 95%			99.46%	558				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/AL (%)	>= 95%			99.61%	1,557				YES
B.1.15.4.1	O-11	Combo Other/EDI/AL (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/AL (%)	>= 95%								
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL (%)	>= 95%								
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL (%)	>= 95%								
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/AL (%)	>= 95%			100.00%	2				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL (%)	>= 95%			100.00%	3				YES
B.1.15.7.1	O-11	Line Sharing/EDI/AL (%)	>= 95%			100.00%	8				YES
B.1.15.7.2	O-11	Line Sharing/TAG/AL (%)	>= 95%								
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/AL (%)	>= 95%			100.00%	9				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/AL (%)	>= 95%			100.00%	5				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/AL (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/AL (%)	>= 95%								
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL (%)	>= 95%			100.00%	2				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL (%)	>= 95%			100.00%	33				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL (%)	>= 95%								
B.1.15.14.1	O-11	Other Design/EDI/AL (%)	>= 95%			100.00%	28				YES
B.1.15.14.2	O-11	Other Design/TAG/AL (%)	>= 95%			100.00%	7				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/AL (%)	>= 95%			100.00%	48				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/AL (%)	>= 95%			99.79%	481				YES
B.1.15.16.1	O-11	INP Standalone/EDI/AL (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/AL (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/AL (%)	>= 95%			100.00%	74				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/AL (%)	>= 95%			99.57%	469				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/AL (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/AL (%)	>= 95%			100.00%	6				YES
B.1.16.3	O-11	Loop + Port Combinations/AL (%)	>= 95%			95.17%	269				YES
B.1.16.4	O-11	Combo Other/AL (%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 95%			100.00%	10				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/AL (%)	>= 95%			100.00%	2				YES
B.1.16.7	O-11	Line Sharing/AL (%)	>= 95%			100.00%	15				YES
B.1.16.8	O-11	2W Analog Loop Design/AL (%)	>= 95%			100.00%	64				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/AL (%)	>= 95%			100.00%	41				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/AL (%)	>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/AL (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/AL (%)	>= 95%			100.00%	3				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/AL (%)	>= 95%								
B.1.16.14	O-11	Other Design/AL (%)	>= 95%			100.00%	23				YES
B.1.16.15	O-11	Other Non-Design/AL (%)	>= 95%			99.16%	238				YES
B.1.16.16	O-11	INP Standalone/AL (%)	>= 95%			100.00%	17				YES
B.1.16.17	O-11	LNP Standalone/AL (%)	>= 95%			98.92%	277				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/AL (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/AL (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/AL (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/AL (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/AL (%)	>= 95%			95.24%	2,414				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/AL (%)	>= 95%			99.76%	3,733				YES
B.1.17.4.1	O-11	Combo Other/EDI/AL (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/AL (%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL (%)	>= 95%			100.00%	98				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL (%)	>= 95%			84.21%	19				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/AL (%)	>= 95%			100.00%	33				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL (%)	>= 95%			100.00%	3				YES
B.1.17.7.1	O-11	Line Sharing/EDI/AL (%)	>= 95%			94.74%	38				NO
B.1.17.7.2	O-11	Line Sharing/TAG/AL (%)	>= 95%			100.00%	5				YES
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/AL (%)	>= 95%			83.33%	12				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/AL (%)	>= 95%			100.00%	25				YES
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/AL (%)	>= 95%								
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/AL (%)	>= 95%								
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL (%)	>= 95%								
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL (%)	>= 95%			100.00%	7				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/AL (%)	>= 95%			95.65%	23				YES
B.1.17.14.2	O-11	Other Design/TAG/AL (%)	>= 95%			100.00%	21				YES
B.1.17.15.1	O-11	Other Non-Design/EDI/AL (%)	>= 95%			97.50%	40				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/AL (%)	>= 95%			93.87%	1,469				NO
B.1.17.16.1	O-11	INP Standalone/EDI/AL (%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/AL (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/AL (%)	>= 95%			86.54%	52				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/AL (%)	>= 95%			75.74%	544				NO
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/AL (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/AL (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/AL (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/AL (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/AL (%)	>= 95%			81.98%	555				NO

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/AL (%)	>= 95%			86.14%	1,551				NO
B.1.18.4.1	O-11	Combo Other/EDI/AL (%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/AL (%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/AL (%)	>= 95%								
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/AL (%)	>= 95%								
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/AL (%)	>= 95%			100.00%	2				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/AL (%)	>= 95%			100.00%	3				YES
B.1.18.7.1	O-11	Line Sharing/EDI/AL (%)	>= 95%			100.00%	8				YES
B.1.18.7.2	O-11	Line Sharing/TAG/AL (%)	>= 95%								
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/AL (%)	>= 95%			77.78%	9				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/AL (%)	>= 95%			100.00%	5				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/AL (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/AL (%)	>= 95%								
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/AL (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/AL (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/AL (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/AL (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/AL (%)	>= 95%			100.00%	2				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/AL (%)	>= 95%			75.76%	33				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/AL (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/AL (%)	>= 95%								
B.1.18.14.1	O-11	Other Design/EDI/AL (%)	>= 95%			92.86%	28				NO
B.1.18.14.2	O-11	Other Design/TAG/AL (%)	>= 95%			85.71%	7				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/AL (%)	>= 95%			93.75%	48				NO
B.1.18.15.2	O-11	Other Non-Design/TAG/AL (%)	>= 95%			97.71%	480				YES
B.1.18.16.1	O-11	INP Standalone/EDI/AL (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/AL (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/AL (%)	>= 95%			60.81%	74				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/AL (%)	>= 95%			79.01%	467				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/AL (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/AL (%)	>= 95%			100.00%	6				YES
B.1.19.3	O-11	Loop + Port Combinations/AL (%)	>= 95%			92.58%	256				NO
B.1.19.4	O-11	Combo Other/AL (%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 95%			100.00%	10				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/AL (%)	>= 95%			50.00%	2				NO
B.1.19.7	O-11	Line Sharing/AL (%)	>= 95%			100.00%	15				YES
B.1.19.8	O-11	2W Analog Loop Design/AL (%)	>= 95%			92.19%	64				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/AL (%)	>= 95%			100.00%	41				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/AL (%)	>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/AL (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/AL (%)	>= 95%			66.67%	3				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/AL (%)	>= 95%								
B.1.19.14	O-11	Other Design/AL (%)	>= 95%			91.30%	23				NO
B.1.19.15	O-11	Other Non-Design/AL (%)	>= 95%			97.88%	236				YES
B.1.19.16	O-11	INP Standalone/AL (%)	>= 95%			88.24%	17				NO
B.1.19.17	O-11	LNP Standalone/AL (%)	>= 95%			96.35%	274				YES
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/AL (days)	R&B (POTS)	4.47	10,983			5.683			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/AL (days)	R&B (POTS)	0.82	196,019			1.802			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/AL (days)	R&B (POTS)	5.82	57			5.505			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/AL (days)	R&B (POTS)	0.89	6			1.068			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/AL (days)	DS1/DS3	16.47	712	30.00	1	14.848	14.85862	-0.9106	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/AL (days)	DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/AL (days)	R&B	4.57	11,316	2.85	238	6.067	0.39740	4.3195	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (days)	R&B	0.82	196,731	0.57	3,597	1.810	0.03045	8.2245	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL (days)	R&B	0.33	116,495	0.33	2,635	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/AL (days)	R&B	1.53	80,236	1.22	962	2.681	0.08695	3.5624	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/AL (days)	R&B	9.31	71	6.90	7	14.609	5.78766	0.4156	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (days)	R&B	4.57	68	0.33	1	6.216	6.26167	0.6764	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL (days)	R&B	0.33	11	0.33	1	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/AL (days)	R&B	5.39	57			6.483			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/AL (days)	R&B&D - Disp	5.51	12,158			8.686			
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/AL (days)	R&B&D - Disp	5.51	12,158			8.686			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/AL (days)	R&B&D - Disp	10.18	73			15.676			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/AL (days)	R&B&D - Disp	10.18	73			15.676			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/AL (days)	ISDN - BRI	12.65	65	11.21	33	7.065	1.51013	0.9530	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/AL (days)	ISDN - BRI	2.69	73			5.542			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/AL (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/AL (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/AL (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/AL (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/AL (days)	ADSL to Retail	3.57	996	3.33	3	5.949	3.44011	0.0689	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/AL (days)	ADSL to Retail	2.43	1,762	4.00	29	0.999	0.18694	-8.3931	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/AL (days)	ADSL to Retail	2.00	1			0.000			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/AL (days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/AL (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/AL (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/AL (days)	R&B - Disp	4.57	11,316	4.07	28	6.067	1.14802	0.4326	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)	R&B - Disp	4.57	11,316			6.067			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)	R&B - Disp	9.31	71			14.609			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)	R&B - Disp	9.31	71			14.609			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (days)	R&B (POTS) excl SB Or	4.47	10,983			5.683			
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL (days)	R&B (POTS) excl SB Or	1.52	79,842			2.672			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (days)	R&B (POTS) excl SB Or	5.82	57			5.505			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL (days)	R&B (POTS) excl SB Or	2.00	2			1.414			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (days)	R&B - Disp	4.57	11,316			6.067			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (days)	R&B - Disp	4.57	11,316			6.067			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (days)	R&B - Disp	9.31	71			14.609			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (days)	R&B - Disp	9.31	71			14.609			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (days)	R&B (POTS) excl SB Or	4.47	10,983			5.683			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL (days)	R&B (POTS) excl SB Or	1.52	79,842			2.672			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (days)	R&B (POTS) excl SB Or	5.82	57			5.505			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL (days)	R&B (POTS) excl SB Or	2.00	2			1.414			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (days)	R&B - Disp	4.57	11,316	6.00	7	6.067	2.29391	-0.6242	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (days)	R&B - Disp	4.57	11,316			6.067			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (days)	R&B - Disp	9.31	71			14.609			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (days)	R&B - Disp	9.31	71			14.609			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (days)	R&B (POTS) excl SB Or	4.47	10,983			5.683			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (days)	R&B (POTS) excl SB Or	1.52	79,842			2.672			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)	R&B (POTS) excl SB Or	5.82	57			5.505			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (days)	R&B (POTS) excl SB Or	2.00	2			1.414			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/AL (days)	Design	18.12	842			20.594			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/AL (days)	Design	11.90	253			15.712			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/AL (days)	Design	41.00	2			28.284			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/AL (days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/AL (days)	R&B	4.57	11,316			6.067			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/AL (days)	R&B	0.82	196,731			1.810			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/AL (days)	R&B	9.31	71			14.609			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/AL (days)	R&B	4.57	68			6.216			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/AL (days)	R&B (POTS)	4.47	10,983			5.683			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	R&B (POTS)	0.82	196,019			1.802			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/AL (days)	R&B (POTS)	5.82	57			5.505			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	R&B (POTS)	0.89	6			1.068			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/AL (days)	R&B (POTS)	4.47	10,983			5.683			
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	R&B (POTS)	0.82	196,019	0.63	836	1.802	0.06247	2.9551	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/AL (days)	R&B (POTS)	5.82	57			5.505			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	R&B (POTS)	0.89	6	0.33	2	1.068	0.87206	0.6371	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/AL (days)	Digital Loop < DS1	5.76	1,264	7.29	78	8.501	0.99180	-1.5470	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (days)	Digital Loop < DS1	3.18	2,030			4.301			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/AL (days)	Digital Loop < DS1	2.00	1			0.000			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/AL (days)	Digital Loop >= DS1	25.92	145	6.03	60	34.025	5.22297	3.8079	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (days)	Digital Loop >= DS1	8.67	117			19.695			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (days)	Digital Loop >= DS1								
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (days)	Digital Loop >= DS1	12.25	4			7.588			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/AL (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/AL (days)	7 days			4.42	45				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/AL (days)	R&B (POTS)	72.74	42			244.772			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/AL (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/AL (days)	R&B (POTS)	5.50	10			5.401			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/AL (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/AL (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/AL (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/AL (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/AL (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/AL (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/AL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/AL (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/AL (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/AL (days)	R&B	72.74	42	3.00	1	244.772	247.66889	0.2816	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/AL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/AL (days)	R&B	5.50	10	0.00	0	5.401			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/AL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/AL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/AL (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/AL (days)	R&B&D - Disp	65.35	48			229.490			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/AL (days)	R&B&D - Disp	0.00	0						
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/AL (days)	R&B&D - Disp	6.36	11			5.870			
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/AL (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/AL (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/AL (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/AL (days)	ADSL to Retail	15.32	28	0.00	0	24.469			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/AL (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/AL (days)	ADSL to Retail	3.00	1	0.00	0	0.000			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/AL (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/AL (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/AL (days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/AL (days)	ISDN - BRI	17.50	2	3.00	1	19.092	23.38269	0.6201	YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/AL (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/AL (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/AL (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/AL (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/AL (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/AL (days)	ADSL to Retail	15.32	28	0.00	0	24.469			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/AL (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/AL (days)	ADSL to Retail	3.00	1	0.00	0	0.000			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/AL (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/AL (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/AL (days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/AL (days)	R&B - Disp	72.74	42	0.00	0	244.772			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/AL (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/AL (days)	R&B - Disp	5.50	10	0.00	0	5.401			YES

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B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/AL (days)	R&B - Disp	0.00	0						
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/AL (days)	R&B - Disp	0.00	0						
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/AL (days)	R&B - Disp	0.00	0						
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/AL (days)	R&B (POTS) excl SB Or	72.74	42			244.772			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/AL (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/AL (days)	R&B (POTS) excl SB Or	5.50	10			5.401			
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/AL (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/AL (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/AL (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/AL (days)	R&B - Disp	72.74	42			244.772			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/AL (days)	R&B - Disp	0.00	0						
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/AL (days)	R&B - Disp	5.50	10			5.401			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/AL (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/AL (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/AL (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/AL (days)	R&B (POTS) excl SB Or	72.74	42			244.772			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/AL (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/AL (days)	R&B (POTS) excl SB Or	5.50	10			5.401			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/AL (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/AL (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/AL (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/AL (days)	R&B - Disp	72.74	42	0.00	0	244.772			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/AL (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/AL (days)	R&B - Disp	5.50	10	0.00	0	5.401			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/AL (days)	R&B - Disp	0.00	0						
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/AL (days)	R&B - Disp	0.00	0						
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/AL (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/AL (days)	R&B (POTS) excl SB Or	72.74	42			244.772			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/AL (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/AL (days)	R&B (POTS) excl SB Or	5.50	10			5.401			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/AL (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/AL (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/AL (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/AL (days)	Design	13.67	6			10.231			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/AL (days)	Design	0.00	0						
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/AL (days)	Design	15.00	1			0.000			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/AL (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/AL (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/AL (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/AL (days)	R&B	72.74	42			244.772			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/AL (days)	R&B	0.00	0						
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/AL (days)	R&B	5.50	10			5.401			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/AL (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/AL (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/AL (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/AL (days)	R&B (POTS)	72.74	42			244.772			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/AL (days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/AL (days)	R&B (POTS)	5.50	10			5.401			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/AL (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/AL (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/AL (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/AL (days)	R&B (POTS)	72.74	42	0.00	0	244.772			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/AL (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/AL (days)	R&B (POTS)	5.50	10	0.00	0	5.401			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/AL (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/AL (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/AL (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/AL (days)	Digital Loop < DS1	15.47	30	3.00	1	23.882	24.27627	0.5135	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/AL (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/AL (days)	Digital Loop < DS1	3.00	1	0.00	0	0.000			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/AL (days)	Digital Loop < DS1	0.00	0						

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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/AL (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/AL (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/AL (days)	Digital Loop >= DS1	11.33	3	0.00	0	7.506			YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/AL (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/AL (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/AL (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/AL (days)	Digital Loop >= DS1	0.00	0						
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/AL (days)	Digital Loop >= DS1	0.00	0						
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/AL (%)	R&B (POTS)	0.38%	217,401						
B.2.5.2	P-2	Local Interoffice Transport/AL (%)	DS1/ DS3 - Interoffice	32.56%	777						
B.2.5.3	P-2	Loop + Port Combinations/AL (%)	R&B	0.39%	218,534	0.16%	6,061		0.00081	2.7712	YES
B.2.5.4	P-2	Combo Other/AL (%)	R&B&D - Disp	7.27%	13,911						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/AL (%)	ADSL to Retail	7.27%	2,874	3.03%	33		0.04546	0.9330	YES
B.2.5.6	P-2	UNE ISDN/AL (%)	ISDN - BRI	6.47%	170	17.65%	34		0.04622	-2.4183	NO
B.2.5.7	P-2	Line Sharing/AL (%)	ADSL to Retail	7.27%	2,874	0.00%	1		0.25972	0.2800	YES
B.2.5.8	P-2	2W Analog Loop Design/AL (%)	R&B - Disp	0.39%	218,534	0.00%	8		0.02203	0.1769	YES
B.2.5.9	P-2	2W Analog Loop Non-Design/AL (%)	R&B (POTS) excl SB Or	0.82%	101,214						
B.2.5.10	P-2	2W Analog Loop w/INP Design/AL (%)	R&B - Disp	0.39%	218,534						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/AL (%)	R&B (POTS) excl SB Or	0.82%	101,214						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/AL (%)	R&B - Disp	0.39%	218,534	0.00%	11		0.01879	0.2075	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/AL (%)	R&B (POTS) excl SB Or	0.82%	101,214						
B.2.5.14	P-2	Other Design/AL (%)	Design	14.34%	1,151						
B.2.5.15	P-2	Other Non-Design/AL (%)	R&B	0.39%	218,534						
B.2.5.16	P-2	INP (Standalone)/AL (%)	R&B (POTS)	0.38%	217,401						
B.2.5.17	P-2	LNP (Standalone)/AL (%)	R&B (POTS)	0.38%	217,401	0.00%	663		0.00241	1.5964	YES
B.2.5.18	P-2	Digital Loop < DS1/AL (%)	Digital Loop < DS1	8.07%	3,397	10.45%	67		0.03359	-0.7090	YES
B.2.5.19	P-2	Digital Loop >= DS1/AL (%)	Digital Loop >= DS1	16.40%	250	80.95%	63		0.05220	-12.3667	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/AL (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/AL (%)	Diagnostic			0.00%	2				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/AL (%)	Diagnostic			1.40%	285				Diagnostic
B.2.6.4	P-2	Combo Other/AL (%)	Diagnostic			100.00%	1				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/AL (%)	Diagnostic			0.00%	15				Diagnostic
B.2.6.6	P-2	UNE ISDN/AL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.7	P-2	Line Sharing/AL (%)	Diagnostic			0.00%	32				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/AL (%)	Diagnostic			4.17%	24				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/AL (%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/AL (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/AL (%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/AL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/AL (%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/AL (%)	Diagnostic								Diagnostic
B.2.6.15	P-2	Other Non-Design/AL (%)	Diagnostic								Diagnostic
B.2.6.16	P-2	INP (Standalone)/AL (%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/AL (%)	Diagnostic			0.00%	196				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/AL (%)	Diagnostic			0.00%	16				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/AL (%)	Diagnostic			71.43%	7				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/AL (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/AL (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/AL (hours)	>= 48 hrs			189.51	9				YES
B.2.8.4	P-2	Combo Other/AL (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/AL (hours)	>= 48 hrs			169.75	1				YES
B.2.8.6	P-2	UNE ISDN/AL (hours)	>= 48 hrs			287.84	5				YES
B.2.8.7	P-2	Line Sharing/AL (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/AL (hours)	>= 48 hrs								
B.2.8.9	P-2	2W Analog Loop Non-Design/AL (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/AL (hours)	>= 48 hrs								

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B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/AL (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/AL (hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/AL (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/AL (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/AL (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/AL (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/AL (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/AL (hours)	>= 48 hrs			268.16	6				YES
B.2.8.19	P-2	Digital Loop >= DS1/AL (hours)	>= 48 hrs			182.79	51				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/AL (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/AL (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/AL (hours)	Diagnostic			241.12	4				Diagnostic
B.2.9.4	P-2	Combo Other/AL (hours)	Diagnostic			328.50	1				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/AL (hours)	Diagnostic								Diagnostic
B.2.9.6	P-2	UNE ISDN/AL (hours)	Diagnostic								Diagnostic
B.2.9.7	P-2	Line Sharing/AL (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/AL (hours)	Diagnostic			664.37	1				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/AL (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/AL (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/AL (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/AL (hours)	Diagnostic								Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/AL (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/AL (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/AL (hours)	Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/AL (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/AL (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/AL (hours)	Diagnostic								Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/AL (hours)	Diagnostic			166.46	4				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/AL (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/AL (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/AL (%)	95% >= 48 hrs			100.00%	9				YES
B.2.10.4	P-2	Combo Other/AL (%)	95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/AL (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.6	P-2	UNE ISDN/AL (%)	95% >= 48 hrs			80.00%	5				NO
B.2.10.7	P-2	Line Sharing/AL (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/AL (%)	95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/AL (%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/AL (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/AL (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/AL (%)	95% >= 48 hrs								
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/AL (%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/AL (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/AL (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/AL (%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/AL (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/AL (%)	95% >= 48 hrs			83.33%	6				NO
B.2.10.19	P-2	Digital Loop >= DS1/AL (%)	95% >= 48 hrs			100.00%	51				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/AL (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/AL (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/AL (%)	Diagnostic			100.00%	4				Diagnostic
B.2.11.4	P-2	Combo Other/AL (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/AL (%)	Diagnostic								Diagnostic
B.2.11.6	P-2	UNE ISDN/AL (%)	Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/AL (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/AL (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/AL (%)	Diagnostic								Diagnostic

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B.2.11.10	P-2	2W Analog Loop w/INP Design/AL (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/AL (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/AL (%)	Diagnostic								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/AL (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/AL (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/AL (%)	Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/AL (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/AL (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/AL (%)	Diagnostic								Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/AL (%)	Diagnostic			100.00%	4				Diagnostic
		Coordinated Customers Conversions									
B.2.12.1	P-7	Loops with INP/AL (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/AL (%)	>= 95% w in 15 min			100.00%	27				YES
		% Hot Cuts > 15 minutes Early									
B.2.13.1	P-7A	Time-Specific SL1/AL (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/AL (%)	<= 5%								
B.2.13.3	P-7A	Non-Time Specific SL1/AL (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/AL (%)	<= 5%			0.00%	9				YES
		Hot Cut Timeliness									
B.2.14.1	P-7A	Time-Specific SL1/AL (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/AL (%)	>= 95% w in 15 min								
B.2.14.3	P-7A	Non-Time Specific SL1/AL (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/AL (%)	>= 95% w in 15 min			100.00%	9				YES
		% Hot Cuts > 15 minutes Late									
B.2.15.1	P-7A	Time-Specific SL1/AL (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/AL (%)	<= 5%								
B.2.15.3	P-7A	Non-Time Specific SL1/AL (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/AL (%)	<= 5%			0.00%	9				YES
		Average Recovery Time - CCC									
B.2.16.1	P-7B	Loops with INP/AL (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/AL (minutes)	Diagnostic								Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/AL (%)	<= 5%			16.67%	6				NO
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/AL (%)	<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/AL (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/AL (%)	<= 5%								
		% Missed Installation Appointments									
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/AL (%)	R&B (POTS)	6.04%	12,625						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.01%	205,035						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/AL (%)	R&B (POTS)	1.56%	64						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.00%	6						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/AL (%)	DS1/DS3	0.84%	712	0.00%	2		0.06473	0.1302	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/AL (%)	DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/AL (%)	R&B	5.92%	12,986	5.82%	361		0.01259	0.0830	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (%)	R&B	0.02%	205,756	0.22%	5,989		0.00018	-11.3264	NO
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL (%)	R&B	0.00%	116,551	0.00%	2,645		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/AL (%)	R&B	0.04%	89,205	0.39%	3,344		0.00036	-9.6829	NO
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/AL (%)	R&B	2.56%	78	14.29%	7		0.06236	-1.8795	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (%)	R&B	1.43%	70	0.00%	1		0.11951	0.1195	YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL (%)	R&B	0.00%	12	0.00%	1		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/AL (%)	R&B	1.72%	58						
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/AL (%)	R&B&D - Disp	5.84%	13,853						
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/AL (%)	R&B&D - Disp	5.84%	13,853						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/AL (%)	R&B&D - Disp	3.75%	80						

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B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/AL (%)	R&B&D - Disp	3.75%	80						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (%)	ADSL to Retail	12.54%	1,252	2.04%	49		0.04823	2.1770	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (%)	ADSL to Retail	0.06%	1,805						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (%)	ADSL to Retail	0.00%	1						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/AL (%)	ISDN - BRI	10.96%	73	2.94%	34		0.06486	1.2362	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/AL (%)	ISDN - BRI	6.32%	95						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/AL (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/AL (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/AL (%)	ADSL to Retail	12.54%	1,252	0.00%	4		0.16585	0.7561	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/AL (%)	ADSL to Retail	0.06%	1,805	0.00%	29		0.00440	0.1258	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/AL (%)	ADSL to Retail	0.00%	1						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/AL (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/AL (%)	R&B - Disp	5.92%	12,986	0.00%	31		0.04244	1.3952	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (%)	R&B - Disp	5.92%	12,986						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/AL (%)	R&B - Disp	2.56%	78						
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (%)	R&B - Disp	2.56%	78						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	6.04%	12,625						
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.03%	88,802						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	1.56%	64						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (%)	R&B - Disp	5.92%	12,986						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (%)	R&B - Disp	5.92%	12,986						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (%)	R&B - Disp	2.56%	78						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (%)	R&B - Disp	2.56%	78						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	6.04%	12,625						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.03%	88,802						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	1.56%	64						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (%)	R&B - Disp	5.92%	12,986	0.00%	12		0.06817	0.8687	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (%)	R&B - Disp	5.92%	12,986						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (%)	R&B - Disp	2.56%	78						
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (%)	R&B - Disp	2.56%	78						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	6.04%	12,625						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.03%	88,802						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	1.56%	64						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.00%	2						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/AL (%)	Design	4.61%	867						
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/AL (%)	Design	0.00%	256						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/AL (%)	Design	50.00%	2						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/AL (%)	Design								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/AL (%)	R&B	5.92%	12,986						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/AL (%)	R&B	0.02%	205,756						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/AL (%)	R&B	2.56%	78						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/AL (%)	R&B	1.43%	70						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/AL (%)	R&B (POTS)	6.04%	12,625						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.01%	205,035						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/AL (%)	R&B (POTS)	1.56%	64						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.00%	6						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/AL (%)	R&B (POTS)	6.04%	12,625						
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.01%	205,035	0.00%	852		0.00042	0.3524	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/AL (%)	R&B (POTS)	1.56%	64						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.00%	6	0.00%	6		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/AL (%)	Digital Loop < DS1	11.65%	1,519	2.41%	83		0.03617	2.5555	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (%)	Digital Loop < DS1	0.34%	2,067						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/AL (%)	Digital Loop < DS1	0.00%	1						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/AL (%)	Digital Loop >= DS1	0.69%	145	7.79%	77		0.01167	-6.0863	NO
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (%)	Digital Loop >= DS1	0.00%	118						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (%)	Digital Loop >= DS1								

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B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (%)	Digital Loop >= DS1	0.00%	4						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/AL (%)	R&B (POTS)	10.81%	15,354						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	2.67%	216,047						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/AL (%)	R&B (POTS)	16.90%	71						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.00%	5						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/AL (%)	DS1/DS3	9.20%	522						
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/AL (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/AL (%)	R&B	10.67%	15,750	9.40%	351		0.01666	0.7593	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (%)	R&B	2.67%	217,372	3.22%	6,994		0.00196	-2.7697	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL (%)	R&B	2.75%	123,464	2.93%	2,461		0.00333	-0.5132	YES
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/AL (%)	R&B	2.57%	93,908	3.38%	4,533		0.00241	-3.3537	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/AL (%)	R&B	17.20%	93	0.00%	3		0.22139	0.7771	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (%)	R&B	6.35%	63	0.00%	1		0.24577	0.2583	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL (%)	R&B	8.33%	12						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/AL (%)	R&B	5.88%	51	0.00%	1		0.23759	0.2476	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/AL (%)	R&B&D - Disp	10.46%	16,572	25.00%	4		0.15302	-0.9504	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/AL (%)	R&B&D - Disp	10.46%	16,572						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/AL (%)	R&B&D - Disp	17.20%	93						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/AL (%)	R&B&D - Disp	17.20%	93						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (%)	ADSL to Retail	4.88%	1,087	2.13%	47		0.03209	0.8565	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (%)	ADSL to Retail	2.11%	1,562						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (%)	ADSL to Retail	0.00%	2						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (%)	ADSL to Retail	0.00%	3						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/AL (%)	ISDN - BRI	6.45%	93	7.50%	40		0.04645	-0.2257	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/AL (%)	ISDN - BRI	0.00%	82						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/AL (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/AL (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/AL (%)	ADSL to Retail	4.88%	1,087	0.00%	5		0.09653	0.5051	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/AL (%)	ADSL to Retail	2.11%	1,562	12.90%	31		0.02608	-4.1369	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/AL (%)	ADSL to Retail	0.00%	2						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/AL (%)	ADSL to Retail	0.00%	3						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/AL (%)	R&B - Disp	10.67%	15,750	0.00%	29		0.05737	1.8591	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (%)	R&B - Disp	10.67%	15,750						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/AL (%)	R&B - Disp	17.20%	93						
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (%)	R&B - Disp	17.20%	93						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	10.81%	15,354						
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	2.57%	92,882						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	16.90%	71						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (%)	R&B - Disp	10.67%	15,750						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (%)	R&B - Disp	10.67%	15,750						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (%)	R&B - Disp	17.20%	93						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (%)	R&B - Disp	17.20%	93						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	10.81%	15,354						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	2.57%	92,882						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	16.90%	71						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (%)	R&B - Disp	10.67%	15,750	33.33%	3		0.17824	-1.2717	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (%)	R&B - Disp	10.67%	15,750						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (%)	R&B - Disp	17.20%	93						
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (%)	R&B - Disp	17.20%	93						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	10.81%	15,354						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	2.57%	92,882						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (%)	R&B (POTS) excl SB Or	16.90%	71						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (%)	R&B (POTS) excl SB Or	0.00%	1						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/AL (%)	Design	6.45%	822						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/AL (%)	Design	2.74%	219						

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B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/AL (%)	Design								
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/AL (%)	Design	0.00%	1						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/AL (%)	R&B	10.67%	15,750	0.00%	6		0.12605	0.8463	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/AL (%)	R&B	2.67%	217,372						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/AL (%)	R&B	17.20%	93						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/AL (%)	R&B	6.35%	63						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/AL (%)	R&B (POTS)	10.81%	15,354						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	2.67%	216,047	0.00%	3		0.09316	0.2871	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/AL (%)	R&B (POTS)	16.90%	71						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.00%	5						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/AL (%)	R&B (POTS)	10.81%	15,354						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	2.67%	216,047	0.00%	755		0.00588	4.5473	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/AL (%)	R&B (POTS)	16.90%	71						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (%)	R&B (POTS)	0.00%	5	0.00%	5		0.00000		YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/AL (%)	Digital Loop < DS1	5.20%	1,346	4.60%	87		0.02456	0.2455	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (%)	Digital Loop < DS1	2.10%	1,811						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/AL (%)	Digital Loop < DS1	0.00%	2						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (%)	Digital Loop < DS1	0.00%	3						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/AL (%)	Digital Loop >= DS1	0.00%	114	12.50%	96		0.00000		NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (%)	Digital Loop >= DS1	0.93%	108						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (%)	Digital Loop >= DS1	0.00%	24						
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/AL (hours)	R&B (POTS)	1.41	12,521			10.104			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/AL (hours)	R&B (POTS)	0.62	204,618			3.566			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/AL (hours)	R&B (POTS)	2.88	64			12.059			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/AL (hours)	R&B (POTS)	0.53	6			0.279			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/AL (hours)	DS1/ DS3 - Interoffice	106.86	690			232.960			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/AL (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/AL (hours)	R&B	1.45	12,863	0.26	308	10.126	0.58382	2.0356	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (hours)	R&B	0.63	205,333	0.67	5,753	3.617	0.04836	-0.7698	YES
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL (hours)	R&B	0.66	116,274	0.61	2,452	4.034	0.08233	0.6202	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/AL (hours)	R&B	0.59	89,059	0.71	3,301	2.986	0.05293	-2.3066	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/AL (hours)	R&B	4.04	78	0.02	7	13.257	5.23059	0.7692	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (hours)	R&B	0.47	70			0.207			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL (hours)	R&B	0.53	12			0.150			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/AL (hours)	R&B	0.45	58			0.216			
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/AL (hours)	R&B&D - Disp	10.51	13,691			107.251			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/AL (hours)	R&B&D - Disp	10.51	13,691			107.251			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/AL (hours)	R&B&D - Disp	3.97	80			13.097			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/AL (hours)	R&B&D - Disp	3.97	80			13.097			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (hours)	ADSL to Retail	2.83	1,247	2.47	33	14.934	2.63391	0.1380	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (hours)	ADSL to Retail	0.67	1,805			3.181			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (hours)	ADSL to Retail	0.02	1			0.000			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/AL (hours)	ISDN - BRI	41.67	62	20.82	33	75.141	16.19138	1.2875	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/AL (hours)	ISDN - BRI	5.42	89			16.822			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/AL (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/AL (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL (hours)	ADSL to Retail	2.83	1,247			14.934			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/AL (hours)	ADSL to Retail	0.67	1,805	0.32	1	3.181	3.18211	0.1117	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/AL (hours)	ADSL to Retail	0.02	1			0.000			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/AL (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/AL (hours)	R&B - Disp	1.45	12,863	15.63	8	21.636	7.65189	-1.8537	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (hours)	R&B - Disp	1.45	12,863			10.126			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/AL (hours)	R&B - Disp	4.04	78			13.257			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (hours)	R&B - Disp	4.04	78			13.257			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (hours)	R&B (POTS) excl SB Or	1.41	12,521			10.104			

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B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL (hours)	R&B (POTS) excl SB Or	0.58	88,656			2.917			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (hours)	R&B (POTS) excl SB Or	2.88	64			12.059			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL (hours)	R&B (POTS) excl SB Or	0.44	2			0.601			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (hours)	R&B - Disp	1.45	12,863			10.126			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (hours)	R&B - Disp	1.45	12,863			10.126			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (hours)	R&B - Disp	4.04	78			13.257			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (hours)	R&B - Disp	4.04	78			13.257			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (hours)	R&B (POTS) excl SB Or	1.41	12,521			10.104			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL (hours)	R&B (POTS) excl SB Or	0.58	88,656			2.917			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (hours)	R&B (POTS) excl SB Or	2.88	64			12.059			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL (hours)	R&B (POTS) excl SB Or	0.44	2			0.601			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (hours)	R&B - Disp	1.45	12,863	1.55	11	10.126	3.05427	-0.0342	YES
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (hours)	R&B - Disp	1.45	12,863			10.126			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (hours)	R&B - Disp	4.04	78			13.257			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (hours)	R&B - Disp	4.04	78			13.257			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (hours)	R&B (POTS) excl SB Or	1.41	12,521			10.104			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (hours)	R&B (POTS) excl SB Or	0.58	88,656			2.917			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (hours)	R&B (POTS) excl SB Or	2.88	64			12.059			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (hours)	R&B (POTS) excl SB Or	0.44	2			0.601			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL (hours)	Design	151.30	828			409.510			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/AL (hours)	Design	43.79	248			296.827			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/AL (hours)	Design	1.32	2			1.838			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/AL (hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/AL (hours)	R&B	1.45	12,863			10.126			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/AL (hours)	R&B	0.63	205,333			3.617			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/AL (hours)	R&B	4.04	78			13.257			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/AL (hours)	R&B	0.47	70			0.207			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/AL (hours)	R&B (POTS)	1.41	12,521			10.104			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/AL (hours)	R&B (POTS)	0.62	204,618			3.566			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/AL (hours)	R&B (POTS)	2.88	64			12.059			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (hours)	R&B (POTS)	0.53	6			0.279			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/AL (hours)	R&B (POTS)	1.41	12,521			10.104			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (hours)	R&B (POTS)	0.62	204,618	0.51	658	3.566	0.13925	0.8124	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/AL (hours)	R&B (POTS)	2.88	64			12.059			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (hours)	R&B (POTS)	0.53	6	0.57	4	0.279	0.18011	-0.2391	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/AL (hours)	Digital Loop < DS1	13.82	1,488	11.64	66	65.212	8.20316	0.2651	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (hours)	Digital Loop < DS1	0.91	2,061			4.924			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/AL (hours)	Digital Loop < DS1	0.02	1			0.000			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/AL (hours)	Digital Loop >= DS1	207.00	140	40.29	67	495.740	73.64399	2.2638	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (hours)	Digital Loop >= DS1	71.99	115			424.954			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (hours)	Digital Loop >= DS1	0.27	4			0.227			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/AL (hours)	Diagnostic			19.74	2				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/AL (hours)	Diagnostic			13.52	50				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			6.28	234				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/AL (hours)	Diagnostic			6.03	191				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/AL (hours)	Diagnostic			7.43	43				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/AL (hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (hours)	Diagnostic			20.29	16				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/AL (hours)	Diagnostic			17.07	1				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/AL (hours)	Diagnostic			0.02	4				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			0.49	28				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/AL (hours)	Diagnostic			29.86	23				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (hours)	Diagnostic			17.50	1				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/AL (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic			0.94	194				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic			0.65	2				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/AL (hours)	Diagnostic			20.10	17				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/AL (hours)	Diagnostic			38.02	9				Diagnostic

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B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL (days)	Diagnostic			3.26	111				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.66	2,420				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL (days)	Diagnostic			2.93	2				Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (days)	Diagnostic			4.32	30				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic			8.60	6				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL (days)	Diagnostic			4.43	3				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.69	319				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			5.03	36				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			6.81	16				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL (days)	Diagnostic			3.28	53				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.36	871				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL (days)	Diagnostic			5.51	2				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL (days)	Diagnostic			6.36	3				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (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/AL (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (days)	Diagnostic			5.14	3				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.78	327				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.22	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			6.00	19				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL (days)	Diagnostic			2.37	16				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.06	25				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.21	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (days)	Diagnostic			4.72	4				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL (days)	Diagnostic			3.05	1				Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			4.11	1				Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL (days)	Diagnostic			4.48	16				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.75	174				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			2.23	1				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			4.72	4				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			6.96	6				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL (days)	Diagnostic			3.24	110				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.75	1,775				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL (days)	Diagnostic			2.93	2				Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (days)	Diagnostic			4.95	12				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic			9.08	2				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL (days)	Diagnostic			4.43	3				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.69	319				Diagnostic

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B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			5.54	14				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			6.81	16				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL (days)	Diagnostic			3.26	51				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.38	781				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL (days)	Diagnostic			5.51	2				Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL (days)	Diagnostic			6.09	2				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (days)	Diagnostic			5.14	3				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (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/AL (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.78	327				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.22	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			6.77	13				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/AL (days)	Diagnostic			2.42	14				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.06	25				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			1.21	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/AL (days)	Diagnostic			5.23	1				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/AL (days)	Diagnostic			3.05	1				Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			4.11	1				Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/AL (days)	Diagnostic			5.42	6				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/AL (days)	Diagnostic			0.75	174				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic			2.23	1				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			5.23	1				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/AL (days)	Diagnostic			7.13	2				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/AL (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/AL (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/AL (%)	>= 95% w in 15 min								
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/AL (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/AL (%)	Diagnostic			14.40%	250				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/AL (%)	Diagnostic			8.97%	3,646				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/AL (%)	Diagnostic			4.44%	45				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/AL (%)	Diagnostic			0.00%	32				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/AL (%)	Diagnostic								Diagnostic

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B.2.32.7.1	P-6	Line Sharing/Dispatch/AL (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/AL (%)	Diagnostic			0.00%	29				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/AL (%)	Diagnostic			0.00%	28				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/AL (%)	Diagnostic			50.00%	6				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/AL (%)	Diagnostic			13.23%	839				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/AL (%)	Diagnostic			2.60%	77				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/AL (%)	Diagnostic			6.35%	63				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 95% of requests			100.00%	46				YES
B.2.33.2	P-8	xDSL Other/AL (%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/AL (%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/AL (%)	>= 95%			69.33%	75				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/AL (%)	>= 95%			100.00%	25				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/AL (%)	>= 95%			90.91%	11				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/AL (%)	>= 95%			96.33%	300				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/AL (%)	>= 95%			98.02%	405				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/AL (%)	>= 95%			97.73%	132				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/AL (%)	>= 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/AL (%)	R&B (POTS)	6.68%	29,987						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/AL (%)	R&B (POTS)	1.64%	18,109						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/AL (%)	DS1/DS3	0.00%	272	0.00%	1		0.00000		YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/AL (%)	DS1/DS3	0.00%	222	0.00%	0				YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/AL (%)	R&B	6.79%	30,303	8.88%	1,014		0.00803	-2.5997	NO
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/AL (%)	R&B	1.65%	18,385	2.77%	325		0.00714	-1.5635	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/AL (%)	R&B&D - Disp	6.67%	30,998	0.00%	5		0.11160	0.5978	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/AL (%)	R&B&D - Disp	6.67%	30,998	0.00%	5		0.11160	0.5978	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/AL (%)	ADSL to Retail	49.79%	486	0.00%	5		0.22475	2.2155	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL (%)	ADSL to Retail	3.16%	948	0.00%	7		0.06641	0.4765	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/AL (%)	ISDN - BRI	5.00%	40	0.00%	7		0.08929	0.5600	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/AL (%)	ISDN - BRI	0.00%	65	0.00%	2		0.00000		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/AL (%)	ADSL to Retail	49.79%	486	0.00%	0				YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/AL (%)	ADSL to Retail	3.16%	948	50.00%	2		0.12391	-3.7797	NO
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/AL (%)	R&B - Disp	6.79%	30,303	11.54%	78		0.02852	-1.6657	NO
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/AL (%)	R&B - Disp	6.79%	30,303	0.00%	12		0.07263	0.9346	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/AL (%)	R&B (POTS) excl SB FT	6.65%	29,926	0.00%	0				YES

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B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/AL (%)	R&B (POTS) excl SB FT	1.22%	15,868	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/AL (%)	Design	1.58%	695	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/AL (%)	Design	0.62%	963	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/AL (%)	R&B	6.79%	30,303	0.00%	0				YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/AL (%)	R&B	1.65%	18,385	0.00%	0				YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/AL (%)	R&B (POTS)	6.68%	29,987						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/AL (%)	R&B (POTS)	1.64%	18,109						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/AL (%)	R&B (POTS)	1.86%	1,614,261						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/AL (%)	R&B (POTS)	1.12%	1,614,261						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/AL (%)	DS1/DS3	1.99%	13,663	1.75%	57		0.01873	0.1262	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/AL (%)	DS1/DS3	1.62%	13,663	0.00%	57		0.01692	0.9604	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/AL (%)	R&B	1.74%	1,742,257	1.40%	72,577		0.00050	6.8482	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/AL (%)	R&B	1.06%	1,742,257	0.45%	72,577		0.00039	15.6086	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/AL (%)	R&B&D - Disp	1.49%	2,080,056	4.10%	122		0.01105	-2.3597	NO
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/AL (%)	R&B&D - Disp	1.49%	2,080,056	4.10%	122		0.01105	-2.3597	NO
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/AL (%)	ADSL to Retail	1.26%	38,676	0.38%	1,302		0.00316	2.7626	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL (%)	ADSL to Retail	2.45%	38,676	0.54%	1,302		0.00441	4.3377	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/AL (%)	ISDN - BRI	0.53%	7,596	0.68%	1,028		0.00241	-0.6400	YES
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/AL (%)	ISDN - BRI	0.86%	7,596	0.19%	1,028		0.00307	2.1507	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/AL (%)	ADSL to Retail	1.26%	38,676	0.00%	591		0.00465	2.7046	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/AL (%)	ADSL to Retail	2.45%	38,676	0.34%	591		0.00649	3.2558	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/AL (%)	R&B - Disp	1.74%	1,742,257	0.66%	11,734		0.00122	8.7965	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/AL (%)	R&B - Disp	1.74%	1,742,257	0.10%	11,734		0.00122	13.4009	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/AL (%)	R&B (POTS) excl SB FT	1.85%	1,614,261	0.00%	13		0.03776	0.4909	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/AL (%)	R&B (POTS) excl SB FT	0.98%	1,614,261	0.00%	13		0.02750	0.3575	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/AL (%)	Design	0.21%	337,799	0.00%	8		0.01604	0.1283	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/AL (%)	Design	0.29%	337,799	0.00%	8		0.01888	0.1510	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/AL (%)	R&B	1.74%	1,742,257	0.00%	1,495		0.00341	5.0971	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/AL (%)	R&B	1.06%	1,742,257	0.00%	1,495		0.00266	3.9702	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/AL (%)	R&B (POTS)	1.86%	1,614,261						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/AL (%)	R&B (POTS)	1.12%	1,614,261						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/AL (hours)	R&B (POTS)	23.58	29,987			22.077			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/AL (hours)	R&B (POTS)	9.89	18,109			17.360			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/AL (hours)	DS1/DS3	3.68	272	6.07	1	2.738	2.74272	-0.8708	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/AL (hours)	DS1/DS3	1.62	222	0.00	0	1.932			YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/AL (hours)	R&B	23.46	30,303	14.44	1,014	22.171	0.70781	12.7475	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/AL (hours)	R&B	9.80	18,385	4.01	325	17.265	0.96612	5.9940	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/AL (hours)	R&B&D - Disp	23.06	30,998	5.97	5	22.099	9.88356	1.7288	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/AL (hours)	R&B&D - Disp	23.06	30,998	2.50	5	22.099	9.88356	2.0799	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/AL (hours)	ADSL to Retail	97.86	486	6.83	5	436.157	196.05599	0.4643	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL (hours)	ADSL to Retail	3.12	948	2.03	7	23.138	8.77738	0.1238	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/AL (hours)	ISDN - BRI	10.11	40	3.58	7	12.552	5.14243	1.2701	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/AL (hours)	ISDN - BRI	2.84	65	1.53	2	3.683	2.64387	0.4962	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/AL (hours)	ADSL to Retail	97.86	486	0.00	0	436.157			YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/AL (hours)	ADSL to Retail	3.12	948	28.00	2	23.138	16.37794	-1.5194	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/AL (hours)	R&B - Disp	23.46	30,303	8.40	78	22.171	2.51361	5.9937	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/AL (hours)	R&B - Disp	23.46	30,303	2.73	12	22.171	6.40150	3.2379	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/AL (hours)	R&B (POTS) excl SB FT	23.58	29,926	0.00	0	22.072			YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/AL (hours)	R&B (POTS) excl SB FT	10.56	15,868	0.00	0	17.638			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/AL (hours)	Design	5.61	695	0.00	0	6.069			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/AL (hours)	Design	2.53	963	0.00	0	4.570			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/AL (hours)	R&B	23.46	30,303	0.00	0	22.171			YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/AL (hours)	R&B	9.80	18,385	0.00	0	17.265			YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/AL (hours)	R&B (POTS)	23.58	29,987			22.077			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/AL (hours)	R&B (POTS)	9.89	18,109			17.360			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/AL (%)	R&B (POTS)	17.39%	29,987						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/AL (%)	R&B (POTS)	16.10%	18,109						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/AL (%)	DS1/DS3	25.00%	272	0.00%	1		0.43381	0.5763	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/AL (%)	DS1/DS3	20.27%	222	0.00%	0				YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/AL (%)	R&B	17.34%	30,303	10.06%	1,014		0.01209	6.0273	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/AL (%)	R&B	16.03%	18,385	15.08%	325		0.02053	0.4639	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/AL (%)	R&B&D - Disp	17.39%	30,998	20.00%	5		0.16954	-0.1537	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/AL (%)	R&B&D - Disp	17.39%	30,998	0.00%	5		0.16954	1.0260	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/AL (%)	ADSL to Retail	23.05%	486	40.00%	5		0.18930	-0.8957	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL (%)	ADSL to Retail	26.48%	948	0.00%	7		0.16738	1.5819	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/AL (%)	ISDN - BRI	5.00%	40	28.57%	7		0.08929	-2.6398	NO
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/AL (%)	ISDN - BRI	10.77%	65	0.00%	2		0.22254	0.4839	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/AL (%)	ADSL to Retail	23.05%	486	0.00%	0				YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/AL (%)	ADSL to Retail	26.48%	948	0.00%	2		0.31231	0.8478	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/AL (%)	R&B - Disp	17.34%	30,303	3.85%	78		0.04293	3.1446	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/AL (%)	R&B - Disp	17.34%	30,303	0.00%	12		0.10932	1.5866	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/AL (%)	R&B (POTS) excl SB FT	17.37%	29,926	0.00%	0				YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/AL (%)	R&B (POTS) excl SB FT	15.29%	15,868	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/AL (%)	Design	19.57%	695	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/AL (%)	Design	14.23%	963	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/AL (%)	R&B	17.34%	30,303	0.00%	0				YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/AL (%)	R&B	16.03%	18,385	0.00%	0				YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/AL (%)	R&B (POTS)	17.39%	29,987						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/AL (%)	R&B (POTS)	16.10%	18,109						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/AL (%)	R&B (POTS)	32.85%	19,867						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/AL (%)	R&B (POTS)	17.74%	6,099						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/AL (%)	DS1/DS3	0.00%	272	0.00%	1		0.00000		YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/AL (%)	DS1/DS3	0.00%	222	0.00%	0				YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/AL (%)	R&B	32.70%	20,068	16.02%	668		0.01845	9.0410	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/AL (%)	R&B	17.41%	6,227	4.80%	125		0.03425	3.6808	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/AL (%)	R&B&D - Disp	31.66%	20,763	0.00%	5		0.20804	1.5217	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/AL (%)	R&B&D - Disp	31.66%	20,763	0.00%	5		0.20804	1.5217	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/AL (%)	ADSL to Retail	49.79%	486	0.00%	5		0.22475	2.2155	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/AL (%)	ADSL to Retail	3.16%	948	0.00%	7		0.06641	0.4765	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/AL (%)	ISDN - BRI	5.00%	40	0.00%	7		0.08929	0.5600	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/AL (%)	ISDN - BRI	0.00%	64	0.00%	2		0.00000		YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/AL (%)	ADSL to Retail	49.79%	486	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/AL (%)	ADSL to Retail	3.16%	948	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/AL (%)	R&B - Disp	32.70%	20,068	11.54%	78		0.05322	3.9760	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/AL (%)	R&B - Disp	32.70%	20,068	0.00%	12		0.13546	2.4139	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/AL (%)	R&B (POTS) excl SB FT	32.85%	19,866	0.00%	0				YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/AL (%)	R&B (POTS) excl SB FT	17.74%	6,092	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/AL (%)	Design	1.58%	695	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/AL (%)	Design	0.62%	963	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/AL (%)	R&B	32.70%	20,068	0.00%	0				YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/AL (%)	R&B	17.41%	6,227	0.00%	0				YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/AL (%)	R&B (POTS)	32.85%	19,867						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/AL (%)	R&B (POTS)	17.74%	6,099						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	AL (%)	BST - State	98.33%	$154,513,234	99.99%	$2,441,798		0.00008	-200.7370	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/AL (%)	Diagnostic			45.83%	24				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/AL (%)	>= 85% w in 4 days			100.00%	11				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/AL (%)	>= 95% w in 10 days			100.00%	14				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/AL (%)	>= 95%			100.00%	21				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/AL (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/AL (days)	Parity w Retail	19.11	35	21.33	6	10.459	4.62155	-0.4802	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/AL (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/AL (%)	Parity w Retail	0.00%	30	0.00%	6		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/AL (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/AL (%)	Parity w Retail	0.00%	35	0.00%	6		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/AL (%)	Parity w Retail	0.00%	2,648	0.00%	384		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/AL (hours)	Parity w Retail	123.66	33	19.65	6	254.669	113.02553	0.9202	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/AL (days)	Diagnostic			22.91	6				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/AL (%)	Diagnostic			0.00%	6				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/AL (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/AL (%)	>= 95%			100.00%	71				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/AL (%)	>= 95%			100.00%	29				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/AL (%)	>= 95%			100.00%	1				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/AL (%)	>= 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/AL (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/AL (%)	Parity w Retail	0.00%	62	0.00%	2		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/AL (%)	Parity w Retail	0.00%	139,814	0.00%	25,533		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/AL (%)	Parity w Retail	0.04%	139,814	0.01%	25,533		0.00014	2.5476	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/AL (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/AL (hours)	Parity w Retail	0.31	62	10.52	2	0.984	0.70704	-14.4316	NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/AL (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/AL (%)	Parity w Retail	0.00%	62	0.00%	2		0.00000		YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/AL (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/AL (%)	Parity w Retail	0.00%	62	0.00%	2		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	AL (%)	BST - State	98.33%	$154,513,234	97.11%	$864,280		0.00014	88.7748	NO
	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/AL (%)	>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/AL (calendar days)	<= 20 days								
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/AL (business days)	<= 23 days								
E.1.1.3	C-1	Physical Caged/AL (business days)	<= 23 days								
E.1.1.4	C-1	Physical Cageless/AL (business days)	<= 23 days			17	3				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/AL (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/AL (calendar days)	<= 75 days								
E.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/AL (business days)	<= 45 days								
E.1.2.4	C-2	Physical Caged-Ordinary/AL (business days)	<= 76 days								
E.1.2.5	C-2	Physical Caged-Extraordinary/AL (business days)	<= 91 days								
E.1.2.6	C-2	Physical Cageless-Ordinary/AL (calendar days)	<= 60 days			13	6				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/AL (calendar days)	<= 90 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/AL (%)	< 5% missed								
E.1.3.2	C-3	Physical/AL (%)	< 5% missed			0.00%	6				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/AL (%)	< 5% missed								

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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/AL (%)	>= 95% w in 3 bus days								
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/AL (%)	>= 95% w in 1 min			84.17%	379				NO
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/AL (%)	>= 95% w in 5 bus days			100.00%	4				YES
F.3.1.2	O-10	Local Interoffice Transport/AL (%)	>= 95% w in 5 bus days			100.00%	3				YES
	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	AL (seconds)	PBD			5.53					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	AL (%)	PBD			78.80%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	AL (seconds)	PBD			4.54					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	AL (%)	PBD			86.10%					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	AL (hours)	PBD			0.91	1,615				PBD
	% Accuracy										
F.8.2	E-2	AL (%)	PBD			94.34%	157,960				PBD
	% Timeliness										
F.8.3	E-1	AL (%)	PBD			100.00%	1,615				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/AL (%)	Parity w Retail	85.80%	$5,227,995	97.94%	$200,055		0.00211	-57.5222	YES
F.9.5.2	B-7	UNE/AL (%)	>= 90%			99.64%	$145,314				YES
F.9.5.3	B-7	Interconnection/AL (%)	>= 90%			99.64%	$1,468				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/AL (%)	Parity w Retail	89.07%	$7,682,684	98.02%	$308,275		0.00173	-51.6431	YES
F.9.6.2	B-8	UNE/AL (%)	>= 90%			98.57%	$318,306				YES
F.9.6.3	B-8	Interconnection/AL (%)	>= 90%			95.66%	$68,188				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	AL (%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	AL (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	AL (%)	>= 95% w in 30 days			100.00%	1				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	AL (%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	AL (average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	AL (%)	>= 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/AL (hours)	PBD	0.49	19	0.49	19				PBD
F.13.1.2	D-1	Directory Listings/AL (hours)	PBD	0.11	25	0.11	25				PBD
F.13.1.3	D-1	Directory Assistance/AL (hours)	PBD	6.51	23	6.46	23				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/AL (%)	>= 95%			93.48%	660				NO
F.13.2.2	D-2	Directory Listings/AL (%)	>= 95%			99.35%	1,072				YES
F.13.2.3	D-2	Directory Assistance/AL (%)	>= 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