BellSouth Monthly State Summary

North Carolina, 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/NC (%)	Diagnostic			7.86%	11,314				Diagnostic
A.1.1.2	O-7	Business/NC (%)	Diagnostic			24.35%	271				Diagnostic
A.1.1.3	O-7	Design (Specials)/NC (%)	Diagnostic								Diagnostic
A.1.1.4	O-7	PBX/NC (%)	Diagnostic			100.00%	1				Diagnostic
A.1.1.5	O-7	Centrex/NC (%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/NC (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/NC (%)	Diagnostic			26.86%	2,096				Diagnostic
A.1.2.2	O-7	Business/NC (%)	Diagnostic			50.26%	191				Diagnostic
A.1.2.3	O-7	Design (Specials)/NC (%)	Diagnostic								Diagnostic
A.1.2.4	O-7	PBX/NC (%)	Diagnostic			62.50%	8				Diagnostic
A.1.2.5	O-7	Centrex/NC (%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/NC (%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/NC (%)	Diagnostic			46.84%	79				Diagnostic
A.1.3.2	O-7	Business/NC (%)	Diagnostic			55.85%	188				Diagnostic
A.1.3.3	O-7	Design (Specials)/NC (%)	Diagnostic			40.00%	35				Diagnostic
A.1.3.4	O-7	PBX/NC (%)	Diagnostic			60.00%	20				Diagnostic
A.1.3.5	O-7	Centrex/NC (%)	Diagnostic			60.71%	28				Diagnostic
A.1.3.6	O-7	ISDN/NC (%)	Diagnostic			41.18%	17				Diagnostic
	Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/NC (%)	>= 97% w in 1 hr			95.07%	893				NO
A.1.4.2	O-8	Business/NC (%)	>= 97% w in 1 hr			89.55%	67				NO
A.1.4.3	O-8	Design (Specials)/NC (%)	>= 97% w in 1 hr								
A.1.4.4	O-8	PBX/NC (%)	>= 97% w in 1 hr			0.00%	1				NO
A.1.4.5	O-8	Centrex/NC (%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/NC (%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/NC (%)	>= 85% w in 10 hrs			93.90%	574				YES
A.1.7.2	O-8	Business/NC (%)	>= 85% w in 10 hrs			95.00%	100				YES
A.1.7.3	O-8	Design (Specials)/NC (%)	>= 85% w in 10 hrs								
A.1.7.4	O-8	PBX/NC (%)	>= 85% w in 10 hrs			60.00%	5				NO
A.1.7.5	O-8	Centrex/NC (%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/NC (%)	>= 85% w in 10 hrs								
	Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/NC (%)	>= 85% w in 24 hrs			100.00%	39				YES
A.1.8.2	O-8	Business/NC (%)	>= 85% w in 24 hrs			99.09%	110				YES
A.1.8.3	O-8	Design (Specials)/NC (%)	>= 85% w in 24 hrs			100.00%	14				YES
A.1.8.4	O-8	PBX/NC (%)	>= 85% w in 24 hrs			100.00%	12				YES
A.1.8.5	O-8	Centrex/NC (%)	>= 85% w in 24 hrs			88.24%	17				YES
A.1.8.6	O-8	ISDN/NC (%)	>= 85% w in 24 hrs			100.00%	7				YES
	FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/NC (%)	>= 95% w in 3 hrs			99.95%	10,464				YES
A.1.9.2	O-9	Business/NC (%)	>= 95% w in 3 hrs			99.04%	209				YES
A.1.9.3	O-9	Design (Specials)/NC (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/NC (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/NC (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/NC (%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/NC (%)	>= 85% w in 10 hrs			89.82%	1,817				YES
A.1.12.2	O-9	Business/NC (%)	>= 85% w in 10 hrs			95.69%	116				YES

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A.1.12.3	O-9	Design (Specials)/NC (%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/NC (%)	>= 85% w in 10 hrs			33.33%	3				NO
A.1.12.5	O-9	Centrex/NC (%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/NC (%)	>= 85% w in 10 hrs								
	FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/NC (%)	>= 85% w in 36 hrs			95.24%	42				YES
A.1.13.2	O-9	Business/NC (%)	>= 85% w in 36 hrs			98.73%	79				YES
A.1.13.3	O-9	Design (Specials)/NC (%)	>= 85% w in 36 hrs			100.00%	20				YES
A.1.13.4	O-9	PBX/NC (%)	>= 85% w in 36 hrs			87.50%	8				YES
A.1.13.5	O-9	Centrex/NC (%)	>= 85% w in 36 hrs			100.00%	11				YES
A.1.13.6	O-9	ISDN/NC (%)	>= 85% w in 36 hrs			100.00%	10				YES
	FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/NC (%)	>= 95%			100.00%	682				YES
A.1.14.1.2	O-11	Residence/TAG/NC (%)	>= 95%			100.00%	10,632				YES
A.1.14.2.1	O-11	Business/EDI/NC (%)	>= 95%			100.00%	9				YES
A.1.14.2.2	O-11	Business/TAG/NC (%)	>= 95%			100.00%	262				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/NC (%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/NC (%)	>= 95%								
A.1.14.4.1	O-11	PBX/EDI/NC (%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/NC (%)	>= 95%			100.00%	1				YES
A.1.14.5.1	O-11	Centrex/EDI/NC (%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/NC (%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/NC (%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/NC (%)	>= 95%								
	FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/NC (%)	>= 95%			100.00%	133				YES
A.1.15.1.2	O-11	Residence/TAG/NC (%)	>= 95%			99.85%	1,963				YES
A.1.15.2.1	O-11	Business/EDI/NC (%)	>= 95%			100.00%	7				YES
A.1.15.2.2	O-11	Business/TAG/NC (%)	>= 95%			100.00%	184				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/NC (%)	>= 95%								
A.1.15.3.2	O-11	Design (Specials)/TAG/NC (%)	>= 95%								
A.1.15.4.1	O-11	PBX/EDI/NC (%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/NC (%)	>= 95%			100.00%	8				YES
A.1.15.5.1	O-11	Centrex/EDI/NC (%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/NC (%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/NC (%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/NC (%)	>= 95%								
	FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/NC (%)	>= 95%			97.47%	79				YES
A.1.16.2	O-11	Business/NC (%)	>= 95%			94.68%	188				NO
A.1.16.3	O-11	Design (Specials)/NC (%)	>= 95%			97.14%	35				YES
A.1.16.4	O-11	PBX/NC (%)	>= 95%			95.00%	20				YES
A.1.16.5	O-11	Centrex/NC (%)	>= 95%			100.00%	28				YES
A.1.16.6	O-11	ISDN/NC (%)	>= 95%			100.00%	17				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/NC (%)	>= 95%			98.83%	682				YES
A.1.17.1.2	O-11	Residence/TAG/NC (%)	>= 95%			99.63%	10,632				YES
A.1.17.2.1	O-11	Business/EDI/NC (%)	>= 95%			77.78%	9				NO
A.1.17.2.2	O-11	Business/TAG/NC (%)	>= 95%			98.47%	262				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/NC (%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/NC (%)	>= 95%								
A.1.17.4.1	O-11	PBX/EDI/NC (%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/NC (%)	>= 95%			100.00%	1				YES
A.1.17.5.1	O-11	Centrex/EDI/NC (%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/NC (%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/NC (%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/NC (%)	>= 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/NC (%)	>= 95%			82.71%	133				NO
A.1.18.1.2	O-11	Residence/TAG/NC (%)	>= 95%			87.70%	1,960				NO
A.1.18.2.1	O-11	Business/EDI/NC (%)	>= 95%			71.43%	7				NO
A.1.18.2.2	O-11	Business/TAG/NC (%)	>= 95%			89.67%	184				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/NC (%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/NC (%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/NC (%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/NC (%)	>= 95%			87.50%	8				NO
A.1.18.5.1	O-11	Centrex/EDI/NC (%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/NC (%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/NC (%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/NC (%)	>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
A.1.19.1	O-11	Residence/NC (%)	>= 95%			88.31%	77				NO
A.1.19.2	O-11	Business/NC (%)	>= 95%			92.70%	178				NO
A.1.19.3	O-11	Design (Specials)/NC (%)	>= 95%			97.06%	34				YES
A.1.19.4	O-11	PBX/NC (%)	>= 95%			100.00%	19				YES
A.1.19.5	O-11	Centrex/NC (%)	>= 95%			92.86%	28				NO
A.1.19.6	O-11	ISDN/NC (%)	>= 95%			88.24%	17				NO
	Resale - Provisioning										
	Order Completion Interval										
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/NC (days)	Res	5.45	9,051	4.93	381	3.614	0.18902	2.7738	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/NC (days)	Res	0.87	230,062	0.56	7,324	1.040	0.01235	25.7118	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/NC (days)	Res	5.09	25			2.773			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/NC (days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/NC (days)	Bus	5.49	3,469	4.45	71	9.035	1.08313	0.9630	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/NC (days)	Bus	1.04	15,601	0.84	259	1.901	0.11911	1.7002	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/NC (days)	Bus	15.90	41			22.931			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/NC (days)	Bus	1.23	10			0.956			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/NC (days)	Design	18.58	947	7.46	8	16.850	5.98233	1.8591	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/NC (days)	Design	11.76	205	12.00	2	13.116	9.31984	-0.0255	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/NC (days)	Design	18.43	7			7.700			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/NC (days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/NC (days)	PBX	23.76	25	2.00	1	23.807	24.27847	0.8963	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/NC (days)	PBX	5.16	73	0.93	5	12.756	5.89691	0.7160	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/NC (days)	PBX	68.00	1			0.000			
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/NC (days)	PBX	1.38	22			0.677			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/NC (days)	Centrex	5.67	912			9.321			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/NC (days)	Centrex	1.33	626	1.58	8	1.982	0.70505	-0.3644	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/NC (days)	Centrex	7.17	47			4.775			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/NC (days)	Centrex	1.81	33			3.905			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/NC (days)	ISDN	18.11	174			14.889			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/NC (days)	ISDN	2.90	244	1.89	3	6.871	3.99111	0.2541	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/NC (days)	ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/NC (days)	ISDN	3.29	28			2.492			
	Held Orders										
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/NC (days)	Res	4.32	38	0.00	0	1.890			YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/NC (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/NC (days)	Res	7.50	8	0.00	0	11.212			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/NC (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/NC (days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/NC (days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/NC (days)	Bus	5.83	6	0.00	0	4.167			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/NC (days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/NC (days)	Bus	85.50	2	47.00	1	116.673	142.89419	0.2694	YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/NC (days)	Bus	0.00	0						

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/NC (days)	Bus	0.00	0						
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/NC (days)	Bus	0.00	0						
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/NC (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/NC (days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/NC (days)	Design	8.50	2	0.00	0	7.778			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/NC (days)	Design	0.00	0						
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/NC (days)	Design	0.00	0						
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/NC (days)	Design	0.00	0						
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/NC (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/NC (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/NC (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/NC (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/NC (days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/NC (days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/NC (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/NC (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/NC (days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/NC (days)	Centrex	0.00	0						
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/NC (days)	Centrex	0.00	0						
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/NC (days)	Centrex	0.00	0						
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/NC (days)	ISDN	6.00	1	0.00	0	0.000			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/NC (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/NC (days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/NC (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/NC (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/NC (days)	ISDN	0.00	0						
	% Jeopardies - Mechanized										
A.2.4.1	P-2	Residence/NC (%)	Res	0.30%	253,559	0.15%	8,438		0.00061	2.4179	YES
A.2.4.2	P-2	Business/NC (%)	Bus	1.45%	19,436	0.00%	299		0.00696	2.0784	YES
A.2.4.3	P-2	Design (Specials)/NC (%)	Design	10.26%	1,287	0.00%	5		0.13594	0.7545	YES
A.2.4.4	P-2	PBX/NC (%)	PBX	5.34%	131	0.00%	13		0.06540	0.8171	YES
A.2.4.5	P-2	Centrex/NC (%)	Centrex	3.49%	1,690						
A.2.4.6	P-2	ISDN/NC (%)	ISDN	7.66%	483	0.00%	2		0.18845	0.4065	YES
	% Jeopardies - Non-Mechanized										
A.2.5.1	P-2	Residence/NC (%)	Diagnostic			0.72%	138				Diagnostic
A.2.5.2	P-2	Business/NC (%)	Diagnostic			0.00%	160				Diagnostic
A.2.5.3	P-2	Design (Specials)/NC (%)	Diagnostic			20.00%	5				Diagnostic
A.2.5.4	P-2	PBX/NC (%)	Diagnostic			0.00%	3				Diagnostic
A.2.5.5	P-2	Centrex/NC (%)	Diagnostic			0.00%	9				Diagnostic
A.2.5.6	P-2	ISDN/NC (%)	Diagnostic			0.00%	3				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
A.2.7.1	P-2	Residence/NC (hours)	>= 48 hrs			142.37	11				YES
A.2.7.2	P-2	Business/NC (hours)	>= 48 hrs								
A.2.7.3	P-2	Design (Specials)/NC (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/NC (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/NC (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/NC (hours)	>= 48 hrs								
	Average Jeopardy Notice Interval - Non-Mechanized										
A.2.8.1	P-2	Residence/NC (hours)	Diagnostic			131.33	1				Diagnostic
A.2.8.2	P-2	Business/NC (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/NC (hours)	Diagnostic			588.08	1				Diagnostic
A.2.8.4	P-2	PBX/NC (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/NC (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/NC (hours)	Diagnostic								Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
A.2.9.1	P-2	Residence/NC (%)	95% >= 48 hrs			100.00%	11				YES
A.2.9.2	P-2	Business/NC (%)	95% >= 48 hrs								

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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)/NC (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/NC (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/NC (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/NC (%)	95% >= 48 hrs								
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
A.2.10.1	P-2	Residence/NC (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.2	P-2	Business/NC (%)	Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/NC (%)	Diagnostic			100.00%	1				Diagnostic
A.2.10.4	P-2	PBX/NC (%)	Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/NC (%)	Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/NC (%)	Diagnostic								Diagnostic
	% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/NC (%)	Res	3.66%	11,551	1.40%	430		0.00922	2.4571	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/NC (%)	Res	0.02%	242,603	0.07%	8,155		0.00017	-3.0555	NO
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/NC (%)	Res	6.45%	31	0.00%	1		0.24960	0.2585	YES
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/NC (%)	Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/NC (%)	Bus	3.37%	3,735	0.81%	123		0.01655	1.5476	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/NC (%)	Bus	0.05%	15,701	0.31%	322		0.00127	-2.0435	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/NC (%)	Bus	4.17%	48						
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/NC (%)	Bus	0.00%	11						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/NC (%)	Design	4.68%	1,004	0.00%	10		0.06713	0.6973	YES
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/NC (%)	Design	0.47%	211	33.33%	3		0.03993	-8.2286	NO
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/NC (%)	Design	0.00%	7						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/NC (%)	Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/NC (%)	PBX	0.00%	34	0.00%	2		0.00000		YES
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/NC (%)	PBX	2.50%	80	0.00%	12		0.04833	0.5173	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/NC (%)	PBX	0.00%	1						
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/NC (%)	PBX	0.00%	22	0.00%	1		0.00000		YES
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/NC (%)	Centrex	1.62%	925						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/NC (%)	Centrex	0.00%	644	0.00%	9		0.00000		YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/NC (%)	Centrex	0.00%	48						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/NC (%)	Centrex	0.00%	36						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/NC (%)	ISDN	1.52%	198	0.00%	1		0.12246	0.1237	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/NC (%)	ISDN	1.23%	244	0.00%	3		0.06401	0.1921	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/NC (%)	ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/NC (%)	ISDN	0.00%	28						
	% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/NC (%)	Res	10.81%	11,919	9.48%	485		0.01439	0.9246	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/NC (%)	Res	2.40%	269,112	3.42%	7,576		0.00178	-5.6801	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/NC (%)	Res	2.70%	37						
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/NC (%)	Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/NC (%)	Bus	10.44%	7,674	8.33%	180		0.02306	0.9128	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/NC (%)	Bus	6.71%	12,199	5.17%	271		0.01536	1.0021	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/NC (%)	Bus	19.40%	67						
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/NC (%)	Bus	10.00%	10	100.00%	1		0.31464	-2.8604	NO
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/NC (%)	Design	7.59%	949	0.00%	24		0.05473	1.3863	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/NC (%)	Design	5.52%	181	0.00%	5		0.10357	0.5334	YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/NC (%)	Design	0.00%	10						
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/NC (%)	Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/NC (%)	PBX	3.45%	29	0.00%	2		0.13340	0.2585	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/NC (%)	PBX	4.04%	99	0.00%	5		0.09025	0.4477	YES
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/NC (%)	PBX	0.00%	1						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/NC (%)	PBX	0.00%	16	0.00%	4		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/NC (%)	Centrex	5.47%	804	25.00%	4		0.11401	-1.7128	NO
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/NC (%)	Centrex	6.29%	1,050	0.00%	5		0.10880	0.5777	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/NC (%)	Centrex	15.63%	32						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/NC (%)	Centrex	3.97%	151	0.00%	2		0.13904	0.2858	YES
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/NC (%)	ISDN	1.79%	224	0.00%	2		0.09406	0.1898	YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/NC (%)	ISDN	1.42%	211	0.00%	1		0.11867	0.1198	YES

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A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/NC (%)	ISDN	0.00%	1						
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/NC (%)	ISDN	0.00%	11	0.00%	4		0.00000		YES
		Average Completion Notice Interval - Mechanized									
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC (hours)	Res	1.24	11,479	0.05	416	10.340	0.51606	2.3049	YES
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC (hours)	Res	0.73	242,358	0.84	8,028	2.594	0.02943	-3.8594	NO
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/NC (hours)	Res	0.02	31	0.02	1	0.019	0.01915	0.2526	YES
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/NC (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/NC (hours)	Bus	2.50	3,653	0.30	51	16.126	2.27383	0.9679	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC (hours)	Bus	1.74	15,603	0.70	249	12.525	0.80003	1.3040	YES
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/NC (hours)	Bus	0.57	46			3.316			
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC (hours)	Bus	0.53	11			0.296			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC (hours)	Design	253.35	967	0.02	5	465.567	208.74538	1.2136	YES
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC (hours)	Design	30.86	211			115.373			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/NC (hours)	Design	0.03	7			0.025			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/NC (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC (hours)	PBX	199.85	34	2.43	2	303.192	220.60442	0.8949	YES
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC (hours)	PBX	27.58	79	0.14	9	89.811	31.59617	0.8687	YES
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/NC (hours)	PBX	0.02	1			0.000			
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC (hours)	PBX	6.92	22	0.93	1	29.136	29.79049	0.2010	YES
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/NC (hours)	Centrex	5.95	917			32.782			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC (hours)	Centrex	3.90	641			25.538			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/NC (hours)	Centrex	7.44	48			29.144			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/NC (hours)	Centrex	8.00	36			30.485			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/NC (hours)	ISDN	164.11	189	0.02	1	265.509	266.21034	0.6164	YES
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC (hours)	ISDN	2.31	239	0.02	1	11.754	11.77906	0.1945	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/NC (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/NC (hours)	ISDN	0.78	28			0.253			
		Average Completion Notice Interval - Non-Mechanized									
A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/NC (hours)	Diagnostic			16.69	14				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			4.93	128				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/NC (hours)	Diagnostic			22.64	71				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			11.96	73				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/NC (hours)	Diagnostic			329.96	5				Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			300.85	3				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			13.11	3				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			22.97	9				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			101.56	2				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC (days)	Diagnostic			4.91	256				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.61	5,993				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/NC (days)	Diagnostic			3.35	12				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.78	91				Diagnostic

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A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC (days)	Diagnostic			4.24	38				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.05	1,025				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/NC (days)	Diagnostic			2.91	9				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			2.80	75				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.15	1				Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC (days)	Diagnostic			5.49	8				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.02	12				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/NC (days)	Diagnostic			6.47	8				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.08	37				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC (days)	Diagnostic			4.53	1				Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			8.26	1				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			2.43	2				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC (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/NC (days)	Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			3.57	6				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC (days)	Diagnostic			4.90	252				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.89	2,801				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/NC (days)	Diagnostic			2.92	11				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.82	81				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/NC (days)	Diagnostic			4.34	36				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.06	911				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/NC (days)	Diagnostic			2.91	9				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			2.66	56				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.15	1				Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC (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/NC (days)	Diagnostic			5.49	8				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.02	12				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/NC (days)	Diagnostic			6.96	7				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.03	33				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/NC (days)	Diagnostic			4.53	1				Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			8.26	1				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			2.43	2				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			3.57	6				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours										
A.2.24.1.1	P-6	Residence/Dispatch/NC (%)	Diagnostic			5.85%	393				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/NC (%)	Diagnostic			4.50%	7,374				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/NC (%)	Diagnostic			10.67%	75				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/NC (%)	Diagnostic			6.95%	259				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/NC (%)	Diagnostic			0.00%	6				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/NC (%)	Diagnostic			0.00%	2				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/NC (%)	Diagnostic			0.00%	1				Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/NC (%)	Diagnostic			58.33%	12				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/NC (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/NC (%)	Diagnostic			12.50%	8				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/NC (%)	Diagnostic			100.00%	1				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/NC (%)	Diagnostic			0.00%	2				Diagnostic
	Service Order Accuracy										
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/NC (%)	>= 95%			98.86%	525				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/NC (%)	>= 95%			98.56%	900				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/NC (%)	>= 95%			100.00%	6				YES
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/NC (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/NC (%)	>= 95%			94.44%	180				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/NC (%)	>= 95%			97.22%	180				YES
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/NC (%)	>= 95%			76.92%	13				NO
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/NC (%)	>= 95%			91.89%	37				NO
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/NC (%)	>= 95%			96.47%	85				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/NC (%)	>= 95%			91.36%	81				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/NC (%)	>= 95%			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/NC (%)	>= 95%			88.89%	9				NO
	Resale - Maintenance and Repair										
	Missed Repair Appointments										
A.3.1.1.1	M&R-1	Residence/Dispatch/NC (%)	Res	3.74%	34,863	0.48%	622		0.00768	4.2467	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/NC (%)	Res	1.21%	15,113	0.00%	142		0.00922	1.3131	YES
A.3.1.2.1	M&R-1	Business/Dispatch/NC (%)	Bus	5.73%	5,272	13.53%	170		0.01811	-4.3080	NO
A.3.1.2.2	M&R-1	Business/Non-Dispatch/NC (%)	Bus	1.27%	2,765	0.00%	59		0.01471	0.8606	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/NC (%)	Design	1.43%	768	0.00%	14		0.03204	0.4470	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/NC (%)	Design	0.26%	1,148	0.00%	18		0.01213	0.2155	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/NC (%)	PBX	6.67%	165	0.00%	40		0.04396	1.5165	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/NC (%)	PBX	1.18%	169	0.00%	1		0.10846	0.1091	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/NC (%)	Centrex	9.68%	692	0.00%	6		0.12125	0.7985	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/NC (%)	Centrex	1.33%	526	0.00%	0				YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/NC (%)	ISDN	2.02%	99	0.00%	1		0.14140	0.1429	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/NC (%)	ISDN	0.00%	199	0.00%	1		0.00000		YES
	Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/NC (%)	Res	2.17%	1,605,913	1.91%	32,532		0.00083	3.1383	YES
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/NC (%)	Res	0.94%	1,605,913	0.44%	32,532		0.00054	9.2881	YES
A.3.2.2.1	M&R-2	Business/Dispatch/NC (%)	Bus	1.25%	420,215	1.29%	13,196		0.00099	-0.3400	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/NC (%)	Bus	0.66%	420,215	0.45%	13,196		0.00072	2.9407	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/NC (%)	Design	0.99%	77,199	0.98%	1,431		0.00266	0.0620	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/NC (%)	Design	1.49%	77,199	1.26%	1,431		0.00325	0.7045	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/NC (%)	PBX	0.21%	76,968	6.32%	633		0.00185	-33.0372	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/NC (%)	PBX	0.22%	76,968	0.16%	633		0.00187	0.3294	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/NC (%)	Centrex	0.35%	196,215	0.74%	808		0.00209	-1.8624	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/NC (%)	Centrex	0.27%	196,215	0.00%	808		0.00183	1.4687	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/NC (%)	ISDN	0.06%	163,896	0.11%	924		0.00081	-0.5898	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/NC (%)	ISDN	0.12%	163,896	0.11%	924		0.00115	0.1148	YES
	Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/NC (hours)	Res	19.31	34,863	11.93	622	23.204	0.93865	7.8595	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/NC (hours)	Res	7.26	15,113	2.44	142	13.292	1.12067	4.2993	YES
A.3.3.2.1	M&R-3	Business/Dispatch/NC (hours)	Bus	11.89	5,272	9.51	170	15.809	1.23191	1.9341	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/NC (hours)	Bus	3.01	2,765	2.53	59	8.197	1.07853	0.4484	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/NC (hours)	Design	5.17	768	3.78	14	7.502	2.02310	0.6876	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/NC (hours)	Design	2.27	1,148	2.48	18	3.410	0.80997	-0.2494	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/NC (hours)	PBX	8.52	165	6.23	40	8.358	1.47300	1.5613	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/NC (hours)	PBX	2.63	169	1.00	1	3.658	3.66895	0.4454	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/NC (hours)	Centrex	14.48	692	38.83	6	18.127	7.43229	-3.2767	NO
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/NC (hours)	Centrex	3.13	526	0.00	0	7.148			YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/NC (hours)	ISDN	5.99	99	4.88	1	7.457	7.49464	0.1479	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/NC (hours)	ISDN	1.96	199	0.32	1	2.964	2.97129	0.5525	YES
	% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/NC (%)	Res	15.65%	34,863	11.74%	622		0.01470	2.6645	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/NC (%)	Res	14.58%	15,113	14.79%	142		0.02975	-0.0712	YES
A.3.4.2.1	M&R-4	Business/Dispatch/NC (%)	Bus	14.11%	5,272	11.76%	170		0.02713	0.8653	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/NC (%)	Bus	14.10%	2,765	6.78%	59		0.04580	1.5995	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/NC (%)	Design	24.48%	768	14.29%	14		0.11596	0.8791	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/NC (%)	Design	16.90%	1,148	11.11%	18		0.08902	0.6502	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/NC (%)	PBX	16.36%	165	47.50%	40		0.06520	-4.7756	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/NC (%)	PBX	15.38%	169	0.00%	1		0.36187	0.4251	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/NC (%)	Centrex	13.44%	692	16.67%	6		0.13985	-0.2308	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/NC (%)	Centrex	15.40%	526	0.00%	0				YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/NC (%)	ISDN	15.15%	99	0.00%	1		0.36036	0.4205	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/NC (%)	ISDN	17.09%	199	0.00%	1		0.37733	0.4528	YES
	Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/NC (%)	Res	9.84%	25,006	3.49%	487		0.01363	4.6578	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/NC (%)	Res	4.53%	5,344	4.11%	73		0.02450	0.1709	YES
A.3.5.2.1	M&R-5	Business/Dispatch/NC (%)	Bus	5.24%	3,338	3.17%	126		0.02023	1.0224	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/NC (%)	Bus	1.66%	1,084	0.00%	34		0.02226	0.7461	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/NC (%)	Design	1.43%	768	0.00%	14		0.03204	0.4470	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/NC (%)	Design	0.26%	1,148	0.00%	18		0.01213	0.2155	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/NC (%)	PBX	3.20%	125	0.00%	20		0.04239	0.7550	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/NC (%)	PBX	0.00%	142	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/NC (%)	Centrex	12.03%	424	50.00%	6		0.13374	-2.8393	NO
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/NC (%)	Centrex	1.61%	248	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/NC (%)	ISDN	2.04%	98	0.00%	1		0.14211	0.1436	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/NC (%)	ISDN	0.00%	199	0.00%	1		0.00000		YES
	Resale - Billing										
	Invoice Accuracy										
A.4.1	B-1	NC (%)	BST - State	98.73%	$186,998,247	99.91%	$2,096,535		0.00008	-151.7896	YES
	Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)	BST - Region	3.82	1	3.37	1,921				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
	Unbundled Network Elements - Ordering										
	% Rejected Service Requests - Mechanized										
B.1.1.1	O-7	Switch Ports/NC (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/NC (%)	Diagnostic								Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/NC (%)	Diagnostic			13.37%	5,968				Diagnostic
B.1.1.4	O-7	Combo Other/NC (%)	Diagnostic			20.00%	10				Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/NC (%)	Diagnostic			18.90%	254				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/NC (%)	Diagnostic			32.14%	28				Diagnostic
B.1.1.7	O-7	Line Sharing/NC (%)	Diagnostic			44.83%	29				Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/NC (%)	Diagnostic			15.92%	584				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/NC (%)	Diagnostic			0.00%	11				Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/NC (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/NC (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/NC (%)	Diagnostic			55.56%	27				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/NC (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/NC (%)	Diagnostic			14.13%	184				Diagnostic
B.1.1.15	O-7	Other Non-Design/NC (%)	Diagnostic			10.78%	371				Diagnostic
B.1.1.16	O-7	INP Standalone/NC (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP Standalone/NC (%)	Diagnostic			12.32%	138				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/NC (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/NC (%)	Diagnostic								Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/NC (%)	Diagnostic			34.05%	1,577				Diagnostic
B.1.2.4	O-7	Combo Other/NC (%)	Diagnostic			0.00%	4				Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/NC (%)	Diagnostic			0.00%	2				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/NC (%)	Diagnostic			7.14%	14				Diagnostic
B.1.2.7	O-7	Line Sharing/NC (%)	Diagnostic			25.00%	28				Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/NC (%)	Diagnostic			15.29%	157				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/NC (%)	Diagnostic			0.00%	1				Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/NC (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/NC (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/NC (%)	Diagnostic			28.20%	266				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/NC (%)	Diagnostic			33.33%	3				Diagnostic
B.1.2.14	O-7	Other Design/NC (%)	Diagnostic			13.76%	109				Diagnostic
B.1.2.15	O-7	Other Non-Design/NC (%)	Diagnostic			48.10%	79				Diagnostic
B.1.2.16	O-7	INP Standalone/NC (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP Standalone/NC (%)	Diagnostic			34.90%	192				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/NC (%)	Diagnostic								Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/NC (%)	Diagnostic								Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/NC (%)	Diagnostic			45.95%	185				Diagnostic
B.1.3.4	O-7	Combo Other/NC (%)	Diagnostic			35.71%	14				Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/NC (%)	Diagnostic			11.11%	27				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/NC (%)	Diagnostic			19.57%	138				Diagnostic
B.1.3.7	O-7	Line Sharing/NC (%)	Diagnostic			44.44%	9				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/NC (%)	Diagnostic			26.85%	149				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/NC (%)	Diagnostic			44.78%	134				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/NC (%)	Diagnostic			18.18%	11				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/NC (%)	Diagnostic								Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/NC (%)	Diagnostic			41.29%	155				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/NC (%)	Diagnostic			100.00%	1				Diagnostic
B.1.3.14	O-7	Other Design/NC (%)	Diagnostic			32.26%	186				Diagnostic
B.1.3.15	O-7	Other Non-Design/NC (%)	Diagnostic			34.61%	653				Diagnostic
B.1.3.16	O-7	INP Standalone/NC (%)	Diagnostic			38.10%	21				Diagnostic
B.1.3.17	O-13	LNP Standalone/NC (%)	Diagnostic			30.28%	317				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/NC (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/NC (%)	>= 97% w in 1 hr								
B.1.4.3	O-8	Loop + Port Combinations/NC (%)	>= 97% w in 1 hr			93.73%	798				NO
B.1.4.4	O-8	Combo Other/NC (%)	>= 97% w in 1 hr			50.00%	2				NO
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 97% w in 1 hr			97.92%	48				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/NC (%)	>= 97% w in 1 hr			90.00%	10				NO
B.1.4.7	O-8	Line Sharing/NC (%)	>= 97% w in 1 hr			61.54%	13				NO
B.1.4.8	O-8	2W Analog Loop Design/NC (%)	>= 97% w in 1 hr			77.66%	94				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/NC (%)	>= 97% w in 1 hr								
B.1.4.10	O-8	2W Analog Loop w/INP Design/NC (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/NC (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/NC (%)	>= 97% w in 1 hr			100.00%	15				YES
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/NC (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/NC (%)	>= 97% w in 1 hr			71.43%	28				NO
B.1.4.15	O-8	Other Non-Design/NC (%)	>= 97% w in 1 hr			75.61%	41				NO
B.1.4.16	O-8	INP Standalone/NC (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP Standalone/NC (%)	>= 97% w in 1 hr			94.44%	18				NO
	Reject Interval - Partially Mechanized - 10 hours										
B.1.7.1	O-8	Switch Ports/NC (%)	>= 85% w in 10 hrs								
B.1.7.2	O-8	Local Interoffice Transport/NC (%)	>= 85% w in 10 hrs								
B.1.7.3	O-8	Loop + Port Combinations/NC (%)	>= 85% w in 10 hrs			96.36%	549				YES
B.1.7.4	O-8	Combo Other/NC (%)	>= 85% w in 10 hrs								
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 85% w in 10 hrs								
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/NC (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.7	O-8	Line Sharing/NC (%)	>= 85% w in 10 hrs			100.00%	7				YES
B.1.7.8	O-8	2W Analog Loop Design/NC (%)	>= 85% w in 10 hrs			63.33%	30				NO
B.1.7.9	O-8	2W Analog Loop Non-Design/NC (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.10	O-8	2W Analog Loop w/INP Design/NC (%)	>= 85% w in 10 hrs								
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/NC (%)	>= 85% w in 10 hrs								
B.1.7.12	O-14	2W Analog Loop w/LNP Design/NC (%)	>= 85% w in 10 hrs			85.71%	84				YES
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/NC (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.7.14	O-8	Other Design/NC (%)	>= 85% w in 10 hrs			93.33%	15				YES
B.1.7.15	O-8	Other Non-Design/NC (%)	>= 85% w in 10 hrs			80.85%	47				NO
B.1.7.16	O-8	INP Standalone/NC (%)	>= 85% w in 10 hrs								
B.1.7.17	O-14	LNP Standalone/NC (%)	>= 85% w in 10 hrs			85.92%	71				YES
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/NC (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/NC (%)	>= 85% w in 24 hrs								
B.1.8.3	O-8	Loop + Port Combinations/NC (%)	>= 85% w in 24 hrs			97.67%	86				YES
B.1.8.4	O-8	Combo Other/NC (%)	>= 85% w in 24 hrs			100.00%	5				YES
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/NC (%)	>= 85% w in 24 hrs			100.00%	27				YES
B.1.8.7	O-8	Line Sharing/NC (%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.8	O-8	2W Analog Loop Design/NC (%)	>= 85% w in 24 hrs			100.00%	42				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/NC (%)	>= 85% w in 24 hrs			100.00%	60				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/NC (%)	>= 85% w in 24 hrs			100.00%	3				YES
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/NC (%)	>= 85% w in 24 hrs								
B.1.8.12	O-14	2W Analog Loop w/LNP Design/NC (%)	>= 85% w in 24 hrs			100.00%	66				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/NC (%)	>= 85% w in 24 hrs			100.00%	1				YES
B.1.8.14	O-8	Other Design/NC (%)	>= 85% w in 24 hrs			100.00%	60				YES
B.1.8.15	O-8	Other Non-Design/NC (%)	>= 85% w in 24 hrs			100.00%	232				YES
B.1.8.16	O-8	INP Standalone/NC (%)	>= 85% w in 24 hrs			100.00%	8				YES
B.1.8.17	O-14	LNP Standalone/NC (%)	>= 85% w in 24 hrs			98.98%	98				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/NC (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/NC (%)	>= 95% w in 3 hrs								
B.1.9.3	O-9	Loop + Port Combinations/NC (%)	>= 95% w in 3 hrs			98.02%	5,006				YES
B.1.9.4	O-9	Combo Other/NC (%)	>= 95% w in 3 hrs			83.33%	6				NO
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 95% w in 3 hrs			100.00%	176				YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/NC (%)	>= 95% w in 3 hrs			100.00%	18				YES
B.1.9.7	O-9	Line Sharing/NC (%)	>= 95% w in 3 hrs			94.12%	17				NO
B.1.9.8	O-9	2W Analog Loop Design/NC (%)	>= 95% w in 3 hrs			97.99%	498				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/NC (%)	>= 95% w in 3 hrs			100.00%	11				YES
B.1.9.10	O-9	2W Analog Loop w/INP Design/NC (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/NC (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/NC (%)	>= 95% w in 3 hrs			100.00%	10				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/NC (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/NC (%)	>= 95% w in 3 hrs			98.11%	159				YES
B.1.9.15	O-9	Other Non-Design/NC (%)	>= 95% w in 3 hrs			41.18%	255				NO
B.1.9.16	O-9	INP Standalone/NC (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/NC (%)	>= 95% w in 3 hrs			96.64%	119				YES
	FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/NC (%)	>= 85% w in 10 hrs								
B.1.12.2	O-9	Local Interoffice Transport/NC (%)	>= 85% w in 10 hrs								
B.1.12.3	O-9	Loop + Port Combinations/NC (%)	>= 85% w in 10 hrs			91.93%	1,202				YES
B.1.12.4	O-9	Combo Other/NC (%)	>= 85% w in 10 hrs			100.00%	2				YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/NC (%)	>= 85% w in 10 hrs			94.44%	18				YES
B.1.12.7	O-9	Line Sharing/NC (%)	>= 85% w in 10 hrs			80.95%	21				NO
B.1.12.8	O-9	2W Analog Loop Design/NC (%)	>= 85% w in 10 hrs			95.71%	140				YES
B.1.12.9	O-9	2W Analog Loop Non-Design/NC (%)	>= 85% w in 10 hrs			100.00%	1				YES
B.1.12.10	O-9	2W Analog Loop w/INP Design/NC (%)	>= 85% w in 10 hrs								
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/NC (%)	>= 85% w in 10 hrs								
B.1.12.12	O-15	2W Analog Loop w/LNP Design/NC (%)	>= 85% w in 10 hrs			91.75%	194				YES
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/NC (%)	>= 85% w in 10 hrs			0.00%	2				NO
B.1.12.14	O-9	Other Design/NC (%)	>= 85% w in 10 hrs			91.00%	100				YES
B.1.12.15	O-9	Other Non-Design/NC (%)	>= 85% w in 10 hrs			66.00%	50				NO
B.1.12.16	O-9	INP Standalone/NC (%)	>= 85% w in 10 hrs								
B.1.12.17	O-15	LNP Standalone/NC (%)	>= 85% w in 10 hrs			83.74%	123				NO
	FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/NC (%)	>= 85% w in 36 hrs								
B.1.13.2	O-9	Local Interoffice Transport/NC (%)	>= 85% w in 36 hrs								
B.1.13.3	O-9	Loop + Port Combinations/NC (%)	>= 85% w in 36 hrs			100.00%	98				YES
B.1.13.4	O-9	Combo Other/NC (%)	>= 85% w in 36 hrs			100.00%	9				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 85% w in 36 hrs			91.67%	24				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/NC (%)	>= 85% w in 36 hrs			96.40%	111				YES
B.1.13.7	O-9	Line Sharing/NC (%)	>= 85% w in 36 hrs			100.00%	5				YES
B.1.13.8	O-9	2W Analog Loop Design/NC (%)	>= 85% w in 36 hrs			100.00%	112				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/NC (%)	>= 85% w in 36 hrs			100.00%	71				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/NC (%)	>= 85% w in 36 hrs			100.00%	10				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/NC (%)	>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/NC (%)	>= 85% w in 36 hrs			98.94%	94				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/NC (%)	>= 85% w in 36 hrs			100.00%	1				YES
B.1.13.14	O-9	Other Design/NC (%)	>= 85% w in 36 hrs			99.24%	131				YES
B.1.13.15	O-9	Other Non-Design/NC (%)	>= 85% w in 36 hrs			98.47%	458				YES
B.1.13.16	O-9	INP Standalone/NC (%)	>= 85% w in 36 hrs			100.00%	10				YES
B.1.13.17	O-15	LNP Standalone/NC (%)	>= 85% w in 36 hrs			99.53%	213				YES
	FOC & Reject Response Completeness - Mechanized										
B.1.14.1.1	O-11	Switch Ports/EDI/NC (%)	>= 95%								
B.1.14.1.2	O-11	Switch Ports/TAG/NC (%)	>= 95%								
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/NC (%)	>= 95%								
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/NC (%)	>= 95%								
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/NC (%)	>= 95%			93.49%	2,795				NO
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/NC (%)	>= 95%			99.91%	3,173				YES
B.1.14.4.1	O-11	Combo Other/EDI/NC (%)	>= 95%								
B.1.14.4.2	O-11	Combo Other/TAG/NC (%)	>= 95%			80.00%	10				NO
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC (%)	>= 95%			95.28%	127				YES
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC (%)	>= 95%			80.31%	127				NO

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC (%)	>= 95%			90.91%	11				NO
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC (%)	>= 95%			100.00%	17				YES
B.1.14.7.1	O-11	Line Sharing/EDI/NC (%)	>= 95%			100.00%	18				YES
B.1.14.7.2	O-11	Line Sharing/TAG/NC (%)	>= 95%			100.00%	11				YES
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/NC (%)	>= 95%			98.12%	531				YES
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/NC (%)	>= 95%			100.00%	53				YES
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/NC (%)	>= 95%			100.00%	1				YES
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/NC (%)	>= 95%			100.00%	10				YES
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC (%)	>= 95%								
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC (%)	>= 95%								
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC (%)	>= 95%								
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC (%)	>= 95%								
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC (%)	>= 95%			92.59%	27				NO
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC (%)	>= 95%								
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC (%)	>= 95%								
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC (%)	>= 95%								
B.1.14.14.1	O-11	Other Design/EDI/NC (%)	>= 95%			98.53%	136				YES
B.1.14.14.2	O-11	Other Design/TAG/NC (%)	>= 95%			100.00%	48				YES
B.1.14.15.1	O-11	Other Non-Design/EDI/NC (%)	>= 95%			100.00%	17				YES
B.1.14.15.2	O-11	Other Non-Design/TAG/NC (%)	>= 95%			80.51%	354				NO
B.1.14.16.1	O-11	INP Standalone/EDI/NC (%)	>= 95%								
B.1.14.16.2	O-11	INP Standalone/TAG/NC (%)	>= 95%								
B.1.14.17.1	O-11	LNP Standalone/EDI/NC (%)	>= 95%			97.64%	127				YES
B.1.14.17.2	O-11	LNP Standalone/TAG/NC (%)	>= 95%			100.00%	11				YES
	FOC & Reject Response Completeness - Partially Mechanized										
B.1.15.1.1	O-11	Switch Ports/EDI/NC (%)	>= 95%								
B.1.15.1.2	O-11	Switch Ports/TAG/NC (%)	>= 95%								
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/NC (%)	>= 95%								
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/NC (%)	>= 95%								
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/NC (%)	>= 95%			97.96%	540				YES
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/NC (%)	>= 95%			100.00%	1,037				YES
B.1.15.4.1	O-11	Combo Other/EDI/NC (%)	>= 95%								
B.1.15.4.2	O-11	Combo Other/TAG/NC (%)	>= 95%			50.00%	4				NO
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC (%)	>= 95%								
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC (%)	>= 95%			50.00%	2				NO
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC (%)	>= 95%			100.00%	6				YES
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC (%)	>= 95%			100.00%	8				YES
B.1.15.7.1	O-11	Line Sharing/EDI/NC (%)	>= 95%			100.00%	15				YES
B.1.15.7.2	O-11	Line Sharing/TAG/NC (%)	>= 95%			100.00%	13				YES
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/NC (%)	>= 95%			100.00%	87				YES
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/NC (%)	>= 95%			100.00%	70				YES
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/NC (%)	>= 95%								
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/NC (%)	>= 95%			100.00%	1				YES
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC (%)	>= 95%								
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC (%)	>= 95%								
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC (%)	>= 95%								
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC (%)	>= 95%								
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC (%)	>= 95%			99.60%	253				YES
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC (%)	>= 95%			100.00%	13				YES
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC (%)	>= 95%								
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC (%)	>= 95%			100.00%	3				YES
B.1.15.14.1	O-11	Other Design/EDI/NC (%)	>= 95%			100.00%	72				YES
B.1.15.14.2	O-11	Other Design/TAG/NC (%)	>= 95%			100.00%	37				YES
B.1.15.15.1	O-11	Other Non-Design/EDI/NC (%)	>= 95%			100.00%	20				YES
B.1.15.15.2	O-11	Other Non-Design/TAG/NC (%)	>= 95%			94.92%	59				NO
B.1.15.16.1	O-11	INP Standalone/EDI/NC (%)	>= 95%								
B.1.15.16.2	O-11	INP Standalone/TAG/NC (%)	>= 95%								
B.1.15.17.1	O-11	LNP Standalone/EDI/NC (%)	>= 95%			100.00%	168				YES
B.1.15.17.2	O-11	LNP Standalone/TAG/NC (%)	>= 95%			100.00%	24				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/NC (%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/NC (%)	>= 95%								
B.1.16.3	O-11	Loop + Port Combinations/NC (%)	>= 95%			94.05%	185				NO
B.1.16.4	O-11	Combo Other/NC (%)	>= 95%			92.86%	14				NO
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 95%			100.00%	27				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/NC (%)	>= 95%			97.83%	138				YES
B.1.16.7	O-11	Line Sharing/NC (%)	>= 95%			100.00%	9				YES
B.1.16.8	O-11	2W Analog Loop Design/NC (%)	>= 95%			100.00%	149				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/NC (%)	>= 95%			97.76%	134				YES
B.1.16.10	O-11	2W Analog Loop w/INP Design/NC (%)	>= 95%			100.00%	11				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/NC (%)	>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/NC (%)	>= 95%			97.42%	155				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/NC (%)	>= 95%			100.00%	1				YES
B.1.16.14	O-11	Other Design/NC (%)	>= 95%			99.46%	186				YES
B.1.16.15	O-11	Other Non-Design/NC (%)	>= 95%			99.23%	653				YES
B.1.16.16	O-11	INP Standalone/NC (%)	>= 95%			85.71%	21				NO
B.1.16.17	O-11	LNP Standalone/NC (%)	>= 95%			96.21%	317				YES
	FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1.1	O-11	Switch Ports/EDI/NC (%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/NC (%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/NC (%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/NC (%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/NC (%)	>= 95%			97.13%	2,613				YES
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/NC (%)	>= 95%			99.43%	3,170				YES
B.1.17.4.1	O-11	Combo Other/EDI/NC (%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/NC (%)	>= 95%			62.50%	8				NO
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC (%)	>= 95%			100.00%	121				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC (%)	>= 95%			91.18%	102				NO
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC (%)	>= 95%			100.00%	10				YES
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC (%)	>= 95%			100.00%	17				YES
B.1.17.7.1	O-11	Line Sharing/EDI/NC (%)	>= 95%			94.44%	18				NO
B.1.17.7.2	O-11	Line Sharing/TAG/NC (%)	>= 95%			90.91%	11				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/NC (%)	>= 95%			91.94%	521				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/NC (%)	>= 95%			92.45%	53				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/NC (%)	>= 95%			100.00%	1				YES
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/NC (%)	>= 95%			100.00%	10				YES
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC (%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC (%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC (%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC (%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC (%)	>= 95%			100.00%	25				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC (%)	>= 95%								
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC (%)	>= 95%								
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC (%)	>= 95%								
B.1.17.14.1	O-11	Other Design/EDI/NC (%)	>= 95%			96.27%	134				YES
B.1.17.14.2	O-11	Other Design/TAG/NC (%)	>= 95%			91.67%	48				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/NC (%)	>= 95%			100.00%	17				YES
B.1.17.15.2	O-11	Other Non-Design/TAG/NC (%)	>= 95%			98.95%	285				YES
B.1.17.16.1	O-11	INP Standalone/EDI/NC (%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/NC (%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/NC (%)	>= 95%			81.45%	124				NO
B.1.17.17.2	O-11	LNP Standalone/TAG/NC (%)	>= 95%			100.00%	11				YES
	FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1.1	O-11	Switch Ports/EDI/NC (%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/NC (%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/NC (%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/NC (%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/NC (%)	>= 95%			90.74%	529				NO

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/NC (%)	>= 95%			84.76%	1,037				NO
B.1.18.4.1	O-11	Combo Other/EDI/NC (%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/NC (%)	>= 95%			100.00%	2				YES
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/NC (%)	>= 95%								
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/NC (%)	>= 95%			0.00%	1				NO
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/NC (%)	>= 95%			100.00%	6				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/NC (%)	>= 95%			100.00%	8				YES
B.1.18.7.1	O-11	Line Sharing/EDI/NC (%)	>= 95%			100.00%	15				YES
B.1.18.7.2	O-11	Line Sharing/TAG/NC (%)	>= 95%			92.31%	13				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/NC (%)	>= 95%			85.06%	87				NO
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/NC (%)	>= 95%			92.86%	70				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/NC (%)	>= 95%								
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/NC (%)	>= 95%			100.00%	1				YES
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/NC (%)	>= 95%								
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/NC (%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/NC (%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/NC (%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/NC (%)	>= 95%			50.79%	252				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/NC (%)	>= 95%			61.54%	13				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/NC (%)	>= 95%								
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/NC (%)	>= 95%			66.67%	3				NO
B.1.18.14.1	O-11	Other Design/EDI/NC (%)	>= 95%			87.50%	72				NO
B.1.18.14.2	O-11	Other Design/TAG/NC (%)	>= 95%			97.30%	37				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/NC (%)	>= 95%			90.00%	20				NO
B.1.18.15.2	O-11	Other Non-Design/TAG/NC (%)	>= 95%			91.07%	56				NO
B.1.18.16.1	O-11	INP Standalone/EDI/NC (%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/NC (%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/NC (%)	>= 95%			78.57%	168				NO
B.1.18.17.2	O-11	LNP Standalone/TAG/NC (%)	>= 95%			83.33%	24				NO
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/NC (%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/NC (%)	>= 95%								
B.1.19.3	O-11	Loop + Port Combinations/NC (%)	>= 95%			90.80%	174				NO
B.1.19.4	O-11	Combo Other/NC (%)	>= 95%			92.31%	13				NO
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 95%			85.19%	27				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/NC (%)	>= 95%			94.07%	135				NO
B.1.19.7	O-11	Line Sharing/NC (%)	>= 95%			100.00%	9				YES
B.1.19.8	O-11	2W Analog Loop Design/NC (%)	>= 95%			89.93%	149				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/NC (%)	>= 95%			96.18%	131				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/NC (%)	>= 95%			63.64%	11				NO
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/NC (%)	>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/NC (%)	>= 95%			92.72%	151				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/NC (%)	>= 95%			100.00%	1				YES
B.1.19.14	O-11	Other Design/NC (%)	>= 95%			92.43%	185				NO
B.1.19.15	O-11	Other Non-Design/NC (%)	>= 95%			94.29%	648				NO
B.1.19.16	O-11	INP Standalone/NC (%)	>= 95%			94.44%	18				NO
B.1.19.17	O-11	LNP Standalone/NC (%)	>= 95%			93.77%	305				NO
	Unbundled Network Elements - Provisioning										
	Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/NC (days)	R&B (POTS)	5.46	12,520			5.662			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/NC (days)	R&B (POTS)	0.88	245,663			1.115			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/NC (days)	R&B (POTS)	11.81	66			18.824			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/NC (days)	R&B (POTS)	1.23	10			0.956			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/NC (days)	DS1/DS3	16.70	820			13.985			
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/NC (days)	DS1/DS3	10.00	3			4.359			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/NC (days)	R&B	5.47	13,425	3.11	115	5.981	0.56016	4.2077	YES

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (days)	R&B	0.89	246,581	0.64	3,028	1.140	0.02084	11.6525	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC (days)	R&B	0.33	126,032	0.33	1,964	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/NC (days)	R&B	1.47	120,549	1.22	1,064	1.414	0.04354	5.6800	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/NC (days)	R&B	10.33	113	2.00	1	15.805	15.87442	0.5248	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (days)	R&B	1.87	92	0.33	1	1.916	1.92609	0.7995	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC (days)	R&B	0.33	25	0.33	1	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/NC (days)	R&B	2.45	67			1.956			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/NC (days)	R&B&D - Disp	6.51	14,578	11.31	13	8.217	2.27994	-2.1045	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/NC (days)	R&B&D - Disp	6.51	14,578			8.217			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/NC (days)	R&B&D - Disp	10.85	121			15.493			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/NC (days)	R&B&D - Disp	10.85	121			15.493			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/NC (days)	ISDN - BRI	19.27	94	11.06	69	16.948	2.68670	3.0550	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/NC (days)	ISDN - BRI	1.28	88			5.423			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/NC (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/NC (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/NC (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/NC (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/NC (days)	ADSL to Retail	2.53	2,562	3.00	1	2.112	2.11261	-0.2213	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/NC (days)	ADSL to Retail	2.39	1,612	3.63	16	1.133	0.28455	-4.3475	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/NC (days)	ADSL to Retail	3.86	7			4.562			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/NC (days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/NC (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/NC (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/NC (days)	R&B - Disp	5.47	13,425	4.69	78	5.981	0.67923	1.1407	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (days)	R&B - Disp	5.47	13,425			5.981			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/NC (days)	R&B - Disp	10.33	113	13.00	1	15.805	15.87442	-0.1682	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (days)	R&B - Disp	10.33	113			15.805			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (days)	R&B (POTS) excl SB Or	5.46	12,520	3.50	4	5.662	2.83129	0.6930	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC (days)	R&B (POTS) excl SB Or	1.46	119,982			1.377			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (days)	R&B (POTS) excl SB Or	11.81	66			18.824			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC (days)	R&B (POTS) excl SB Or	1.83	6			0.753			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (days)	R&B - Disp	5.47	13,425	6.33	3	5.981	3.45378	-0.2508	YES
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (days)	R&B - Disp	5.47	13,425			5.981			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (days)	R&B - Disp	10.33	113			15.805			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (days)	R&B - Disp	10.33	113			15.805			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (days)	R&B (POTS) excl SB Or	5.46	12,520			5.662			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC (days)	R&B (POTS) excl SB Or	1.46	119,982			1.377			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (days)	R&B (POTS) excl SB Or	11.81	66			18.824			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC (days)	R&B (POTS) excl SB Or	1.83	6			0.753			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (days)	R&B - Disp	5.47	13,425	5.25	75	5.981	0.69260	0.3087	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (days)	R&B - Disp	5.47	13,425			5.981			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (days)	R&B - Disp	10.33	113	5.50	2	15.805	11.27403	0.4285	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (days)	R&B - Disp	10.33	113			15.805			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (days)	R&B (POTS) excl SB Or	5.46	12,520			5.662			
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC (days)	R&B (POTS) excl SB Or	1.46	119,982			1.377			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (days)	R&B (POTS) excl SB Or	11.81	66			18.824			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC (days)	R&B (POTS) excl SB Or	1.83	6			0.753			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/NC (days)	Design	18.65	1,153			16.653			
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/NC (days)	Design	12.10	230			13.847			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/NC (days)	Design	18.25	8			7.146			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/NC (days)	Design	22.00	1			0.000			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/NC (days)	R&B	5.47	13,425	5.86	7	5.981	2.26136	-0.1725	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/NC (days)	R&B	0.89	246,581			1.140			
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/NC (days)	R&B	10.33	113			15.805			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/NC (days)	R&B	1.87	92			1.916			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/NC (days)	R&B (POTS)	5.46	12,520			5.662			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	R&B (POTS)	0.88	245,663			1.115			
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/NC (days)	R&B (POTS)	11.81	66			18.824			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	R&B (POTS)	1.23	10			0.956			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/NC (days)	R&B (POTS)	5.46	12,520	0.33	1	5.662	5.66189	0.9058	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	R&B (POTS)	0.88	245,663	0.53	277	1.115	0.06706	5.3152	YES

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B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/NC (days)	R&B (POTS)	11.81	66			18.824			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	R&B (POTS)	1.23	10	0.33	3	0.956	0.62962	1.4294	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/NC (days)	Digital Loop < DS1	3.74	2,791	9.69	88	6.424	0.69550	-8.5620	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (days)	Digital Loop < DS1	3.09	1,917			5.155			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/NC (days)	Digital Loop < DS1	4.33	6			4.803			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/NC (days)	Digital Loop >= DS1	18.81	105	5.90	71	16.025	2.46225	5.2424	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (days)	Digital Loop >= DS1	5.36	127			8.978			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (days)	Digital Loop >= DS1			5.00	1				
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (days)	Digital Loop >= DS1	3.29	28			2.492			
	Order Completion Interval within X days										
B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/NC (days)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/NC (days)	7 days			4.74	19				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/NC (days)	R&B (POTS)	4.52	44			2.318			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/NC (days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/NC (days)	R&B (POTS)	23.10	10			51.883			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/NC (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/NC (days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/NC (days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/NC (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/NC (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/NC (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/NC (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/NC (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/NC (days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/NC (days)	R&B	4.52	44	0.00	0	2.318			YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/NC (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/NC (days)	R&B	23.10	10	0.00	0	51.883			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/NC (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/NC (days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/NC (days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/NC (days)	R&B&D - Disp	4.56	45	0.00	0	2.302			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/NC (days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/NC (days)	R&B&D - Disp	23.20	10	0.00	0	51.839			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/NC (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/NC (days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/NC (days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/NC (days)	ADSL to Retail	20.93	29	0.00	0	17.954			YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/NC (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/NC (days)	ADSL to Retail	6.00	1	0.00	0	0.000			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/NC (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/NC (days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/NC (days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/NC (days)	ISDN - BRI	6.00	1	0.00	0	0.000			YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/NC (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/NC (days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/NC (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/NC (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/NC (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/NC (days)	ADSL to Retail	20.93	29	0.00	0	17.954			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/NC (days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/NC (days)	ADSL to Retail	6.00	1	0.00	0	0.000			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/NC (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/NC (days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/NC (days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/NC (days)	R&B - Disp	4.52	44	0.00	0	2.318			YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/NC (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/NC (days)	R&B - Disp	23.10	10	0.00	0	51.883			YES

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B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/NC (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/NC (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/NC (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/NC (days)	R&B (POTS) excl SB Or	4.52	44	0.00	0	2.318			YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/NC (days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/NC (days)	R&B (POTS) excl SB Or	23.10	10	0.00	0	51.883			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/NC (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/NC (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/NC (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/NC (days)	R&B - Disp	4.52	44	0.00	0	2.318			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/NC (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/NC (days)	R&B - Disp	23.10	10	0.00	0	51.883			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/NC (days)	R&B - Disp	0.00	0						
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/NC (days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/NC (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/NC (days)	R&B (POTS) excl SB Or	4.52	44			2.318			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/NC (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/NC (days)	R&B (POTS) excl SB Or	23.10	10			51.883			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/NC (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/NC (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/NC (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/NC (days)	R&B - Disp	4.52	44	0.00	0	2.318			YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/NC (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/NC (days)	R&B - Disp	23.10	10	0.00	0	51.883			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/NC (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/NC (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/NC (days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/NC (days)	R&B (POTS) excl SB Or	4.52	44			2.318			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/NC (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/NC (days)	R&B (POTS) excl SB Or	23.10	10			51.883			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/NC (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/NC (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/NC (days)	R&B (POTS) excl SB Or	0.00	0						
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/NC (days)	Design	6.00	1	0.00	0	0.000			YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/NC (days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/NC (days)	Design	8.50	2	0.00	0	7.778			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/NC (days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/NC (days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/NC (days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/NC (days)	R&B	4.52	44	0.00	0	2.318			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/NC (days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/NC (days)	R&B	23.10	10	0.00	0	51.883			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/NC (days)	R&B	0.00	0						
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/NC (days)	R&B	0.00	0						
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/NC (days)	R&B	0.00	0						
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/NC (days)	R&B (POTS)	4.52	44			2.318			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/NC (days)	R&B (POTS)	0.00	0						
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/NC (days)	R&B (POTS)	23.10	10			51.883			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/NC (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/NC (days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/NC (days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/NC (days)	R&B (POTS)	4.52	44	0.00	0	2.318			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/NC (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/NC (days)	R&B (POTS)	23.10	10	0.00	0	51.883			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/NC (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/NC (days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/NC (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/NC (days)	Digital Loop < DS1	20.43	30	0.00	0	17.851			YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/NC (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/NC (days)	Digital Loop < DS1	10.00	2	0.00	0	5.657			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/NC (days)	Digital Loop < DS1	0.00	0						

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B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/NC (days)	Digital Loop < DS1	0.00	0						
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/NC (days)	Digital Loop < DS1	0.00	0						
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/NC (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/NC (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/NC (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/NC (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/NC (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/NC (days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
	% Jeopardies - Mechanized										
B.2.5.1	P-2	Switch Ports/NC (%)	R&B (POTS)	0.38%	272,995						
B.2.5.2	P-2	Local Interoffice Transport/NC (%)	DS1/ DS3 - Interoffice	35.78%	858						
B.2.5.3	P-2	Loop + Port Combinations/NC (%)	R&B	0.40%	275,026	0.12%	4,817		0.00092	2.9944	YES
B.2.5.4	P-2	Combo Other/NC (%)	R&B&D - Disp	7.28%	17,469	25.00%	4		0.12993	-1.3637	YES
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/NC (%)	ADSL to Retail	7.20%	4,359	5.26%	19		0.05944	0.3264	YES
B.2.5.6	P-2	UNE ISDN/NC (%)	ISDN - BRI	7.42%	229	25.00%	32		0.04947	-3.5526	NO
B.2.5.7	P-2	Line Sharing/NC (%)	ADSL to Retail	7.20%	4,359	0.00%	1		0.25858	0.2786	YES
B.2.5.8	P-2	2W Analog Loop Design/NC (%)	R&B - Disp	0.40%	275,026	7.69%	91		0.00661	-11.0365	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/NC (%)	R&B (POTS) excl SB Or	0.71%	147,384	0.00%	6		0.03422	0.2068	YES
B.2.5.10	P-2	2W Analog Loop w/INP Design/NC (%)	R&B - Disp	0.40%	275,026						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/NC (%)	R&B (POTS) excl SB Or	0.71%	147,384						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/NC (%)	R&B - Disp	0.40%	275,026	5.37%	149		0.00517	-9.6229	NO
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/NC (%)	R&B (POTS) excl SB Or	0.71%	147,384						
B.2.5.14	P-2	Other Design/NC (%)	Design	11.60%	1,560						
B.2.5.15	P-2	Other Non-Design/NC (%)	R&B	0.40%	275,026						
B.2.5.16	P-2	INP (Standalone)/NC (%)	R&B (POTS)	0.38%	272,995						
B.2.5.17	P-2	LNP (Standalone)/NC (%)	R&B (POTS)	0.38%	272,995	0.00%	132		0.00537	0.7113	YES
B.2.5.18	P-2	Digital Loop < DS1/NC (%)	Digital Loop < DS1	7.53%	4,900	18.00%	50		0.03751	-2.7912	NO
B.2.5.19	P-2	Digital Loop >= DS1/NC (%)	Digital Loop >= DS1	14.38%	292	66.67%	87		0.04286	-12.1978	NO
	% Jeopardies - Non-Mechanized										
B.2.6.1	P-2	Switch Ports/NC (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/NC (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/NC (%)	Diagnostic			2.08%	144				Diagnostic
B.2.6.4	P-2	Combo Other/NC (%)	Diagnostic			41.18%	17				Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/NC (%)	Diagnostic			11.11%	18				Diagnostic
B.2.6.6	P-2	UNE ISDN/NC (%)	Diagnostic			9.38%	64				Diagnostic
B.2.6.7	P-2	Line Sharing/NC (%)	Diagnostic			0.00%	17				Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/NC (%)	Diagnostic			3.95%	76				Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/NC (%)	Diagnostic								Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/NC (%)	Diagnostic			0.00%	5				Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/NC (%)	Diagnostic								Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/NC (%)	Diagnostic			1.47%	68				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/NC (%)	Diagnostic								Diagnostic
B.2.6.14	P-2	Other Design/NC (%)	Diagnostic			0.00%	1				Diagnostic
B.2.6.15	P-2	Other Non-Design/NC (%)	Diagnostic			8.33%	12				Diagnostic
B.2.6.16	P-2	INP (Standalone)/NC (%)	Diagnostic								Diagnostic
B.2.6.17	P-2	LNP (Standalone)/NC (%)	Diagnostic			0.00%	162				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/NC (%)	Diagnostic			9.88%	81				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/NC (%)	Diagnostic			30.30%	66				Diagnostic
	Average Jeopardy Notice Interval - Mechanized										
B.2.8.1	P-2	Switch Ports/NC (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/NC (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/NC (hours)	>= 48 hrs			153.36	6				YES
B.2.8.4	P-2	Combo Other/NC (hours)	>= 48 hrs			343.07	1				YES
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/NC (hours)	>= 48 hrs			103.57	1				YES
B.2.8.6	P-2	UNE ISDN/NC (hours)	>= 48 hrs			318.57	8				YES
B.2.8.7	P-2	Line Sharing/NC (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/NC (hours)	>= 48 hrs			265.38	7				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/NC (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/NC (hours)	>= 48 hrs								

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B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/NC (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/NC (hours)	>= 48 hrs			149.55	8				YES
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/NC (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/NC (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/NC (hours)	>= 48 hrs								
B.2.8.16	P-2	INP (Standalone)/NC (hours)	>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/NC (hours)	>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/NC (hours)	>= 48 hrs			294.68	9				YES
B.2.8.19	P-2	Digital Loop >= DS1/NC (hours)	>= 48 hrs			247.14	58				YES
	Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/NC (hours)	Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/NC (hours)	Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/NC (hours)	Diagnostic			93.61	3				Diagnostic
B.2.9.4	P-2	Combo Other/NC (hours)	Diagnostic			530.82	6				Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/NC (hours)	Diagnostic			140.94	2				Diagnostic
B.2.9.6	P-2	UNE ISDN/NC (hours)	Diagnostic			331.66	6				Diagnostic
B.2.9.7	P-2	Line Sharing/NC (hours)	Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/NC (hours)	Diagnostic			121.85	3				Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/NC (hours)	Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/NC (hours)	Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/NC (hours)	Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/NC (hours)	Diagnostic			180.38	1				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/NC (hours)	Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/NC (hours)	Diagnostic								Diagnostic
B.2.9.15	P-2	Other Non-Design/NC (hours)	Diagnostic			104.67	1				Diagnostic
B.2.9.16	P-2	INP (Standalone)/NC (hours)	Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/NC (hours)	Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/NC (hours)	Diagnostic			283.98	8				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/NC (hours)	Diagnostic			177.55	20				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/NC (%)	95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/NC (%)	95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/NC (%)	95% >= 48 hrs			100.00%	6				YES
B.2.10.4	P-2	Combo Other/NC (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/NC (%)	95% >= 48 hrs			100.00%	1				YES
B.2.10.6	P-2	UNE ISDN/NC (%)	95% >= 48 hrs			100.00%	8				YES
B.2.10.7	P-2	Line Sharing/NC (%)	95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/NC (%)	95% >= 48 hrs			100.00%	7				YES
B.2.10.9	P-2	2W Analog Loop Non-Design/NC (%)	95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/NC (%)	95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/NC (%)	95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/NC (%)	95% >= 48 hrs			100.00%	8				YES
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/NC (%)	95% >= 48 hrs								
B.2.10.14	P-2	Other Design/NC (%)	95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/NC (%)	95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/NC (%)	95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/NC (%)	95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/NC (%)	95% >= 48 hrs			100.00%	9				YES
B.2.10.19	P-2	Digital Loop >= DS1/NC (%)	95% >= 48 hrs			100.00%	58				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/NC (%)	Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/NC (%)	Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/NC (%)	Diagnostic			100.00%	3				Diagnostic
B.2.11.4	P-2	Combo Other/NC (%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/NC (%)	Diagnostic			100.00%	2				Diagnostic
B.2.11.6	P-2	UNE ISDN/NC (%)	Diagnostic			100.00%	6				Diagnostic
B.2.11.7	P-2	Line Sharing/NC (%)	Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/NC (%)	Diagnostic			100.00%	3				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/NC (%)	Diagnostic								Diagnostic

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.11.10	P-2	2W Analog Loop w/INP Design/NC (%)	Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/NC (%)	Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/NC (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/NC (%)	Diagnostic								Diagnostic
B.2.11.14	P-2	Other Design/NC (%)	Diagnostic								Diagnostic
B.2.11.15	P-2	Other Non-Design/NC (%)	Diagnostic			100.00%	1				Diagnostic
B.2.11.16	P-2	INP (Standalone)/NC (%)	Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/NC (%)	Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/NC (%)	Diagnostic			100.00%	8				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/NC (%)	Diagnostic			100.00%	20				Diagnostic
	Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/NC (%)	>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/NC (%)	>= 95% w in 15 min			99.17%	848				YES
	% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/NC (%)	<= 5%								
B.2.13.2	P-7A	Time-Specific SL2/NC (%)	<= 5%			1.43%	70				YES
B.2.13.3	P-7A	Non-Time Specific SL1/NC (%)	<= 5%								
B.2.13.4	P-7A	Non-Time Specific SL2/NC (%)	<= 5%			0.00%	157				YES
	Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/NC (%)	>= 95% w in 15 min								
B.2.14.2	P-7A	Time-Specific SL2/NC (%)	>= 95% w in 15 min			98.57%	70				YES
B.2.14.3	P-7A	Non-Time Specific SL1/NC (%)	>= 95% w in 15 min								
B.2.14.4	P-7A	Non-Time Specific SL2/NC (%)	>= 95% w in 15 min			100.00%	157				YES
	% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/NC (%)	<= 5%								
B.2.15.2	P-7A	Time-Specific SL2/NC (%)	<= 5%			0.00%	70				YES
B.2.15.3	P-7A	Non-Time Specific SL1/NC (%)	<= 5%								
B.2.15.4	P-7A	Non-Time Specific SL2/NC (%)	<= 5%			0.00%	157				YES
	Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/NC (minutes)	Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/NC (minutes)	Diagnostic			362.30	2				Diagnostic
	% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/NC (%)	<= 5%			1.80%	722				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/NC (%)	<= 5%			0.00%	1				YES
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/NC (%)	<= 5%								
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/NC (%)	<= 5%								
	% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/NC (%)	R&B (POTS)	3.59%	15,286						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	0.02%	258,304						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/NC (%)	R&B (POTS)	5.06%	79						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	0.00%	11						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/NC (%)	DS1/DS3	0.12%	820	0.00%	2		0.02471	0.0494	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (%)	DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/NC (%)	DS1/DS3	0.00%	3						
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (%)	DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/NC (%)	R&B	3.48%	16,203	3.02%	199		0.01307	0.3563	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (%)	R&B	0.03%	259,246	0.06%	4,767		0.00023	-1.6361	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC (%)	R&B	0.00%	126,085	0.00%	1,970		0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/NC (%)	R&B	0.05%	133,161	0.11%	2,797		0.00042	-1.3849	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/NC (%)	R&B	3.15%	127	0.00%	2		0.12447	0.2530	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (%)	R&B	0.00%	96	0.00%	4		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC (%)	R&B	0.00%	26	0.00%	1		0.00000		YES
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/NC (%)	R&B	0.00%	70	0.00%	3		0.00000		YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/NC (%)	R&B&D - Disp	3.52%	17,447	0.00%	22		0.03931	0.8952	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/NC (%)	R&B&D - Disp	3.52%	17,447						
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/NC (%)	R&B&D - Disp	2.96%	135						

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B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/NC (%)	R&B&D - Disp	2.96%	135						
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (%)	ADSL to Retail	3.16%	3,101	0.00%	38		0.02855	1.1068	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (%)	ADSL to Retail	0.00%	1,658						
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (%)	ADSL to Retail	0.00%	6						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/NC (%)	ISDN - BRI	1.89%	106	0.00%	93		0.01933	0.9760	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/NC (%)	ISDN - BRI	2.36%	127						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/NC (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/NC (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/NC (%)	ADSL to Retail	3.16%	3,101	0.00%	1		0.17497	0.1806	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/NC (%)	ADSL to Retail	0.00%	1,658	0.00%	17		0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/NC (%)	ADSL to Retail	0.00%	6						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/NC (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/NC (%)	R&B - Disp	3.48%	16,203	0.60%	167		0.01426	2.0215	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (%)	R&B - Disp	3.48%	16,203						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/NC (%)	R&B - Disp	3.15%	127	0.00%	1		0.17534	0.1796	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (%)	R&B - Disp	3.15%	127						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	3.59%	15,286	0.00%	6		0.07598	0.4727	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.05%	132,572						
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	5.06%	79						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (%)	R&B - Disp	3.48%	16,203	0.00%	5		0.08198	0.4246	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (%)	R&B - Disp	3.48%	16,203						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (%)	R&B - Disp	3.15%	127						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (%)	R&B - Disp	3.15%	127						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	3.59%	15,286						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.05%	132,572						
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	5.06%	79						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (%)	R&B - Disp	3.48%	16,203	0.00%	216		0.01255	2.7726	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (%)	R&B - Disp	3.48%	16,203						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (%)	R&B - Disp	3.15%	127	0.00%	4		0.08869	0.3551	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (%)	R&B - Disp	3.15%	127						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	3.59%	15,286						
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.05%	132,572						
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	5.06%	79						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.00%	7						
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/NC (%)	Design	4.02%	1,244	0.00%	1		0.19649	0.2046	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/NC (%)	Design	1.27%	237						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/NC (%)	Design	0.00%	8						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/NC (%)	Design	0.00%	1						
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/NC (%)	R&B	3.48%	16,203	0.00%	11		0.05528	0.6296	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/NC (%)	R&B	0.03%	259,246						
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/NC (%)	R&B	3.15%	127						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/NC (%)	R&B	0.00%	96						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/NC (%)	R&B (POTS)	3.59%	15,286						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	0.02%	258,304						
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/NC (%)	R&B (POTS)	5.06%	79						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	0.00%	11						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/NC (%)	R&B (POTS)	3.59%	15,286	0.00%	2		0.13159	0.2729	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	0.02%	258,304	0.00%	285		0.00092	0.2614	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/NC (%)	R&B (POTS)	5.06%	79						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	0.00%	11	0.00%	7		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/NC (%)	Digital Loop < DS1	3.16%	3,353	0.00%	129		0.01570	2.0138	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (%)	Digital Loop < DS1	0.20%	1,954						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/NC (%)	Digital Loop < DS1	0.00%	6						
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/NC (%)	Digital Loop >= DS1	0.82%	122	0.00%	153		0.01094	0.7490	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (%)	Digital Loop >= DS1	0.00%	127						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (%)	Digital Loop >= DS1			0.00%	1				

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B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (%)	Digital Loop >= DS1	0.00%	28						
		% Provisioning Troubles within 30 Days									
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/NC (%)	R&B (POTS)	10.67%	19,593						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	2.59%	281,311						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/NC (%)	R&B (POTS)	13.46%	104						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	9.09%	11						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/NC (%)	DS1/DS3	8.21%	755	0.00%	7		0.10425	0.7877	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/NC (%)	DS1/DS3	0.00%	1						
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/NC (%)	R&B	10.47%	20,401	11.21%	232		0.02021	-0.3670	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (%)	R&B	2.60%	282,626	4.32%	3,214		0.00283	-6.0874	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC (%)	R&B	2.33%	136,715	3.68%	1,821		0.00356	-3.7902	NO
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/NC (%)	R&B	2.86%	145,911	5.17%	1,393		0.00449	-5.1389	NO
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/NC (%)	R&B	13.97%	136	0.00%	1		0.34795	0.4015	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (%)	R&B	3.72%	188	0.00%	1		0.18984	0.1961	YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC (%)	R&B	13.89%	36						
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/NC (%)	R&B	1.32%	152	0.00%	1		0.11432	0.1151	YES
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/NC (%)	R&B&D - Disp	10.24%	21,599	0.00%	13		0.08410	1.2172	YES
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/NC (%)	R&B&D - Disp	10.24%	21,599						
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/NC (%)	R&B&D - Disp	12.84%	148						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/NC (%)	R&B&D - Disp	12.84%	148						
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (%)	ADSL to Retail	4.23%	2,791	2.56%	39		0.03245	0.5128	YES
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (%)	ADSL to Retail	4.01%	1,445						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (%)	ADSL to Retail	12.50%	16						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (%)	ADSL to Retail	0.00%	1						
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/NC (%)	ISDN - BRI	2.91%	103	4.95%	101		0.02355	-0.8654	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/NC (%)	ISDN - BRI	1.59%	126						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/NC (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/NC (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/NC (%)	ADSL to Retail	4.23%	2,791	0.00%	1		0.20126	0.2101	YES
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/NC (%)	ADSL to Retail	4.01%	1,445	31.58%	19		0.04533	-6.0816	NO
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/NC (%)	ADSL to Retail	12.50%	16						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/NC (%)	ADSL to Retail	0.00%	1						
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/NC (%)	R&B - Disp	10.47%	20,401	6.61%	227		0.02043	1.8881	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (%)	R&B - Disp	10.47%	20,401						
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/NC (%)	R&B - Disp	13.97%	136	100.00%	1		0.34795	-2.4724	NO
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (%)	R&B - Disp	13.97%	136						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	10.67%	19,593	0.00%	3		0.17824	0.5985	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	2.85%	145,193						
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	13.46%	104						
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.00%	3						
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (%)	R&B - Disp	10.47%	20,401	0.00%	3		0.17674	0.5921	YES
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (%)	R&B - Disp	10.47%	20,401						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (%)	R&B - Disp	13.97%	136						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (%)	R&B - Disp	13.97%	136						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	10.67%	19,593						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	2.85%	145,193						
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	13.46%	104						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.00%	3						
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (%)	R&B - Disp	10.47%	20,401	5.86%	273		0.01865	2.4689	YES
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (%)	R&B - Disp	10.47%	20,401						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (%)	R&B - Disp	13.97%	136	25.00%	4		0.17587	-0.6271	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (%)	R&B - Disp	13.97%	136						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	10.67%	19,593						
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	2.85%	145,193						
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (%)	R&B (POTS) excl SB Or	13.46%	104						
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC (%)	R&B (POTS) excl SB Or	0.00%	3						
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/NC (%)	Design	6.34%	1,198						
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/NC (%)	Design	4.87%	226						

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B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/NC (%)	Design	0.00%	12						
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/NC (%)	Design	0.00%	1						
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/NC (%)	R&B	10.47%	20,401	16.67%	18		0.07218	-0.8592	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/NC (%)	R&B	2.60%	282,626						
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/NC (%)	R&B	13.97%	136						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/NC (%)	R&B	3.72%	188						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/NC (%)	R&B (POTS)	10.67%	19,593						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	2.59%	281,311						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/NC (%)	R&B (POTS)	13.46%	104						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	9.09%	11						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/NC (%)	R&B (POTS)	10.67%	19,593	0.00%	2		0.21829	0.4887	YES
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	2.59%	281,311	0.00%	239		0.01028	2.5205	YES
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/NC (%)	R&B (POTS)	13.46%	104						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (%)	R&B (POTS)	9.09%	11	0.00%	8		0.13358	0.6806	YES
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/NC (%)	Digital Loop < DS1	4.32%	3,059	3.62%	138		0.01768	0.3913	YES
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (%)	Digital Loop < DS1	4.04%	1,734						
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/NC (%)	Digital Loop < DS1	12.50%	16						
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (%)	Digital Loop < DS1	0.00%	1						
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/NC (%)	Digital Loop >= DS1	2.21%	136	18.80%	117		0.01852	-8.9619	NO
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (%)	Digital Loop >= DS1	1.08%	93						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (%)	Digital Loop >= DS1	0.00%	1						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (%)	Digital Loop >= DS1	0.00%	11						
	Average Completion Notice Interval - Mechanized										
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/NC (hours)	R&B (POTS)	1.55	15,132			12.007			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/NC (hours)	R&B (POTS)	0.79	257,961			3.984			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/NC (hours)	R&B (POTS)	0.35	77			2.566			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/NC (hours)	R&B (POTS)	0.53	11			0.296			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC (hours)	DS1/ DS3 - Interoffice	106.32	792			198.222			
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/NC (hours)	DS1/ DS3 - Interoffice	55.22	3			70.646			
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC (hours)	R&B	1.67	16,044	0.06	150	12.772	1.04765	1.5334	YES
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (hours)	R&B	0.80	258,895	1.03	4,668	4.194	0.06193	-3.6639	NO
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC (hours)	R&B	0.81	125,879	0.91	1,895	4.483	0.10377	-0.9069	YES
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC (hours)	R&B	0.79	133,016	1.11	2,773	3.900	0.07482	-4.2893	NO
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/NC (hours)	R&B	1.94	125	0.02	1	13.475	13.52873	0.1421	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (hours)	R&B	4.07	96	0.42	1	22.039	22.15334	0.1648	YES
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC (hours)	R&B	7.08	26			32.924			
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/NC (hours)	R&B	2.95	70	0.42	1	16.471	16.58805	0.1525	YES
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC (hours)	R&B&D - Disp	18.08	17,239	38.84	4	130.103	65.05924	-0.3191	YES
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/NC (hours)	R&B&D - Disp	18.08	17,239			130.103			
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/NC (hours)	R&B&D - Disp	2.89	133			17.833			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/NC (hours)	R&B&D - Disp	2.89	133			17.833			
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (hours)	ADSL to Retail	12.55	3,092	12.25	18	32.431	7.66620	0.0391	YES
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (hours)	ADSL to Retail	1.76	1,657			11.719			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (hours)	ADSL to Retail	3.41	6			8.306			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC (hours)	ISDN - BRI	165.10	103	26.47	30	222.816	46.22675	2.9991	YES
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/NC (hours)	ISDN - BRI	1.37	123			4.039			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/NC (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/NC (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC (hours)	ADSL to Retail	12.55	3,092			32.431			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC (hours)	ADSL to Retail	1.76	1,657	0.67	1	11.719	11.72299	0.0933	YES
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/NC (hours)	ADSL to Retail	3.41	6			8.306			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/NC (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC (hours)	R&B - Disp	1.67	16,044	18.46	88	23.795	2.54354	-6.6008	NO
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (hours)	R&B - Disp	1.67	16,044			12.772			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC (hours)	R&B - Disp	1.94	125	19.73	1	13.475	13.52873	-1.3153	YES
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (hours)	R&B - Disp	1.94	125			13.475			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (hours)	R&B (POTS) excl SB Or	1.55	15,132	0.02	6	12.007	4.90265	0.3123	YES

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			Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC (hours)	R&B (POTS) excl SB Or	0.78	132,433			3.602			
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (hours)	R&B (POTS) excl SB Or	0.35	77			2.566			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC (hours)	R&B (POTS) excl SB Or	0.55	7			0.320			
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (hours)	R&B - Disp	1.67	16,044			12.772			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (hours)	R&B - Disp	1.67	16,044			12.772			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (hours)	R&B - Disp	1.94	125			13.475			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (hours)	R&B - Disp	1.94	125			13.475			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (hours)	R&B (POTS) excl SB Or	1.55	15,132			12.007			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC (hours)	R&B (POTS) excl SB Or	0.78	132,433			3.602			
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (hours)	R&B (POTS) excl SB Or	0.35	77			2.566			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC (hours)	R&B (POTS) excl SB Or	0.55	7			0.320			
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (hours)	R&B - Disp	1.67	16,044	13.35	150	40.850	3.35091	-3.4839	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (hours)	R&B - Disp	1.67	16,044			12.772			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (hours)	R&B - Disp	1.94	125	0.02	1	13.475	13.52873	0.1421	YES
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (hours)	R&B - Disp	1.94	125			13.475			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (hours)	R&B (POTS) excl SB Or	1.55	15,132			12.007			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC (hours)	R&B (POTS) excl SB Or	0.78	132,433			3.602			
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (hours)	R&B (POTS) excl SB Or	0.35	77			2.566			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC (hours)	R&B (POTS) excl SB Or	0.55	7			0.320			
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC (hours)	Design	238.39	1,195			435.880			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/NC (hours)	Design	36.60	236			119.693			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/NC (hours)	Design	17.75	8			50.119			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/NC (hours)	Design	77.48	1			0.000			
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC (hours)	R&B	1.67	16,044			12.772			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/NC (hours)	R&B	0.80	258,895			4.194			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/NC (hours)	R&B	1.94	125			13.475			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/NC (hours)	R&B	4.07	96			22.039			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/NC (hours)	R&B (POTS)	1.55	15,132			12.007			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/NC (hours)	R&B (POTS)	0.79	257,961			3.984			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/NC (hours)	R&B (POTS)	0.35	77			2.566			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (hours)	R&B (POTS)	0.53	11			0.296			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/NC (hours)	R&B (POTS)	1.55	15,132			12.007			
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (hours)	R&B (POTS)	0.79	257,961	0.67	132	3.984	0.34682	0.3603	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/NC (hours)	R&B (POTS)	0.35	77			2.566			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (hours)	R&B (POTS)	0.53	11			0.296			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC (hours)	Digital Loop < DS1	26.67	3,337	21.19	47	115.910	17.02587	0.3219	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (hours)	Digital Loop < DS1	1.82	1,949			11.155			
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/NC (hours)	Digital Loop < DS1	3.41	6			8.306			
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC (hours)	Digital Loop >= DS1	183.42	116	54.56	90	305.984	42.98157	2.9980	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (hours)	Digital Loop >= DS1	23.87	126			129.388			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (hours)	Digital Loop >= DS1	0.78	28			0.253			
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/NC (hours)	Diagnostic			41.81	2				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/NC (hours)	Diagnostic			14.13	45				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			6.48	97				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/NC (hours)	Diagnostic			6.89	75				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/NC (hours)	Diagnostic			5.09	22				Diagnostic
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/NC (hours)	Diagnostic			14.40	1				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic			15.07	3				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/NC (hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/NC (hours)	Diagnostic			15.60	2				Diagnostic

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B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/NC (hours)	Diagnostic			90.00	17				Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (hours)	Diagnostic			17.00	17				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/NC (hours)	Diagnostic			30.47	61				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/NC (hours)	Diagnostic			0.03	1				Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			0.63	16				Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/NC (hours)	Diagnostic			42.62	76				Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (hours)	Diagnostic			36.06	5				Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (hours)	Diagnostic			40.10	62				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic			18.57	3				Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/NC (hours)	Diagnostic								Diagnostic
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/NC (hours)	Diagnostic			15.87	1				Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/NC (hours)	Diagnostic			31.72	11				Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/NC (hours)	Diagnostic			0.02	2				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic			2.66	153				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic			0.51	7				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/NC (hours)	Diagnostic			27.69	77				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/NC (hours)	Diagnostic			56.39	62				Diagnostic

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B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (hours)	Diagnostic			35.72	1				Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (hours)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Mechanized										
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC (days)	Diagnostic			3.73	40				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.80	2,293				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC (days)	Diagnostic			11.72	2				Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (days)	Diagnostic			4.86	9				Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic			12.88	9				Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC (days)	Diagnostic			4.49	16				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic			3.53	4				Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC (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/NC (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.87	74				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			8.87	18				Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			6.47	14				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Partially Mechanized										
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC (days)	Diagnostic			3.61	21				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.30	599				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic			12.91	2				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC (days)	Diagnostic			5.54	21				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (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/NC (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (days)	Diagnostic			6.30	48				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic			6.88	1				Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.25	46				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			12.91	2				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			6.10	3				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time - Non-Mechanized										
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC (days)	Diagnostic			2.57	17				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.00	18				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.34	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC (days)	Diagnostic			11.87	6				Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (days)	Diagnostic			5.04	3				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic			10.85	26				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC (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/NC (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC (days)	Diagnostic			5.44	23				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (days)	Diagnostic			5.15	2				Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (days)	Diagnostic			6.26	18				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic			7.01	4				Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic			0.33	1				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.91	131				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.25	3				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			10.25	29				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			6.78	32				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Mechanized										
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic

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B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC (days)	Diagnostic			3.73	40				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.90	1,859				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC (days)	Diagnostic			11.72	2				Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (days)	Diagnostic			4.86	9				Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic			12.88	9				Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC (days)	Diagnostic			4.49	16				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic			3.53	4				Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.87	74				Diagnostic

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B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			8.87	18				Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			6.47	14				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Partially Mechanized										
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC (days)	Diagnostic			3.55	20				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.30	548				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic			12.91	2				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC (days)	Diagnostic			5.57	20				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (days)	Diagnostic			6.23	47				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic			6.88	1				Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (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/NC (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.19	41				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			12.91	2				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			6.10	3				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Total Service Order Cycle Time (offered) - Non-Mechanized										
B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/NC (days)	Diagnostic			2.71	14				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			1.00	17				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/NC (days)	Diagnostic			11.87	6				Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/NC (days)	Diagnostic			5.04	3				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/NC (days)	Diagnostic			11.21	23				Diagnostic
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/NC (days)	Diagnostic			5.44	22				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic

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B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/NC (days)	Diagnostic			5.15	2				Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/NC (days)	Diagnostic			6.26	18				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/NC (days)	Diagnostic			7.65	3				Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.92	130				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic			0.77	2				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			10.50	26				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/NC (days)	Diagnostic			6.74	31				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/NC (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/NC (days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B.2.31	P-13	LNP/NC (%)	>= 95% w in 15 min								
	% Completions w/o Notice or < 24 hours										
B.2.32.1.1	P-6	Switch Ports/Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/NC (%)	Diagnostic			18.60%	129				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/NC (%)	Diagnostic			9.68%	3,047				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/NC (%)	Diagnostic			7.14%	14				Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/NC (%)	Diagnostic			5.56%	18				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/NC (%)	Diagnostic			5.56%	72				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/NC (%)	Diagnostic								Diagnostic

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B.2.32.7.1	P-6	Line Sharing/Dispatch/NC (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/NC (%)	Diagnostic			0.00%	16				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/NC (%)	Diagnostic			7.23%	83				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/NC (%)	Diagnostic			20.00%	5				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/NC (%)	Diagnostic			0.00%	3				Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/NC (%)	Diagnostic			45.45%	110				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/NC (%)	Diagnostic			0.00%	7				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/NC (%)	Diagnostic			0.00%	1				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/NC (%)	Diagnostic			2.84%	282				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/NC (%)	Diagnostic			5.56%	90				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/NC (%)	Diagnostic			11.25%	80				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
	% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 95% of requests			100.00%	33				YES
B.2.33.2	P-8	xDSL Other/NC (%)	>= 95% of requests								
	Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/NC (%)	>= 95%			100.00%	110				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/NC (%)	>= 95%			69.33%	75				NO
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/NC (%)	>= 95%			100.00%	25				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/NC (%)	>= 95%			90.91%	11				NO
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/NC (%)	>= 95%			96.33%	300				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/NC (%)	>= 95%			98.02%	405				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/NC (%)	>= 95%			97.73%	132				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/NC (%)	>= 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/NC (%)	R&B (POTS)	4.00%	40,135						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/NC (%)	R&B (POTS)	1.22%	17,878						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/NC (%)	DS1/DS3	0.00%	605	0.00%	1		0.00000		YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/NC (%)	DS1/DS3	0.18%	566	0.00%	2		0.02975	0.0594	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/NC (%)	R&B	4.12%	40,940	0.61%	819		0.00701	4.9999	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/NC (%)	R&B	1.23%	18,500	1.07%	281		0.00662	0.2409	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/NC (%)	R&B&D - Disp	4.06%	41,859	0.00%	9		0.06577	0.6168	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/NC (%)	R&B&D - Disp	4.06%	41,859	0.00%	1		0.19728	0.2056	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/NC (%)	ADSL to Retail	48.72%	626	7.14%	14		0.13507	3.0783	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC (%)	ADSL to Retail	1.32%	1,444	0.00%	3		0.06586	0.1998	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/NC (%)	ISDN - BRI	2.50%	80	0.00%	42		0.02975	0.8403	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/NC (%)	ISDN - BRI	0.00%	127	0.00%	20		0.00000		YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/NC (%)	ADSL to Retail	48.72%	626	100.00%	1		0.50024	-1.0251	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/NC (%)	ADSL to Retail	1.32%	1,444	0.00%	4		0.05705	0.2306	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/NC (%)	R&B - Disp	4.12%	40,940	0.00%	349		0.01068	3.8541	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/NC (%)	R&B - Disp	4.12%	40,940	0.00%	123		0.01794	2.2943	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/NC (%)	R&B (POTS) excl SB FT	4.00%	40,079	0.00%	3		0.11314	0.3535	YES

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B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/NC (%)	R&B (POTS) excl SB FT	1.11%	16,094	0.00%	0				YES
B.3.1.10.1	M&R-1	Other Design/Dispatch/NC (%)	Design	1.41%	919	0.00%	0				YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/NC (%)	Design	0.21%	1,420	0.00%	0				YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/NC (%)	R&B	4.12%	40,940	0.00%	1		0.19866	0.2072	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/NC (%)	R&B	1.23%	18,500	0.00%	2		0.07785	0.1576	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/NC (%)	R&B (POTS)	4.00%	40,135						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/NC (%)	R&B (POTS)	1.22%	17,878						
	Customer Trouble Report Rate										
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/NC (%)	R&B (POTS)	1.98%	2,026,128						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/NC (%)	R&B (POTS)	0.88%	2,026,128						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/NC (%)	DS1/DS3	1.90%	31,764	0.65%	153		0.01118	1.1186	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/NC (%)	DS1/DS3	1.78%	31,764	1.31%	153		0.01082	0.4388	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/NC (%)	R&B	1.81%	2,264,542	1.34%	60,995		0.00055	8.4309	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/NC (%)	R&B	0.82%	2,264,542	0.46%	60,995		0.00037	9.6058	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/NC (%)	R&B&D - Disp	1.55%	2,702,693	2.46%	366		0.00651	-1.3992	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/NC (%)	R&B&D - Disp	1.55%	2,702,693	0.27%	366		0.00651	1.9607	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/NC (%)	ADSL to Retail	0.97%	64,411	0.88%	1,593		0.00250	0.3721	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC (%)	ADSL to Retail	2.24%	64,411	0.19%	1,593		0.00380	5.4075	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/NC (%)	ISDN - BRI	0.71%	11,189	1.19%	3,544		0.00163	-2.8844	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/NC (%)	ISDN - BRI	1.14%	11,189	0.56%	3,544		0.00205	2.7791	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/NC (%)	ADSL to Retail	0.97%	64,411	0.21%	468		0.00457	1.6578	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/NC (%)	ADSL to Retail	2.24%	64,411	0.85%	468		0.00695	1.9970	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/NC (%)	R&B - Disp	1.81%	2,264,542	0.83%	42,195		0.00066	14.8457	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/NC (%)	R&B - Disp	1.81%	2,264,542	0.29%	42,195		0.00066	22.9532	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/NC (%)	R&B (POTS) excl SB FT	1.98%	2,026,128	1.64%	183		0.01040	0.3258	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/NC (%)	R&B (POTS) excl SB FT	0.79%	2,026,128	0.00%	183		0.00659	1.2056	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/NC (%)	Design	0.21%	438,151	0.00%	6		0.01870	0.1122	YES
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/NC (%)	Design	0.32%	438,151	0.00%	6		0.02324	0.1394	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/NC (%)	R&B	1.81%	2,264,542	0.32%	308		0.00766	1.9358	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/NC (%)	R&B	0.82%	2,264,542	0.65%	308		0.00515	0.3254	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/NC (%)	R&B (POTS)	1.98%	2,026,128						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/NC (%)	R&B (POTS)	0.88%	2,026,128						
	Maintenance Average Duration										
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/NC (hours)	R&B (POTS)	18.33	40,135			22.512			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/NC (hours)	R&B (POTS)	6.60	17,878			12.732			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/NC (hours)	DS1/DS3	4.11	605	4.55	1	3.252	3.25433	-0.1351	YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/NC (hours)	DS1/DS3	1.77	566	1.50	2	2.531	1.79289	0.1524	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/NC (hours)	R&B	18.25	40,940	10.29	819	22.428	0.79150	10.0483	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/NC (hours)	R&B	6.48	18,500	3.25	281	12.594	0.75698	4.2660	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/NC (hours)	R&B&D - Disp	17.96	41,859	4.87	9	22.289	7.43053	1.7622	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/NC (hours)	R&B&D - Disp	17.96	41,859	0.33	1	22.289	22.28946	0.7908	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/NC (hours)	ADSL to Retail	48.99	626	5.29	14	162.752	43.98096	0.9936	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC (hours)	ADSL to Retail	1.81	1,444	6.15	3	23.376	13.51031	-0.3214	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/NC (hours)	ISDN - BRI	6.56	80	3.76	42	8.009	1.52616	1.8380	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/NC (hours)	ISDN - BRI	1.87	127	4.01	20	3.331	0.80140	-2.6716	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/NC (hours)	ADSL to Retail	48.99	626	72.00	1	162.752	162.88177	-0.1413	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/NC (hours)	ADSL to Retail	1.81	1,444	7.50	4	23.376	11.70431	-0.4863	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/NC (hours)	R&B - Disp	18.25	40,940	3.79	349	22.428	1.20566	11.9930	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/NC (hours)	R&B - Disp	18.25	40,940	2.78	123	22.428	2.02531	7.6377	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/NC (hours)	R&B (POTS) excl SB FT	18.33	40,079	8.33	3	22.512	12.99790	0.7691	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/NC (hours)	R&B (POTS) excl SB FT	6.96	16,094	0.00	0	12.934			YES
B.3.3.10.1	M&R-3	Other Design/Dispatch/NC (hours)	Design	5.17	919	0.00	0	7.276			YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/NC (hours)	Design	2.29	1,420	0.00	0	3.368			YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/NC (hours)	R&B	18.25	40,940	28.00	1	22.428	22.42838	-0.4348	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/NC (hours)	R&B	6.48	18,500	11.00	2	12.594	8.90576	-0.5073	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/NC (hours)	R&B (POTS)	18.33	40,135			22.512			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/NC (hours)	R&B (POTS)	6.60	17,878			12.732			
	% Repeat Troubles within 30 Days										
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/NC (%)	R&B (POTS)	15.45%	40,135						

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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/NC (%)	R&B (POTS)	14.50%	17,878						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/NC (%)	DS1/DS3	24.46%	605	0.00%	1		0.43022	0.5686	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/NC (%)	DS1/DS3	21.20%	566	0.00%	2		0.28953	0.7323	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/NC (%)	R&B	15.43%	40,940	13.19%	819		0.01275	1.7577	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/NC (%)	R&B	14.55%	18,500	18.15%	281		0.02119	-1.7005	NO
B.3.4.4.1	M&R-4	Combo Other/Dispatch/NC (%)	R&B&D - Disp	15.59%	41,859	0.00%	9		0.12092	1.2889	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/NC (%)	R&B&D - Disp	15.59%	41,859	0.00%	1		0.36272	0.4297	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/NC (%)	ADSL to Retail	25.88%	626	21.43%	14		0.11835	0.3760	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC (%)	ADSL to Retail	25.62%	1,444	0.00%	3		0.25230	1.0156	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/NC (%)	ISDN - BRI	12.50%	80	11.90%	42		0.06302	0.0945	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/NC (%)	ISDN - BRI	22.05%	127	10.00%	20		0.09973	1.2080	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/NC (%)	ADSL to Retail	25.88%	626	0.00%	1		0.43832	0.5904	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/NC (%)	ADSL to Retail	25.62%	1,444	75.00%	4		0.21858	-2.2590	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/NC (%)	R&B - Disp	15.43%	40,940	12.03%	349		0.01942	1.7474	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/NC (%)	R&B - Disp	15.43%	40,940	8.13%	123		0.03262	2.2372	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/NC (%)	R&B (POTS) excl SB FT	15.44%	40,079	0.00%	3		0.20861	0.7400	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/NC (%)	R&B (POTS) excl SB FT	14.25%	16,094	0.00%	0				YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/NC (%)	Design	22.63%	919	0.00%	0				YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/NC (%)	Design	16.69%	1,420	0.00%	0				YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/NC (%)	R&B	15.43%	40,940	0.00%	1		0.36122	0.4271	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/NC (%)	R&B	14.55%	18,500	100.00%	2		0.24931	-3.4276	NO
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/NC (%)	R&B (POTS)	15.45%	40,135						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/NC (%)	R&B (POTS)	14.50%	17,878						
	Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/NC (%)	R&B (POTS)	9.30%	28,344						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/NC (%)	R&B (POTS)	4.04%	6,428						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/NC (%)	DS1/DS3	0.00%	605	0.00%	1		0.00000		YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/NC (%)	DS1/DS3	0.18%	566	0.00%	2		0.02975	0.0594	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/NC (%)	R&B	9.33%	28,840	2.57%	583		0.01217	5.5521	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/NC (%)	R&B	3.91%	6,745	0.71%	140		0.01656	1.9323	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/NC (%)	R&B&D - Disp	9.08%	29,759	0.00%	9		0.09580	0.9481	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/NC (%)	R&B&D - Disp	9.08%	29,759	0.00%	1		0.28737	0.3161	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/NC (%)	ADSL to Retail	48.72%	626	7.14%	14		0.13507	3.0783	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/NC (%)	ADSL to Retail	1.32%	1,444	0.00%	3		0.06586	0.1998	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/NC (%)	ISDN - BRI	2.53%	79	0.00%	42		0.03000	0.8439	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/NC (%)	ISDN - BRI	0.00%	127	0.00%	20		0.00000		YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/NC (%)	ADSL to Retail	48.72%	626	0.00%	0				YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/NC (%)	ADSL to Retail	1.32%	1,444	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/NC (%)	R&B - Disp	9.33%	28,840	0.00%	349		0.01566	5.9558	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/NC (%)	R&B - Disp	9.33%	28,840	0.00%	123		0.02628	3.5495	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/NC (%)	R&B (POTS) excl SB FT	9.30%	28,340	0.00%	2		0.20535	0.4528	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/NC (%)	R&B (POTS) excl SB FT	4.05%	6,419	0.00%	0				YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/NC (%)	Design	1.41%	919	0.00%	0				YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/NC (%)	Design	0.21%	1,420	0.00%	0				YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/NC (%)	R&B	9.33%	28,840	100.00%	1		0.29082	-3.1178	NO
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/NC (%)	R&B	3.91%	6,745	0.00%	2		0.13715	0.2854	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/NC (%)	R&B (POTS)	9.30%	28,344						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/NC (%)	R&B (POTS)	4.04%	6,428						
	Unbundled Network Elements - Billing										
	Invoice Accuracy										
B.4.1	B-1	NC (%)	BST - State	98.73%	$186,998,247	99.99%	$2,091,822		0.00008	-161.9834	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/NC (%)	Diagnostic			41.27%	63				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/NC (%)	>= 85% w in 4 days			100.00%	26				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/NC (%)	>= 95% w in 10 days			100.00%	72				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/NC (%)	>= 95%			100.00%	55				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C.1.5	O-11	Local Interconnection Trunks/NC (%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C.2.1	P-4	Local Interconnection Trunks/NC (days)	Parity w Retail	17.92	71	13.33	3	10.484	6.17936	0.7423	YES
	Held Orders										
C.2.2	P-1	Local Interconnection Trunks/NC (days)	Parity w Retail	0.00	0	0.00	0				YES
	% Jeopardies										
C.2.3	P-2	Local Interconnection Trunks/NC (%)	Parity w Retail	0.00%	65	0.00%	6		0.00000		YES
	Average Jeopardy Notice Interval										
C.2.4	P-2	Local Interconnection Trunks/NC (hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C.2.5	P-3	Local Interconnection Trunks/NC (%)	Parity w Retail	2.82%	71	0.00%	10		0.05588	0.5041	YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/NC (%)	Parity w Retail	0.00%	2,928	0.00%	2,045		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/NC (hours)	Parity w Retail	264.34	63	32.96	9	375.596	133.84285	1.7287	YES
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/NC (days)	Diagnostic			14.54	3				Diagnostic
	% Completions w/o Notice or < 24 hours										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/NC (%)	Diagnostic			0.00%	3				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/NC (%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/NC (%)	>= 95%			100.00%	71				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/NC (%)	>= 95%			100.00%	29				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/NC (%)	>= 95%			100.00%	1				YES
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/NC (%)	>= 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/NC (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/NC (%)	Parity w Retail	0.00%	67	0.00%	2		0.00000		YES
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/NC (%)	Parity w Retail	0.00%	201,027	0.00%	58,767		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/NC (%)	Parity w Retail	0.03%	201,027	0.00%	58,767		0.00009	3.4955	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/NC (hours)	Parity w Retail	0.00	0	0.00	0				YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/NC (hours)	Parity w Retail	0.16	67	2.83	2	0.688	0.49361	-5.4185	NO
	% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/NC (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/NC (%)	Parity w Retail	1.49%	67	0.00%	2		0.08701	0.1715	YES
	Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/NC (%)	Parity w Retail	0.00%	0	0.00%	0				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/NC (%)	Parity w Retail	0.00%	67	0.00%	2		0.00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C.4.1	B-1	NC (%)	BST - State	98.73%	$186,998,247	98.25%	$2,267,023		0.00007	63.0401	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/NC (%)	>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/NC (calendar days)	<= 20 days			0	1				YES
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/NC (business days)	<= 23 days								
E.1.1.3	C-1	Physical Caged/NC (business days)	<= 23 days			8	3				YES
E.1.1.4	C-1	Physical Cageless/NC (business days)	<= 23 days			3	14				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/NC (calendar days)	<= 50 days			34	1				YES
E.1.2.2	C-2	Virtual-Extraordinary/NC (calendar days)	<= 75 days								
E.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/NC (business days)	<= 45 days								
E.1.2.4	C-2	Physical Caged-Ordinary/NC (business days)	<= 76 days			34	3				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/NC (business days)	<= 91 days								
E.1.2.6	C-2	Physical Cageless-Ordinary/NC (business days)	<= 76 days			16	13				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/NC (business days)	<= 91 days								
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/NC (%)	< 5% missed			0.00%	1				YES
E.1.3.2	C-3	Physical/NC (%)	< 5% missed			0.00%	16				YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/NC (%)	< 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/NC (%)	>= 95% w in 3 bus days			54.55%	11				NO
	Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/NC (%)	>= 95% w in 1 min			77.44%	328				NO
	General - Ordering										
	Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/NC (%)	>= 95% w in 5 bus days			100.00%	4				YES
F.3.1.2	O-10	Local Interoffice Transport/NC (%)	>= 95% w in 5 bus days								
	Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	259.48	5,582,890	58.19	41,576				YES
	General - Maintenance Center										
	Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	52.80	1,593,224	28.04	91,272				YES
	General - Operator Services (Toll)										
	Average Speed to Answer										
F.6.1	OS-1	NC (seconds)	PBD			2.44					PBD
	% Answered in 10 seconds										
F.6.2	OS-2	NC (%)	PBD			92.80%					PBD
	General - Directory Assistance										
	Average Speed to Answer										
F.7.1	DA-1	NC (seconds)	PBD			2.97					PBD
	% Answered in 10 seconds										
F.7.2	DA-2	NC (%)	PBD			93.70%					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	NC (hours)	PBD			1.02	1,171				PBD
	% Accuracy										
F.8.2	E-2	NC (%)	PBD			96.95%	183,029				PBD
	% Timeliness										
F.8.3	E-1	NC (%)	PBD			100.00%	1,171				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/NC (%)	Parity w Retail	82.09%	$6,089,815	99.04%	$123,619		0.00260	-65.1455	YES
F.9.5.2	B-7	UNE/NC (%)	>= 90%			98.88%	$90,215				YES
F.9.5.3	B-7	Interconnection/NC (%)	>= 90%			98.68%	$1,702				YES
	Non-Recurring Charge Completeness										
F.9.6.1	B-8	Resale/NC (%)	Parity w Retail	84.41%	$12,417,911	98.92%	$249,848		0.00186	-78.1994	YES
F.9.6.2	B-8	UNE/NC (%)	>= 90%			98.64%	$433,231				YES
F.9.6.3	B-8	Interconnection/NC (%)	>= 90%			97.97%	$98,486				YES
	General - Change Management										
	% Software Release Notices Sent On Time										
F.10.1	CM-1	NC (%)	>= 95% w in 30 days								
	Average Software Release Notice Delay Days										
F.10.2	CM-2	NC (average)	>= 22 days prior to release								
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	NC (%)	>= 95% w in 30 days			100.00%	1				YES
	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B	NC (%)	>= 95% w in 5 days								
	Average Documentation Release Delay Days										
F.10.5	CM-4	NC (average)	>= 22 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5	NC (%)	>= 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/NC (hours)	PBD	0.52	19	0.52	19				PBD
F.13.1.2	D-1	Directory Listings/NC (hours)	PBD	0.11	25	0.11	25				PBD
F.13.1.3	D-1	Directory Assistance/NC (hours)	PBD	6.48	23	6.48	23				PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/NC (%)	>= 95%			93.48%	660				NO
F.13.2.2	D-2	Directory Listings/NC (%)	>= 95%			99.35%	1,072				YES
F.13.2.3	D-2	Directory Assistance/NC (%)	>= 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